



NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

Tuesday, 25 April 2017 at 2.00 pm at the Whickham Room - Civic Centre

From the Clerk, Sheena Ramsey

Item	Business
1.	2.00pm Apologies
2.	Minutes (Pages 3 - 8) The Panel is asked to approve the minutes of the last meeting held on 28 February 2017 (attached)
3.	Matters arising from the Minutes
4.	2.10pm Feedback from National and Regional Events Members are asked to give feedback on issues relevant to the Panel.
5.	2.15pm Police and Crime Commissioner - Progress and Update Report (Pages 9 - 28) Report of the PCC (attached)
6.	2.35pm Police and Crime Plan - Annual Performance Report 2016/17 (Pages 29 - 78) Report of the PCC (attached)
7.	2.55pm Complaints Against the Police and Crime Commissioner - Annual Report 2016/17 (Pages 79 - 82) Report of the Monitoring Officer (attached)
8.	3.10pm 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.
9.	3.25pm Themed Report - Police and Crime Commissioner and Community Safety Partnerships Working Closer Together (Pages 83 - 86) Report of the Police and Crime Commissioner (attached)

10. 3.45pm Schedule of Meetings 2017/18

The Panel is asked to consider the following schedule of meetings for 2017/18:-

Tuesday 1 August 2017 at 2.00pm
Tuesday 31 October 2017 at 2.00pm
Tuesday 16 January 2018 at 2.00pm
Tuesday 6 February 2018 at 2.00pm
Tuesday 6 March 2018 at 2.00pm
Tuesday 24 April 2018 at 2.00pm

Contact: Mike Aynsley Tel: (0191) 4332128 Email: michaelaynsley@gateshead.gov.uk
Date: Thursday 13 April 2017



NORTHUMBRIA POLICE AND CRIME PANEL

28 February 2017

PRESENT:

Gateshead Council	Councillors J McElroy (Chair) and J McClurey
Newcastle City Council	Councillor J Robinson
North Tyneside Council	Councillor T Mulvenna
South Tyneside Council	Councillor J Welsh
Sunderland City Council	Councillor H Trueman
Independent Co-opted Members	J Guy and S Isaacson

ALSO IN ATTENDANCE:

Office of the Police and Crime Commissioner for Northumbria

Dame V Baird QC - Police and Crime Commissioner for Northumbria (PCC)
E Snaith - Chief Executive
M Tait - Chief Finance Officer

Gateshead Council

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

APOLOGIES: Councillors N Kemp (Newcastle City Council), C Burdis (North Tyneside Council), I Hutchinson and L Simpson (Northumberland County Council), G Kilgour (South Tyneside Council) and P Watson (Sunderland City Council)

46. MINUTES

RESOLVED - That the minutes of the last meeting held on 7 February 2017 be approved as a correct record subject to minute 42 being amended to: it was agreed that the risk of further reductions in funding was inevitable, therefore, the risk definition should be amended to high.

47. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS

The Chair reported that at a recent joint meeting of Gateshead Council's Community Safety and Health and Wellbeing Boards it was agreed that a letter be sent to the Chancellor regarding the concern at the low duty on low value cider.

RESOLVED – That the information be noted

48. DRAFT POLICE AND CRIME PLAN 2017-21

The PCC has a statutory role to issue a Police and Crime Plan within the financial year in which each ordinary election is held. The PCC's draft Police and Crime Plan 2017-21 - Building Safer Communities and Effective Justice was presented to the Panel.

In line with the statutory requirements, the plan must include:

- The PCC's police and crime objectives
- The policing the Chief Constable is to provide
- The financial and other resources the PCC will make available to the Chief Constable to provide policing
- How the Chief Constable will report to the PCC about policing
- How the Chief Constable's performance will be measured
- Information about any crime and disorder reduction grants to be made by the PCC and any conditions made.

The role of the Police and Crime Panel is to review the draft Police and Crime Plan and make a report and recommendations for regard by the PCC.

The draft Police and Crime Plan has been shaped by a wide range of influences including:

- Public consultation
- Northumbria Police performance
- Her Majesty's Inspectorate of Constabulary inspection findings
- Northumbria Police strategic assessment
- National Policing Vision and Strategic Policing Requirement
- Victim services funding priorities
- Consultation meetings with key strategic partners
- Community Safety Partnerships strategic assessments
- PCC Advisory Groups and Victims Panel
- Students consultation
- Police and Crime Panel consultation

Following an analysis of the findings from the consultation process, the proposed Northumbria Police and Crime Plan priorities for 2017-21 are:

- Domestic and sexual abuse
- Putting victims first
- Effective criminal justice system
- Reducing anti-social behaviour
- Tackling crime
- Community confidence

The Panel raised the following issues:-

It was commented that it was a good plan and the priorities fitted in with the Council's priorities. However, because of the Government funding cuts, there will be less resources in Sunderland to tackle anti-social behaviour. It was asked if there were any grants available that could be given to the Community Safety Partnerships. The PCC replied that her budget has also been cut but there was a lot of joint working being done with the Community Safety Partnerships and bids for extra funding were being made whenever possible.

Reference has been made in the section in the plan on reducing anti- social behaviour to drunken youths. It was suggested that this should also include adults and the PCC agreed.

It was commented that drug issues were only lightly mentioned in the plan. Drug related crime can cross all of the six proposed priorities in the policing plan. It was the general public perception that drugs were a problem and they need to read the plan and be assured that it was being addressed. The role of the Serious and Organised Crime Unit could also be mentioned. The PCC replied that cutting drug use and the crime that is a consequence was included in the tackling crime section of the plan. The concern about legal highs has been addressed successfully and there were a number of initiatives with partners working with people under the influence of drugs. The police regularly target key seizures of drugs and arrest dealers, etc. The PCC agreed to look at this section again.

It was suggested that an explanation of restorative justice which was mentioned under putting victims first in the plan could be given. There have been some good examples of how it had worked but it was supposed to be victim led but it can be a long process. The PCC agreed to look at this.

The work of the Court Observers Panel was included in the plan in the effective criminal justice system section. Now that the panel's report had been submitted, it could be mentioned that the scrutiny work will continue with a new focus on specialist domestic violence courts. The PCC agreed to add this into the plan.

The former Probation Service used to be very active partners in the drug and alcohol projects and it was asked what the position was now. The PCC replied that there were new arrangements with the Community Rehabilitation Company with a different model.

The survey findings stated that adults wanted reducing crime as one of their top priorities. It was considered that this was what the public think that the police were there to do. However, in the plan and as one of the proposed priorities it was tackling crime. There should be some consistency. The PCC replied that tackling crime was more aspirational as it included early intervention, etc. and was not just about arrests but she would at this.

- RESOLVED -
- (i) That the draft Police and Crime Plan 2017-21 be noted.
 - (ii) That the PCC consider the Panel's comments on the draft plan and a revised plan be sent to Members for a final review.

- (iii) That a report be sent to the PCC recommending that the format and content of the plan and its objections be supported, subject to the minor points of clarification raised.

48. THEMED REPORT – SEEING IS BELIEVING – THE NORTHUMBRIA COURT OBSERVERS PANEL REPORT ON 30 RAPE TRIALS 2015-16

In accordance with minute 44(ii), the PCC presented a report on the findings and recommendations of the Court Observers Panel.

Following an advertisement in the press and on social media for volunteers and interviews by a panel, twelve people were recruited and trained to be part of the Northumbria Court Observers Panel.

Using a matrix of agreed questions which followed the course of a rape trial and focused on key stages and likely key issues, the panel members worked, on a rota basis, usually in pairs to observe thirty rape trials.

The Panel raised the following issues:-

It was asked if there had been any similar exercises in other areas and what would be happening now with the report. The PCC replied that she was not aware of this having been done before. The findings and recommendations in the Court Observers Panel final report will be shared with all the relevant agencies and organisations.

It was commented that it was disappointing that the existing protections for victims under Section 41 were not being properly applied without any consequences. It was also worrying that the victim's previous sexual history was being brought up in Court. In the 25 resolved cases observed by the Panel, there were 19 acquittals. The PCC replied that there could be complex issues in all the cases and there was nothing that the observers saw that can be a cause of the acquittal.

It was surprising that there was no scrutiny or data on the actions of the Courts similar to that produced by the Court Observers Panel. It was suggested that as the judges knew they were being observed, it could have influenced their behaviour. It was also asked if there was any feedback on the trials from the victims involved. Could the juries not be trained before a case on the rape myths, etc in anticipation of what might be brought up? The PCC replied that there was no feedback from the victims as they receive lifelong anonymity. The observers stayed separate from the trial proceedings so that there was no risk of them being involved in the outcome. The judges will have received a lot of training and it was their role to direct the juries in regard to the rape myths, etc.

It was stated that the prosecution could also do more to address the rape myths when they gather enough evidence to put their case. The Court Observers Panel's report should be published as soon as possible to get its message across. The PCC replied that some of the cases observed were well run. The report was to be issued quickly. There was also the psychological effect on the victim following acquittals as they can feel humiliated and think that it was all their fault and they let themselves down.

It was asked what the PCC expected the various agencies and organisations to do with the report. The PCC replied that the report has been sent to the judiciary and Crown Prosecution Service to talk through locally and try and change the practice of how Section 41 was applied. Nationally it has been sent to the Lord Chancellor and Shadow Solicitor General for them to consider improvements that could be made.

- RESOLVED -
- (i) That the report be noted.
 - (ii) That the Panel be kept informed with the developments of the report.
 - (iii) That the PCC thank the Members of the Court Observers Panel for their good work on behalf of the Panel.

49. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – UPDATE REPORT - JANUARY 2017

In accordance with the agreed procedure, an update report about the complaints and purported complaints against the PCC and every conduct matter recorded by the Monitoring Officer for January 2017 was submitted.

RESOLVED - That the information be noted.

50. DATE OF NEXT MEETING

Tuesday, 25 April 2017 at 2.00pm

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VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

Northumbria Police & Crime Panel Report

April 2017

1 How is the PCC making commissioning decisions, and what are her future intentions?

1.1 Commissioning Intentions 2017-18

From the 1st April 2015 Police and Crime Commissioners became responsible for providing key emotional and practical support services for victims of crime in their locality. Crime can leave victims feeling upset, scared and intimidated and it was felt by the Government that PCCs with their local knowledge are best placed to target funding where it is most needed in their local communities.

Funding is provided on an annual basis by the Ministry of Justice (MoJ) to support work with victims of crime and their families. PCCs receive this allocation based on a population formula which in Northumbria means a grant of £1,685,018 – we received notification of this on 12th January 2017 with the expectation that services would be provided from 1st April and all spend complete by 31st March 2018.

In addition to the MoJ funding allocation specifically for victims of crime, PCCs can make grants as outlined in the Police Reform and Social Responsibility Act 2012 to contribute to securing crime and disorder reduction in their area. The savings the PCC has realised in office costs has meant that she can make available a small sum of grant funding to support projects that deliver against the wider Police and Crime Plan and in some cases, where need is greatest, supplement the funding provided from the MoJ.

The main focus of the PCCs grants programme 2017-18 is to support the Police and Crime Plan objectives 'putting victims first', 'reducing ASB' and 'building community confidence'.

Victims First Northumbria - £798,402 has been awarded to the charity Victims First, completely revitalising the victim referral process and service for victims of crime in Northumbria. Victims First Northumbria enable victims of crime and their family to cope and recover from the impact of crime.

The support provided to all victims, both who report to the police and those who do not will be offered support that generally falls into four broad categories;

- Initial emotional and practical support including signposting
- More detailed/longer term emotional and practical support including restorative justice and support through-out a court process
- Support and referral to existing specialist services that can help a victim cope and recover
- Referrals to victim services commissioned by the Police and Crime Commissioner.

Strengthening Specialist Victim Services - The PCCs Supporting Victims Fund was launched in 2015-16 to strengthen the overall offer of support to victims in Northumbria and improves and widens the services available to our most vulnerable and priority victims. Priority victims are those that are entitled to an enhanced support service

under the Victims Code of Practice, Victims Charter and the EU Directive for Victims of Crime.

Our assessment for the 2017-18 year builds on our understanding of services, demand and need in years 1 and 2 and is based upon Northumbria wide and local strategic assessments identifying levels of crime and any new and emerging crimes and issues facing our area where victim needs may arise and also local research and consultation with victims groups and service providers.

The four key priority victims groups remain the same this year but key areas that we are seeking to support have been updated in line with the changing needs of victims and our understanding of local service provision:

Domestic abuse and sexual violence – 50% of our most vulnerable victims have needs relating to domestic abuse and sexual violence. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Specialist support and counselling for male and female victims of domestic and sexual abuse and violence
- Enhanced outreach provision for minority ethnic victims including support for honour based violence and FGM victims
- Specialist support for male and female adults and young victims who have experienced child sexual abuse
- Support for children of domestic abuse victims - breaking the generational cycle of abuse
- Emotional and practical support for victims of stalking and harassment
- Specialist support for victims of modern slavery and exploitation
- Support for isolated/marginalised victims of domestic abuse for example victims 55+, rural victims and those with a disability
- Emotional and practical support for parents who are subject to domestic abuse by their adolescent children

Victims under 18 – 36% of our most vulnerable victims are under 18. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Direct emotional support for young people following a crime - to include specific support for victims of violent crimes
- School based support and guidance
- Support for young victims of domestic and sexual abuse
- Breaking the cycle of victim to offender
- Emotional and practical support for young victims who experience cyber related crime, exploitation and harassment

Victims of hate crime - 7% of our most vulnerable victims have needs relating to hate crime. Taking into consideration what we know about local services and issues facing

victims we particularly supported projects that help to strengthen support in the following areas:

- Personal emotional support for victims and repeat victims of all hate crime
- Building trust and confidence in public authorities
- Building community cohesion and support for victims of race hate crime
- Peer based support to assist victims cope and recover

Victims with mental health needs and those who are vulnerable due to risk of abuse/harm -7% of the most vulnerable victims in Northumbria have concerns relating to mental health needs and vulnerability. Taking into consideration what we know about local services and issues facing victims we particularly supported projects that help to strengthen support in the following areas:

- Specialist support for those victims of crime who are vulnerable due to a mental health need
- Tailored support for individuals who may have additional language or communication needs
- Support for victims of cyber-crime including those at risk of exploitation
- Specialist support and practical guidance for victims of crime with regards to criminal injuries compensation and understanding the criminal justice system

Grants are available to cover any innovative costs relating to work which builds the capacity and maximises the potential of organisations working to support victims of crime. This could include but is not limited to:

- Widening geographical coverage
- Enhanced provision through the increase in training
- Strengthening operating procedures and referral routes to maximise victim engagement
- Recruitment and training of volunteers
- Changes to operating procedures to meet victim demand
- New and innovative approaches and techniques

A range of grant awards have been made as part of the PCCs Supporting Victims Fund, which was an extremely competitive process. Supported projects are listed below under priority victim groups.

Victims of domestic abuse and sexual violence

Organisation	Project/service	Award
Hope Consortium, Wearside Women in Need, Impact Family Services, Harbour, NDAS	Domestic Violence Support and Advice (DVSA) car in all local authority areas - strengthening support at the point of crisis and beyond.	£250,000 (indicative)
Health Domestic Abuse Advocates	Health based early identification, intervention and support for victims of domestic abuse.	£100,000 (indicative)

Organisation	Project/service	Award
Rape Crisis	Increased capacity with new outreach centres for specialist sexual violence support.	£99,085
The Angelou Centre	Specialist support across Northumbria for BME and refugee women, children (5-16 years) and young victims (under 5's). Forced marriage, honour based violence, domestic slavery, sexual exploitation, trafficking and FGM.	£76,390
Northumberland Domestic Abuse Service	Holistic support for female and male victims of domestic abuse.	£64,500
Barnardo's Circles 2	Wrap around support for women and their children experiencing domestic abuse.	£60,000
West End Women and Girls	Peer led support for young adults experiencing domestic abuse.	£54,647
Oasis Aquila Housing	Domestic abuse and sexual violence support service for male and females victims aged 18+. Offering 1 to 1 support and group work.	£50,548
Women's Health in South Tyneside	Supporting female victims of domestic abuse to flee violence through delivering of the 'Freedom Programme' and other counselling and support.	£40,000
Sunderland Counselling Service	Male and female victims of sexual violence	£35,000
Cygnus Support	Empowering DV victims to break the cycle of abuse, supporting female and male victims and young people (+14). Service targets older clients (+55) in isolated and rural communities.	£30,919
Northumberland Youth Offending Team	Adolescent to parent abuse - support for parents who are experiencing abuse by their child and support for the young person offender.	£25,000
Safe Newcastle	Adolescent to parent abuse - support for parents who are experiencing abuse by their child and support for the young person offender.	£25,000
Gateshead Youth Offending Team	Adolescent to parent abuse - support for parents who are experiencing abuse by their child and support for the young person offender.	£25,000
Tyneside Women's	1 to 1 and group work support for women	£22,052

Organisation	Project/service	Award
Health	who have experienced domestic abuse. Delivering 'Undergoing the Danger of Domestic Abuse' course to help women understand the impact of domestic abuse on their mental health.	
Community Counselling Co-operative	Counselling for male victims of domestic abuse and sexual violence.	£19,415

Victims under 18

Organisation	Project/service	Award
Children North East	Specialist emotional and practical support for young victims of crime.	£55,268
West End Women and Girls	Teenage Domestic Abuse Peer Educators – specialist tailored support for young victims (11-25yrs).	£49,780
Someone Cares	Supporting both male and female young victims of crime primarily victims of abuse.	£44,077
Children's Society	Supporting the emotional wellbeing needs of children (male and female) victims of child sexual abuse and exploitation through one to one mentoring.	£39,995
Streetwise North	Offering counselling support to young victims of domestic abuse, sexual violence or assault.	£36,540
Bright Futures	Supporting young women and children who have been sexually exploited or who are at risk in Newcastle.	£9,749

Victims of hate crime

Organisation	Project/service	Award
Advocacy Centre North	Rights based advocacy support and emotional support to both repeat and new victims of all hate crime. Open to all age groups.	£45,000
Newcastle United Foundation	Football 4 All - increase local communities understanding and awareness of those around them who are often classed as being 'different' due to a disability or other issues and help integrate able bodied people into activities with disabled people to increase	£20,003

	tolerance towards others.	
Be:Trans Support and Development	Specialist counselling support for gender diverse victims of crime. Specific Safe Space Hate Crime Reporting Centre for Trans people.	£15,000
Sunderland Royal Society for the Blind	Safeguarding and supporting visually impaired adults against abuse and disability hate crime.	£7,280
Newcastle Society for Blind People	Safeguarding and supporting visually impaired adults against abuse and disability hate crime.	£7,179
Investing in People and Culture	The development of community 'hate crime champions' in Newcastle.	£1,854
Rainbow Foundation Sunderland	Network providing advice and support to members of the LGBT community over the age of 18 who have been a victim of hate crime.	£340

Victims with mental health needs and those who are vulnerable due to risk of abuse/harm

Organisation	Project/service	Award
Tyneside and Northumberland MIND	Specialist emotional and practical support for victims and witnesses of crime with complex mental health needs.	£79,700
Newcastle Safe Haven	To support the delivery of the Safe Haven that provides a safe place for vulnerable people in the city centre on a weekend.	£60,000
Newcastle Law Centre	Legal advice and guidance for vulnerable victims of crime working with Victims First Northumbria.	£43,350
North Tyneside Council	Work to raise awareness of Safe Places that help people with learning disabilities if they feel scared or at risk while they are out and about in the community and need support.	£3,000

Anti-Social Behaviour Volunteer Network - In 2014-15 North Tyneside Council was financially supported 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 a high demand for the service and 16 ASB Volunteers fully trained to support those in need. In 2015-16 I supported all areas to introduce similar schemes to strengthen the support available for victims of ASB and as last year, to ensure that this support continues at a local level, a grant of £5,000 has been awarded to each local authority.

Domestic Violence Support and Advice (DVSA) Car - In 2013 a pilot scheme in Sunderland was developed in conjunction with the Office of the Police and Crime Commissioner, in which experienced workers from Wearside Women in Need (WWIN) go out on duty with police at peak times in response to calls about domestic abuse. While the police engage with the perpetrator, the WWIN worker will talk to the woman and offer advice and support, providing early intervention for the victim. This project was then established in Newcastle and both projects have been successful seeing more women access support at the point of crisis. In 2016-17 projects in all other local authority areas in Northumbria were established and will continue to be supported in 2017-18. The importance of early intervention and also secondary learning for local police officers is invaluable to support the Police and Crime Plan Priority 'tackling domestic and sexual abuse'.

Health Domestic Abuse Advocates - The Themis Report 2016 calculated that individual victims of domestic abuse cost the health service an average of £4,500 each in terms of hospital, community and health resources; costs which can be significantly reduced when specialist domestic abuse support services are co-located with health workers in hospital settings or where domestic abuse specialists are able to train, support and offer onwards referral to local GP services.

We are working with each of the 6 Domestic Violence Partnership Boards in the Northumbria area to develop an approach that provides this health based support within the boundaries of local health structures. £100,000 will be made available in 2017-18 to help accelerate and support this work across Northumbria.

The health based specialist Domestic Abuse Advocate will:

- provide health staff with expert training on domestic violence and abuse
- provide short-term support, information and advice (especially safety planning) to victims presenting at hospital services/referred by GPs and other primary care staff
- link victims and their families to longer-term community-based support.

Where possible, these advocates will be located in local health safeguarding teams, but employed and supervised by a local specialist domestic abuse provider. They will provide individual feedback to GPs and anonymised data to hospital services to secure ongoing support from health bodies.

Monitoring and Evaluation - All grants have been provided with the agreement that output and outcome monitoring information will be provided quarterly with regular 'grant surgeries' to discuss performance and practical delivery to ensure the work delivered through the grant meets expectations. A summary impact of the OPCC grants programme will be reported in the Commissioners Annual Report 2017-18.

Future Funding - We will continue to provide funding in this way whilst we receive year on year funding from the Ministry of Justice. This approach makes it difficult to move forward and plan over the longer term therefore we are pressing the government via the

Association of Police and Crime Commissioners for a more sustainable solution to victims funding.

1.2 Commissioners Community Fund 2017-18

The Commissioners Community Fund provides funding for local groups to develop solutions to local policing and community safety issues in their local area. Grants of up to £2,000 are made available to charities, voluntary groups, community groups and social enterprises that can clearly demonstrate how their local intervention would help to tackle ASB, build community confidence or prevent crime.

The fund was launched on 4th April 2017 and closes on 30th April. Community Safety Partnerships (CSPs) are assisting us with the assessment process for applications relevant to their local area, as CSPs are well placed in their locality to understand the grass root projects and concerns that neighbourhoods face. Local Neighbourhood Inspectors will also provide an assessment of the projects to help ensure supported projects maximise delivery of the Police and Crime Plan 2017-21.

The work that the successful groups do in the Northumbria communities to support the priorities in the Police and Crime Plan is invaluable. The plan followed extensive consultation with the communities and neighbourhoods in the force area therefore local communities are involved in helping to design solutions to tackle the local issues that they have raised as important to them.

Previously we have been impressed by the creativity and appetite from local communities who want to work to deliver change for the good in their local area, which in previous years has meant that approximately 70% of the groups that apply for funding receive some level of award. By helping these groups and projects it further supports the Police and Crime Plan providing crucial assistance to the work being carried out by Northumbria Police.

Further information about successful applications are available on the PCC website – www.northumbria-pcc.gov.uk.

Section 2 - How is the PCC building effective partnerships?

2.1 Visit by Dr. Philip Lee MP - Parliamentary Under Secretary of State for Victims, Youth and Family Justice

In March, the Chief Constable and I welcomed Dr Phillip Lee MP to Newcastle to hear about the good work taking place to help and support victims of crime across Northumbria.

Dr Lee paid a visit to the region as part of his role as Parliamentary Under Secretary of State for Victims, Youth and Family Justice. The role sees him responsible for a range

of areas including victims and witnesses policy, chairing the national Victims Panel and Restorative Justice (RJ).

He began his visit in Newcastle's Big Market to view the Safe Haven— a joint venture that helps people who are on a night who become vulnerable, this is a partnership between the Office of the Police and Crime Commissioner, Northumbria Police, Street Pastors, St Johns Ambulance and North East Ambulance Service.

It is always pleasing to welcome Ministers to Northumbria, as it is an excellent opportunity for them to see how we are putting victims first in our region and to see the services we provide. We have some impressive schemes in place to support victims and keep local residents safe from crime and introducing them to a visitor makes you realise how much great work is being done, and not by Northumbria Police alone, but through some fantastic local partnerships too.

As part of the visit he also met with a range of representatives from local support services including Wearside Women in Need, West End Women and Girls and Victims First Northumbria (VFN) – a service commissioned by the OPCC to provide a wraparound service offering practical and emotional support for all victims of crime. Other partnership initiatives supporting victims that he was introduced to included:

- Domestic Violence Champions Network – which now consists of more than 650 workplace champions who provide support to colleagues suffering domestic abuse.
- Domestic Violence Support Advisors (DVSA) scheme – where advisors accompany police officers on patrol to ensure that appropriate support is given to domestic abuse victims at the earliest opportunity.
- Peer educators – an initiative which involves young people aged around 20 working with 16 – 18 year olds in schools to educate them on safeguarding and ensuring healthy relationships.

2.2 Out Of Court Disposals (OCD) Project.

In 2016, Northumbria Police commissioned an internal review of their use of OCD. The aim was to establish a) if there was scope to extend their use and b) to further support implementation of Northumbria Police and Crime Commissioner's Community Remedy which requires the police to take the victim's views into account when dealing with low level offending.

The emerging national context is also an important driver for change. The current adult OCD framework is widely considered confusing and, following national pilots, a new simplified two tier framework is proposed. This would dispense with four of the current six disposal outcomes (eg, simple caution) and retain only conditional caution and community resolution outcomes, both of which support the Community Remedy by including meaningful conditions, either rehabilitative or restorative, which the offender must comply with.

Emphasis should be placed on addressing the reasons why offending has taken place and encouraging, through educationally based interventions, changes in behaviour to reduce the likelihood of further offending. Northumbria Police has one of the highest charge rates in the country and makes less use of conditional caution and community resolution options than some forces. We have therefore agreed a two stage approach to change. Firstly we aim to divert appropriate less serious offenders/offences from prosecution to a conditional caution to provide a swift, robust and effective response to low level crime, giving victims a voice in this process. Once this approach is established, we will move to the two tier framework which retains the conditional caution and community resolution disposals only. Training is scheduled to commence in the autumn 2017.

Policing can appropriately deal with lower level offences/offenders in a similar way to the courts and, in such cases, can require the offender to comply with rehabilitative and/or restorative interventions which may not be available to them, on the grounds that their offending is less serious, via the court.

To support this change, Northumbria Police have agreed, with partner organisations, the following interventions to address behaviour to be used with a conditional caution;

- Unpaid Work – Northumbria Community Rehabilitation Company (CRC) will supervise offenders completing seven hours of unpaid work in their local community.
- Assessment of substance misuse and alcohol brief intervention – Public Health partners will undertake this for referred cases in each Local Authority Area. On-going treatment will be voluntary.
- Women’s Pathway – Changing Lives will undertake an assessment of offending related needs and deliver a motivational intervention at the hubs in each Local Authority area run by Northumbria CRC. On-going contact will be voluntary.
- Veteran’s Pathway – NOVA will undertake an assessment of offending related needs and offer voluntary support to the offender for up to twelve months.
- Alcohol Behaviour Change Programme – Health partners will run this 3.5 hour educational intervention. The intervention is currently available as Penalty Notice for Disorder (PND).
- Victim AWAREness Programme - Victims First Northumbria will run this 3.5 hour educational intervention.

We are in early discussions with local universities to consider research opportunities to ensure the above are effective in achieving change.

2.3 Workplace Champions and Domestic Abuse Workplace Policy

On March 23rd, I was honoured to receive an award on behalf of all our 653 domestic violence workplace champions supporting colleagues in 260 areas of business. We have 83 people on waiting lists to be trained in April and May.

The Suzy Lamplugh National Trust Safer Workplace Award was presented in recognition of our commitment to improve how workplace's support employees suffering domestic abuse. The Personal Safety Awards recognise people or groups who have promoted personal safety in an exceptional way across a range of sectors.

Our scheme was praised for making personal safety a key part of our Violence against Women and Girls strategy. Part of this strategy involved taking the lead in developing a Domestic Abuse Workplace Policy, setting out clear tools and guidance to help shape workplace safety and the development of our Domestic Violence Champions scheme.

Now, three years since the launch of the scheme there is now a network of 650 champions throughout Northumbria. Each champion is fully trained and supported by the office. They are on hand to help anyone being abused, whether they are being abused at work or work is their place of sanctuary. The Suzy Lamplugh Trust was set up in memory of a 25 year old estate agent who disappeared in 1986 after she went to meet an unknown client. She was presumed murdered and legally declared dead. Her parents set up the trust to raise awareness of the dangers and risks people can face in society.

Over the last few months my office has been working with the TUC and other unions to involve their representatives in the network. We have trained 65 union representatives from a range of organisations, including; Department of Work and Pensions, National Probation Service, North East Ambulance Service, Royal College of Midwives together with 20 staff in Her Majesty's Revenue and Customs. All are now part of our champion's network.

12 more staff from 'Intu' Eldon Square, a supporter of the Champions Network, have been trained and they are helping us roll out the Network to the stores who are based within the centre particularly focusing on the new Grey's Quarter where there are a number of food and drink outlets. The manager of INTU Eldon Square has also asked that when we complete our work within his centre we take a similar approach to engaging stores in Metro Centre and The Bridges-Sunderland. In addition we are working with armed forces and reservist organisations and now have champions at Albemarle Barracks, HMS Calliope and RAF Boulmer.

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

3.1 Police & Crime Plan

Since the last panel meeting when I updated you about the refresh of the Police & Crime plan, we are now in the process of arranging a launch, to let local residents know that the plan has been refreshed, and that I have listened to what they want their police force to do. I am confident that the ambitions of our communities are reflected in the plan. I am also working with my disability Advisory Group to develop an 'easy read'

version of the plan which will be easier to read and understand for people with learning disabilities.

The Chief Constable and his team are currently working on a delivery strategy to ensure that we meet the priorities in the plan and embed it into operational policing in Northumbria. I will, of course, keep panel members updated about how the plan is being delivered against target.

3.2 HMIC – PEEL Inspections 2016 – Effectiveness

In the last report I provided an overview of the findings of HMIC in their PEEL assessment of Northumbria in respect of the Efficiency, Legitimacy and Leadership pillars of the assessment. We have now received the Effectiveness report.

Throughout 2016, HMIC assessed the extent to which police forces are effective in keeping people safe and reducing crime.

The effectiveness of police forces was assessed against how well they:

- Prevent crime, tackle anti-social behaviour (ASB) and keep people safe;
- Investigate crime and reduce re-offending;
- Protect those who are vulnerable from harm, and support victims;
- Tackle serious and organised crime; and
- Provide specialist capabilities.

All forces have been graded against the overarching question 'How effective is the force at keeping people safe and reducing crime?' - The overall judgment for Northumbria Police is '**GOOD**'.

The report states that the force is effective at keeping people safe and reducing crime. Elements of outstanding practice are evident in the way that support is provided to vulnerable victims. However, certain areas of the Force's work require improvement, particularly the investigation of crime and reducing re-offending.

1. How effective is the force at preventing crime, tackling ASB and keeping people safe? **GOOD**

Northumbria Police is good at preventing crime, tackling ASB and keeping people safe. The Force is aware of the threats it faces and works with other public service organisations to understand the nature of these threats.

The force should review and improve the range of methods it uses to communicate with new and emerging communities, and with some existing communities which may not, in the past, have been willing to take part in traditional forms of engagement.

One area for improvement has been identified:

- The Force should evaluate and share effective practice routinely, both internally and with partners, to continually improve its approach to the prevention of crime and ASB.

Whilst HMIC recognises Northumbria's commitment to providing Neighbourhood policing, nationally they found that this continues to be eroded.

2. How effective is the Force at investigating crime and reducing re-offending? REQUIRES IMPROVEMENT

Northumbria Police requires improvement in their approach to investigating crime and reducing re-offending. Whilst the Force is recognised as investigating crimes involving vulnerable victims to a high standard, and working well with other public services to provide effective safeguarding support, a cause of concern has been identified regarding the Force's ability to examine digital devices and a recommendation has been made to:

- assess and understand the risk associated with devices currently awaiting examination;
- reduce the number of devices awaiting examination, and the time taken to examine each device; and
- create an effective and sustainable system to ensure that new devices are prioritised and examined quickly so that the timeliness and quality of investigations are not compromised.

One area for improvement has also been identified:

- The Force should widen its approach to integrated offender management to maximise its impact on reducing threat, harm and risk. Clear measures of success should be in place to enable the Force to evaluate how effectively it is protecting the public from prolific and harmful offenders.

HMIC recognises that Northumbria actively seeks and arrests wanted suspects in a timely manner, and has good governance arrangements in place for monitoring these outstanding and wanted suspects. Nationally, however, they found a material lack of focus, grip and effective activity directed to apprehending wanted suspects and recommend that with immediate effect, all forces review their current procedures (including the number of wanted suspects on the Police National Computer (PNC)).

3. How effective is the Force at protecting those who are vulnerable from harm, and supporting victims? GOOD

Northumbria Police is good at identifying vulnerability at the first point of contact and then mitigating risks. The Force has continued to improve its service to victims and all officers/ staff understand their role in investigating crimes and supporting victims and do so to a consistently high standard.

The Force works well with other public services and provides effective safeguarding support through the use of restrictive orders, and is particularly effective at arresting domestic abuse perpetrators.

However, the Force has a backlog of outstanding digital evidence and HMIC is concerned that there might be unidentified victims, as well as suspects who have not yet been identified. Despite the good work to support vulnerable victims, this problem has affected overall effectiveness in this area.

4. How effective is the force at tackling serious and organised crime? GOOD

Northumbria Police has a good understanding of the risk and threat posed by serious and organised crime, and actively disrupts the activities of organised crime groups (OCGs).

However, the Force needs to improve the way it works with other public services when sharing information and coordinating activity around the disruption of OCGs.

Three areas for improvement have been identified:

- The Force should further develop its serious and organised crime local profile in conjunction with other interested parties to enhance its understanding of the threat and inform joint activity aimed at reducing this threat.
- The Force should engage routinely with partner agencies at a senior level to enhance intelligence sharing and promote an effective, multi-agency response to serious and organised crime.
- The Force should take steps to identify those at risk of being drawn into serious and organised crime, and ensure that preventative initiatives are put in place with partner organisations to deter them from offending.

HMIC acknowledges Northumbria's good understanding of the threat posed by serious and organised crime and the steps being taken to understand emerging threats. Nationally, HMIC found that the current approach to mapping organised crime groups (OCGs) is applied by forces in an unacceptably inconsistent way, providing an incomplete and inaccurate picture of the national threat.

Immediately, the responsibility for mapping OCGs should be transferred from individual police forces to regional organised crime units, and this transfer should be completed no later than September 2017. The National Crime Agency should lead a comprehensive review of the suitability of the current OCG mapping approach and, if necessary, issue guidance on a revised national approach as soon as practicable.

5. How effective are the force's specialist capabilities?

This question encompasses the Strategic Policing Requirement (SPR) and the initial response to a firearms incident and is subject to a narrative judgment rather than a graded judgment. Summary findings indicate that the Force has adequate plans in place to mobilise resources in response to the threats set out in the SPR.

3.3 Monitoring action plans in response to PEEL 2016

At the Joint Business meeting I receive quarterly reports that provide the current position and the action to be taken in response to the areas for improvement and national recommendations identified by HMIC in the PEEL Efficiency, Legitimacy and Effectiveness reports for 2016.

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

4.1 – Launch of Northumbria’s Mini Police Programme

The Chief Constable and I recently launched Northumbria’s Mini Police programme, which is an engagement scheme designed to improve citizenship within our communities and give young children the opportunity to learn about their safety, their role within their community and how the police work within the community to keep us safe.

The aim of the programme is to improve the relationship between the police and the communities they serve and give young people a voice to say what matters to them and to influence people around them in a positive way. Most of the aspects of the programme are delivered by our talented Volunteer Police Cadets. They are ideally placed to deliver lessons to our Mini Police because they are closer in age, more aware of issues affecting our young people and are fantastic ambassadors for community spirit within the peer group of the Mini Police.

Cadets are supported by neighbourhood officers when they deliver lessons and go out into the community with the Mini Police ensuring that each group focuses on issues that really matter to the school's local area and the people that work and live close by.

Although the work in the community may be different, each Mini Police group will receive lessons that focus on the same themes - healthy relationships, keeping safe, responsible behaviour, water safety and how to keep safe online and when using social media. Lessons will be tailored to each audience and are designed so that we can keep children safe and reduce crime and disorder in our communities; providing our Mini Police with speaking and listening skills, increased confidence, team building skills and the chance to really make a difference to their community.

Each term the Mini Police will be part of a session where they receive some teaching on a topic before they go out into the community to put their new skills into practise. As a thank you to the Mini Police for their hard work, the police will take them to visit a department within the force or visit places such as Safetyworks.

Ten primary schools are taking part in the launch and each school will pick ten pupils to take part. Each mini police will be provided with an ID badge and a uniform. This is an

excellent initiative to increase community confidence and I look forward to seeing how the scheme develops in the months and years ahead. We have recently seen cadets becoming police officers, we may even have a Chief Constable of the future joining the mini police.

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

I recently chaired a national Local Alcohol Partnerships conference. The conference was arranged to support the second round of Local Alcohol Action Areas (LAAAs) which was announced by the Home Office at the end of January 2017.

The Local Alcohol Partnerships Group (LAPG) enables collaboration between a range of industry partnership schemes to maximise their impact on reducing alcohol related harm in local communities and diversifying the night time economy. LAPG also provide support for Local Alcohol Action Areas (LAAAs) that present the opportunity to support local communities in reducing alcohol-related harm and creating safe and thriving night time economies. The conference explored a range of issues including:

- Reducing alcohol related health harms
- Local Alcohol Action Area updates – including a presentation by a representative from Northumberland CSP, one of 33 new LAAAs announced earlier this year.
- Effective data sharing and analyses
- A focus on vulnerability
- Reducing alcohol related ASB
- Support for frontline staff

6.2 Paying the Price for Strong White Cider

Working together with the PCCs from Durham and Cleveland, and colleagues at Balance, the North East Alcohol Office, and the Alcohol Health Alliance, we wrote the following letter to the Chancellor of the Exchequer calling on the Government to increase duty on strong white cider in the March 2017 budget.

“I am writing to you in relation to your budget on 8 March when I believe you have the opportunity to help protect some of the most vulnerable members of society by increasing the duty on cheap, strong cider which is almost exclusively consumed by children and heavy drinkers.

The facts speak for themselves:

- *Strong white cider, specifically Frosty Jack’s, is a drink of choice for children requiring specialist alcohol treatment*
- *A study in Scotland showed that one in four adults in treatment drink white cider – with the vast majority choosing it because of the price*
- *Strong cider attracts the lowest duty per unit of any alcohol product, meaning it is possible to buy three litres of strong cider – containing the equivalent of 22 shots of vodka – for less than £4*

As I'm sure you know, dealing with alcohol related crime and disorder is a significant drain on police resources. A survey of frontline police officers in the North East revealed that the majority of them estimate that alcohol related crime and disorder makes up at least half of their workload and only 14 per cent of them have never been assaulted by someone who has been drinking.

Tackling cheap alcohol would help reduce some of these pressures and a first step would be to increase duty on these strong ciders. In 2011 the introduction of a new, higher duty band for super-strength beer saw the market fall by 23 per cent in two years. It would work in the same way for strong cider while leaving 80 per cent of all cider sales unaffected.

I urge you to help protect children and vulnerable adults by introducing this highly targeted measure in your March budget.

I await your response with interest."

Following the budget we received an update from colleagues at Balance confirming that although it was not actually announced in the budget statement itself a close look at the budget papers made it clear that the Government would hold a consultation on introducing a new duty band for still cider to just below 7.5 abv to target white ciders.

The government have subsequently launched the 'Alcohol Structures Consultation' which will close on 12th June 2017. I will be responding to this consultation to support the call for the Treasury to address outstanding anomalies and amend the system so that duty rates better correspond to alcoholic strength. I would seek support from partners to also respond. As always Balance North East will be able to support organisations with research and information to inform their response.

6.3 Sex and relationships education in schools.

In early March, I was delighted to welcome the 'long-overdue' plans for sex and relationships education (SRE) to be made compulsory in all schools. I have campaigned on this issue for years, along with many others, calling on the government to make age-appropriate SRE compulsory in order to help tackle child sexual exploitation (CSE) by educating young people on the illegality of abuse and instilling them with the confidence to report it.

Recently, the government commissioned the Women and Equalities Committee to conduct a review of Sexual Harassment & Sexual Violence in Schools and the guidance and statutory measures currently in place to tackle it. This review found that almost a third of girls aged 16-18 said that they had been groped at school. Three fifths of young women had experienced some form of sexual harassment. Following this, the committee called on the government to make SRE compulsory in schools.

In March, the Education Secretary announced that the issue will now be a priority for the education department. For a long time I have said that SRE is vital for the safety and well-being of every child in the country. The government had been missing an obvious

opportunity to protect children for a long time and I am delighted they have now rectified this.

The government now needs to ensure that sex education and relationships education are well implemented, everywhere, and cover the full spectrum of issues including consent, sexual health and the difference between acceptable and abusive behaviour.

Unfortunately sexting and sexual bullying have been on the rise for some time now and we need clear messages for young people – what is acceptable and what is not. This is about helping them make informed choices and learning to respect themselves as well as others. Educating young people about these issues will no longer be left to chance but will become a firm part of the school curriculum”

Section 7 - Lobbying and shaping the national agenda - Update

<p>APCC – Consultation to inform the work of the APCC portfolio areas.</p>	<ul style="list-style-type: none"> • Alun Michael, Police and Crime Commissioner for South Wales consulted all PCCs as portfolio lead for the Association of Police and Crime Commissioners about the local use of Citizens in Police (Volunteering) to inform priorities for the portfolio. • Martyn Underhill, Police and Crime Commissioner for Dorset undertook consultation around the recently about the use of spit hoods by Police Forces in Custody environments.
<p>National College of Mediation</p>	<p>The college sought information from PCCs to inform their review of the provisions community mediation across the UK.</p>
<p>Home Office – Consultation on changes to chief constable appointments and the police pay machinery.</p>	<p>A response was provided to this consultation from the Home office that sought views on two legislative proposals designed to :</p> <ol style="list-style-type: none"> i. Widen the pool of eligible candidates for appointment as chief constable ii. Further streamline the police pay machinery
<p>NCA Annual Plan</p>	<p>PCCs views were sought from the National Crime Agency on their Annual Plan for 17/18</p>

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Police and Crime Plan Annual Performance Report 2016/17

PUTTING VICTIMS FIRST



Initial contact

The average answer time for 999 calls has remained consistent throughout 2016/17, whilst the answer time for 101 calls has improved compared to 2015/16. Satisfaction with ease of contact for victims of crime and anti-social behaviour continue to be high, 98% and 96%, respectively.

Crime recording at source has been introduced; all officers can create a crime at the scene using their mobile devices. Contact handlers can now also record a crime when they first speak to the victim. These developments will further improve the timeliness of crime recording, which is below the levels required (72% of crimes were recorded within 24 hours; 74% in 2015/16), and more importantly, the service to victims of crime.

An improvement plan has been developed in response to the answer rates for 101 calls. The improvement plan focuses on reducing demand into the Communications Department, as well as ensuring resources are better aligned to meet the demand. The plan has resulted in an improvement in performance with answer rates now at 84%.

A victim-centric approach to meet calls for service has been introduced (THRIVE). Contact handlers are empowered to make decisions using the THRIVE (threat, harm, risk, investigative opportunities, vulnerability and engagement) model. Contact handlers use professional discretion to effectively identify vulnerability at the first point of contact and manage risk, by making an assessment of the needs of the caller and the circumstances of the incident. An assessment of THRIVE conducted has shown that contact handlers correctly identify vulnerability on 97% of occasions. Further training is being delivered to contact handlers to reinforce their application of THRIVE.

A new Incident Management System (IMS) has been introduced which automatically searches information relevant to the caller and location, which is updated directly onto the incident log. This has reduced time spent by contact handlers inputting data and allows them to provide a better quality of service at the first point of contact. Allocation of officer response is subsequently prioritised based on those victims assessed as most vulnerable. The introduction IMS, and with further enhancements to the mobile devices, officers are now able to see all relevant information immediately.

Victims

There has been a small reduction in the number of victims provided with a satisfactory needs assessment (83% down from 87% in 2015/16). 88% of victims' needs

assessments are completed within 24 hours (up from 82% in 2015/16). There remain a small proportion of victims who were not referred to Victims First Northumbria when they ought to have been (6% compared to 5% for 2015/16).

Resolution without deployment (RWD) has been introduced to reduced demand on frontline resources and improve services to victims. The RWD team dealt with approximately 7% of incident demand, 19% of all recorded crime, and 30% of missing and absent incidents during 2016/17. More recently, RWD performance has improved with the team dealing with 14.7% of incident demand in February 2017. This is projected to improve further in 2017/18.

Overall, the satisfaction level of those callers with an incident or crime managed through RWD is high (89%), with 99% saying they were listened to and things were explained clearly, 94% happy with the actions taken, and 91% felt that their issue was taken seriously.

Crime recording standards

Since Her Majesty's Inspectorate of Constabulary (HMIC) Crime Data Integrity inspection in August 2014, there has been considerable emphasis on crime recording standards and decision-making. As a result, there has been a significant improvement in compliance with National Crime Recording Standards (NCRS). Performance at the end of the year was 93% compared to 90% (in 2015/16). HMIC revisited the force in 2016 to carry out a further Crime Data Integrity inspection as part of their cycle of inspections of all forces. Their audit recognised significant improvements made and validated our compliance rate at 92.7% for all crime. HMIC also found that 97% of cancelled crime decisions were correct, with 100% achieved for rapes. These independent audit results show significant improvements. Nonetheless, the force is not complacent and has implemented a comprehensive plan to maintain and improve performance. The action plan covers four broad themes; leadership, training, changes to systems and improved quality assurance.

- Operation Verify was introduced in 2016, to further improve NCRS compliance. A small team of Sergeants and Constables have been brought together to validate crime-related incidents which have not resulted in a crime record, and correct those that are non-compliant with NCRS.
- Audit activity includes an increased emphasis on improvement and lessons learned. Working with officers to improve performance and organisational learning. Area Command and Department SMTs ensuring lessons learned are disseminated to staff to aid continuous improvement.
- Dedicated work with the newly formed Safeguarding Department to ensure crime recording standards are improved and maintained.
- Further training is being delivered. This training is role specific and supports the implementation of crime recording at source, as well as training for specific areas, such as cyber-crime and modern slavery.
- Supporting the introduction of crime recording at source to ensure crimes are recorded correctly at the earliest possible opportunity.

Satisfaction

The force has sustained high levels of satisfaction and confidence for victims of crime over many years. Overall satisfaction levels remain high, with the force placed first nationally for overall service (90%), and in the top three for all other aspects of service:

- 98% Ease of contact (2nd nationally)
- 91% Time of arrival (not measured nationally)
- 87% Action taken (2nd nationally)
- 84% Follow up (3rd nationally)
- 97% Treatment (1st nationally)
- 90% Whole experience (1st nationally)

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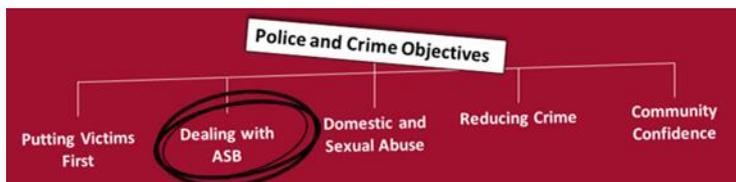
The force is consistently good at identifying vulnerable people at the first point of contact and investigates crimes linked to vulnerability to a high standard with excellent levels of supervisory oversight and victim care.

Northumbria Police uses THRIVE in its communications centre to assess the initial risk of each incident. All staff have been trained to use THRIVE and the model is used effectively to assess the level of threat, harm and risk to the caller correctly.

Investigative opportunities are a significant consideration during most incident-related calls. Safeguarding and personal safety advice is also given during the initial report through the assessment of threat, harm, risk and vulnerability.

(Pages 22 and 32, HMIC PEEL Police Effectiveness – Northumbria 2016)

DEALING WITH ANTI-SOCIAL BEHAVIOUR



Satisfaction

Overall satisfaction levels remain high. 86% of ASB victims are satisfied with the overall service provided.

- 96% Ease of contact
- 94% Time of arrival
- 86% Action taken
- 86% Follow up
- 97% Treatment
- 86% Whole experience

Perceptions of ASB within the wider community have reduced. The percentage of the community who think ASB is an issue in their neighbourhood has remained consistent (12%), whilst the percentage of victims of long term ASB problems who experienced no further incidents since their original report have increased to 57% compared to 51%.

ASB scheduling

In March 2017, a new ASB scheduling facility was launched providing the opportunity to make appointments for incidents to be resolved by Neighbourhood Policing Teams. Neighbourhood staff, utilising their skills and ASB related knowledge, seek early intervention opportunities and aim to resolve incidents from the outset. This aims to reduce the demand on response officers and provide an improved service. An evaluation of this new approach will be conducted to ensure lessons learned can improve the service to victims.

Problem solving

Area commands continue to undertake a significant amount of activity with partners to tackle ASB issues, despite budget pressures on other service providers. The force has a clear model and approach to problem solving, utilising both the OSARA and RARA risk management models, and staff have received training in relation to these processes. The Neighbourhood operating model ensures multi-agency working and information sharing at sector, Area Command and force levels. The force prioritises repeat victims and uses the creation of bespoke harm reduction plans to address vulnerability issues.

A review of harm reduction plans was carried out in July 2016 and showed that 88% were considered to be of a good or outstanding standard. There was consistent use of partner

agencies to support victims using a wide range of resources, clear ownership of plans with transparent actions, and regular contact with victims and evidence of the victim being involved in the design of the plans. This exercise has recently been repeated (in March 2017) and a review of 50 harm reduction plans found that 98% had a satisfactory plan in place that addressed victim vulnerabilities.

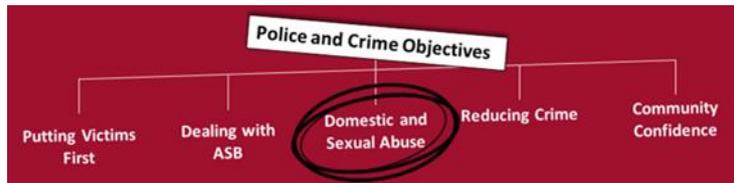
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The force and local authorities have made full use of available powers to tackle anti-social behaviour. The force ensures that the use of such powers is appropriate and proportionate, and community confidence is maintained through local arrangements to agreed priorities, plans and decisions.

Northumbria Police has a good approach to problem solving in communities. The force does regular problem-solving work, and works with communities and other public services to resolve community concerns.

(Pages 14 and 15, HMIC PEEL Police Effectiveness – Northumbria 2016)

DOMESTIC AND SEXUAL ABUSE



Rape, sexual offences and domestic abuse

The report to conviction rate for rape offences has reduced from 12% to 8% and is lower than the national average of 9% (2015/16). The report to conviction rates for both sexual offences and domestic abuse have reduced compared to 2015/16, with the rate for sexual offences matching the national rate (13%) and the rate for domestic abuse slightly lower than the national rate (16% Northumbria; 19% national). Despite an increase in the conviction rate for domestic abuse from 71% to 73%, it is below both the 75% target and the national average (74.5%).

The report to conviction rate for rape and sexual offences is influenced by improvements in crime recording and a reduction in the charge rate; although the charge rate remains high compared to other forces nationally. Further work to understand the attrition at different stages of the criminal justice process is being developed with partners. An improvement plan has been developed to drive forward activity in this area and is being managed through the Local Criminal Justice Board (LCJB). The improvement plan focusses on:

- The development of a Rape Steering Group – including the Deputy Chief Crown Prosecutor, Superintendents from Criminal Justice, Safeguarding and Area Commands.
- Introducing and embedding a police Detective Inspector within the Rape and Serious Sexual Offences (RaSSO) section of Crown Prosecution Services (CPS) North East. This RaSSO ‘gatekeeper’ role will develop an understanding amongst investigators regarding the requirement of the role and their responsibilities.
- Joint Police/CPS engagement and awareness sessions to further embed ‘gatekeeper’ process, sharing good practice/lessons learned.
- Joint Police/CPS review of Plea and Trial Preparation Hearings (PTPH) to further address blockages to case progression.
- Development an effective standardised ‘Adverse Outcome’ template and ensure use of the ‘Advocacy Skills Assessment’ to measure counsel performance.

A survey of domestic abuse victims was launched in May 2016 to understand how the police can improve the service delivered. To date, over 600 surveys have been completed; results show that 94% of victims are happy with the overall service received and over 96% were confident in reporting any incidents in the future.

Safeguarding

The creation of a new Safeguarding Department has set a clear priority to reinvest resources into safeguarding the vulnerable. Work continues to develop a new safeguarding operating model, with a strong commitment to work with partner agencies to ensure that effective safeguarding measures are put in place.

The new safeguarding approach is based upon four pillars (Prepare, Prevent, Pursue and Protect) with the development of Multi Agency Safeguarding Hubs (MASH) across the six local authority areas within the Force area at its core. Through close working with partners, this approach will aim to identify risk at the earliest opportunity and maximise early intervention opportunities in support of all areas of vulnerability.

Violence against women and girls

The delivery of the policing and partnership aspects of the Violence against Women and Girls Strategy remains a high priority. Specific activity delivered to date includes:

- Introduction of DVSA (domestic violence and sexual assault) cars to support domestic abuse victims, operating at critical times utilising partners with specialist skills and offering early intervention/ support to victims of DV as well as improved safety plans.
- First force in the UK to implement a MATAC (multi-agency tasking and coordination) process to target the most harmful and serial domestic abuse perpetrators. 71% of perpetrators engaging with MATAC have subsequently reduced offending.
- Successful transformational bid based on 'Domestic abuse: A Whole System Approach'.
- Network of Domestic and Sexual Violence champions established and trained covering area commands and departments.
- Implementation of an adult MASH in Gateshead with a focus on domestic abuse.
- Safeguarding given to all Magistrates within the Northumbria area (with a focus on domestic abuse).
- Implementation of Operation Encompass in four local authority areas. Work is underway for implementation in the remaining two areas, with completion expected in 2017/18.
- A campaign: Words Leave Scars Too has been launched. The campaign aims to educate victims who are unaware they are being subjected to domestic abuse, and give them the confidence they need to seek help.

Funding has been secured to deliver innovation projects to test the use of polygraph and EyeDetect technologies to manage offenders and to explore safeguarding of sex workers.

A series of safeguarding Operations including Sanctuary, Shelter, Jupiter, Wren, Optic and Bluebell continue to run throughout the Force area, to protect victims, or potential victims of serious sexual offences. These are being carried out in conjunction with partners to ensure the most appropriate support is provided to those involved.

Her Majesty's Inspectorate of Constabulary

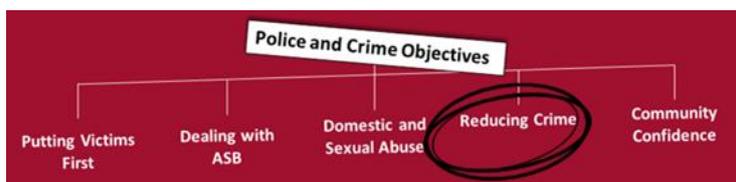
Northumbria Police's overall effectiveness at keeping people safe and reducing crime is good. The force also has some elements of outstanding practice in the way that it supports vulnerable victims.

The force has continued to develop the picture on hidden crime, such as child sexual exploitation, domestic abuse, and sex workers, and is working towards enhancing its understanding of modern day slavery and rape and sexual violence.

In more serious cases, such as rape, the force provides an excellent service to victims. It has robust supervisory oversight, good use of risk-assessments and a very good support service to vulnerable victims. This same level of service is also given to victims of domestic abuse and to vulnerable victims in general.

(Pages 7, 8 and 32 HMIC PEEL Police Effectiveness – Northumbria 2016)

REDUCING CRIME



Preventing Crime

A Prevention of Crime Strategy has been developed to ensure an integrated force wide approach to preventing crime; that is intelligence-led, puts the needs of victims first and protects the public.

The strategy is structured around the four P's:

- **Prepare** – Prepare our staff to respond effectively to crime.
- **Prevent** – Prevent people from engaging in crime.
- **Protect** – Protect our communities against crime.
- **Pursue** – Pursue those engaging in crime.

Total crime has increased by 33% compared to 2015/16. Northumbria is one of 40 (from 43 forces) that has recorded an increase in the 12 months to February 2017 and has the highest increase in recorded crime. The increase in recorded crime in Northumbria does not indicate a marked rise in offending; the increases are largely attributable to increased confidence of victims to report crimes and continued improvements in crime recording. Data from the Crime Survey for England and Wales (CSEW) indicates a continued reduction in personal and household crime. A breakdown of crime types at Force and local authority level is included in Appendix A.

The level of burglary dwelling compared to other forces in England and Wales is lower than the national average and below all forces within the most similar family group. Burglary dwelling offences have increased by 9% this year. Despite the increase in recorded burglary offences (and increased confidence in recording), the number of recorded burglary dwelling offences this year is 1% below the level recorded in 2011/12.

The percentage of high or medium risk victims that have suffered a subsequent incident has increased overall (from 46% in 2015/16 to 48% in 2016/17). As mentioned earlier, a review of harm reduction plans has recently been carried out to ensure the service provided to victims is meeting their needs. The results showed that 98% of harm reduction plans examined had a satisfactory plan in place that addressed victim vulnerabilities. There was consistent use of partner agencies to support victims using a wide range of resources, clear ownership of plans with transparent actions, and regular contact with victims and evidence of the victim being involved in the design of the plans.

The conviction rate at Magistrate's Court has reduced slightly from 83% in 2015/16 to 82%, and is below the target of 85%. The percentage of guilty pleas at first hearing has reduced to 63% and is below the target of 70%.

Investigation standards

An assessment of investigative standards has been conducted during 2016/17. All cases reviewed were assessed as good or outstanding.

Proportionate investigation principles continue to be promoted. The percentage of volume crimes finalised within 14 days has increased to 65% (53% 2015/16). The percentage of crimes with no suspect identified that are finalised on the same day has also increased to 22% (up from 5% in 2015/16).

Digital policing

Work is underway to improve the Force's capability to tackle cyber-crime and support all areas of digital policing. A strategic lead for digital policing has been appointed and digital policing forms a specific part of the current Force improvement programme.

To increase capacity to deal with the current backlog of digital device examination the Force has restructured the Digital Forensic Unit, alongside the recruitment of additional temporary staff and the investment in new technology to improve efficiency.

Under reported crime

The force surveys all victims of hate crime to understand where we can improve our service to victims. Satisfaction of hate crime victims remains high, with 90% of hate crime victims satisfied with the overall service provided – placing the force 1st nationally for overall satisfaction of hate crime victims.

An assessment of the quality of investigations into hate crime was carried out in July 2016. 54 cases were reviewed and all were assessed as good or outstanding. Those investigations with a structured supervisory plan ultimately led to a positive outcome, even when no suspect was identified.

The Force continues to encourage the increased reporting of under reported crime. LGBT consultation is carried out at the PRIDE festival every year. The perception of barriers to reporting incidents to the police has reduced year-on-year, from 39% in 2013 to 31% in 2016. There was also an increase in the percentage of LGBT people who think Northumbria Police understand the issues that affect them (90%), and are doing all they can to tackle LGBT hate crime (67%). Consultation has also been carried out with the Asian and LGBT community this year to seek feedback about recruitment barriers and perceptions of the police.

The force has supported the National Hate Crime Awareness Week and held a series of events and initiatives to raise awareness of what hate crime is, the work that police and partners do to tackle it and the support available for victims.

The force recently carried out its first Anti-Slavery Day, working with Newcastle City Council, the National Crime Agency, Crown Prosecution Service, the Gangmasters Licensing Authority, British Red Cross, and Hope for Justice, as part of a coordinated effort aimed at tackling human trafficking, labour exploitation and modern day slavery.

Integrated Offender Management (IOM)

The force has conducted a review of IOM to improve the current operating model. This specifically focusses on a system to identify those offenders who cause the most threat, risk and harm in the communities, who fall outside the Community Rehabilitation Company (CRC) cohort (i.e. IOM+).

Consultation with CRC and the Probation Service is ongoing to increase the capacity for non-statutory work to target those offenders who cause the most threat, risk and harm.

Her Majesty's Inspectorate of Constabulary

Northumbria Police is good at preventing crime, tackling anti-social behaviour and keeping people safe. The force is aware of the threats it faces and it works with other public service organisations, at a local level, to understand the nature of these threats.

Overall, the public can have confidence that Northumbria Police investigates crimes to a high standard. Volume crimes such as theft, burglary and common assault, are investigated effectively, with good investigation plans and high levels of supervisory oversight.

Northumbria Police is also considering the threat posed by digital crime. It now has a force lead who oversees the implementation of a digital crime project plan to enhance force capability. The force has a backlog of outstanding digital evidence. The force's ability to examine digital devices is causing severe delays, hampering the quality of investigations and undermining the service provided to victims.

The force should widen its approach to integrated offender management to maximise its impact on reducing threat, harm and risk.

(Pages 17, 24 and 31, HMIC PEEL Police Effectiveness – Northumbria 2016)

COMMUNITY CONFIDENCE



Public perceptions

Residents within the force area are surveyed jointly by the police and local council about community safety issues. Results show that 85% of people think the police do a good job and 90% think the police would be there if they needed them. The perception of crime and anti-social behaviour within local neighbourhoods has fallen over the last two years and feelings of safety remain high, with 97% of people stating they feel safe in their local area. The force is placed first, compared to similar forces, in five of the eight public confidence measures within the Crime Survey for England and Wales, and first nationally for reliability.

Crime recording at source has been introduced which allows officers to create and manage crimes directly from their mobile devices, thereby maximising officer visibility within communities. The percentage of time neighbourhood officers spend in their neighbourhood has increased, whilst 58% of residents think the number of times they see officers on foot patrol is about right. The percentage of time neighbourhood officers spend outside a police station in their neighbourhood has increased from 48% to 49%.

A revised Neighbourhood Policing Model has been implemented which is focused on accessibility and committed to safeguarding, protecting the vulnerable, collaborative problem solving, engagement, targeted crime prevention and visible patrols. Effective engagement with new and emerging communities is underpinned by the recently developed Engagement Strategy.

Complaints

During 2016/17, 99% of investigating officers made contact with complainants within 24 hours of the complaint being registered. 63% of complaints have been finalised within 50 days (against a target of 50%). The number of allegations relating to incivility impoliteness or intolerance has reduced to a rate of 16 per month compared to 2015/16 (19 per month). The percentage of appeals made has increased slightly to 20%. However, there has been a significant reduction in the percentage of appeals upheld overall (21% compared to 30% for 2015/16).

Appeals considered by the IPCC have a higher upheld rate and for those complaints investigated; however, the rate of upheld appeals has reduced from 51% in 2015/16 to 39% for 2016/17.

Stop and search

Northumbria Police has been reinstated on the Best Use of Stop and Search Scheme. The percentage of stop and searches with sufficient grounds recorded has increased to during 2016/17.

A number of public engagement and consultation activities have been conducted to raise awareness and measure public confidence in the use of stop and search within the force area, including: telephone and online surveys and face-to-face sessions with young people within youth organisations.

The results of over 600 surveys show that that 98% thought the power was used about right or not enough, 97% that it is used fairly, and 82% thought it made their neighbourhood safer.

To further improve officers recording of stop and search, a mobile data application is currently being developed and will be available to all officers, via their mobile devices, for completion at the time of conducting a stop and search. This new technology will enhance the service provided to the community, and increase confidence.

A number of public consultation activities are now embedded throughout the force area to measure public confidence in the use of stop and search, including: telephone surveys, face-to-face sessions with youth organisations, and an online survey. A stop and search website has been developed, providing interactive advice on various areas including; best use of Stop and Search, know your rights, how to complain and the ride along scheme.

Her Majesty's Inspectorate of Constabulary

Northumbria Police actively seeks feedback from the community it serves. There are a number of well-established independent advisory groups (IAGs) that represent minority groups who could have less trust and confidence in the police.

The force also uses a variety of public perception surveys such as the Safer Communities Survey, anti-social behaviour survey and the victims of domestic abuse survey, to identify possible concerns and learning opportunities. The stop and search survey was directed at youth and members of black, Asian and minority ethnicity (BAME) groups. The targeted approach enables the force to meet with groups and talk through examples of stop and searches recorded on body-worn video cameras. This two-way process has enabled the force to breakdown some barriers with those groups who are likely to have less trust and confidence in the police.

(Page 11, HMIC PEEL Police Legitimacy – Northumbria 2016)

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Proud of our people

Proud to improve

Proud to lead



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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POLICE & CRIME COMMISSIONER



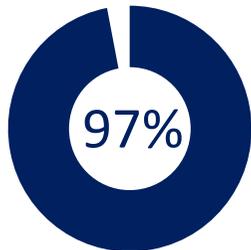
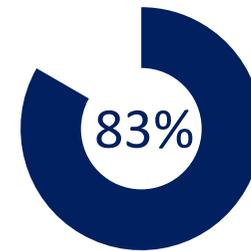
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1. Putting victims first



The average answer time for 999 calls has remained consistent throughout 2016/17, whilst the answer time for 101 calls has improved compared to 2015/16.

Completion of victims' needs assessments has reduced; whilst those completed within 24 hours has increased.



Contact handlers identify vulnerability on 97% of occasions using THRIVE.

Compliance with NCRS has improved compared to last year; 93% compared to 90% in 2015/16.



Response rates have remained consistent, and response rates for those most vulnerable have improved.

2. Putting victims first



Satisfaction levels for victims of crime remains high (90%); the Force is placed first nationally for satisfaction with the treatment and whole experience. Providing a good follow up service by keeping victims informed throughout their case remains an area for improvement.

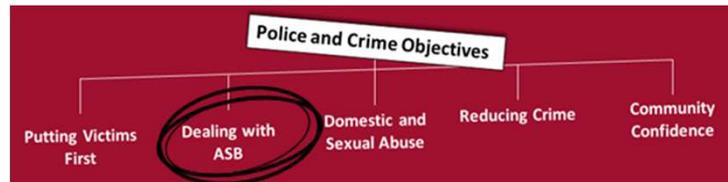
Satisfaction of service users whose incident or crime was managed without an officer deployment is also high (89%).



What are victims saying?

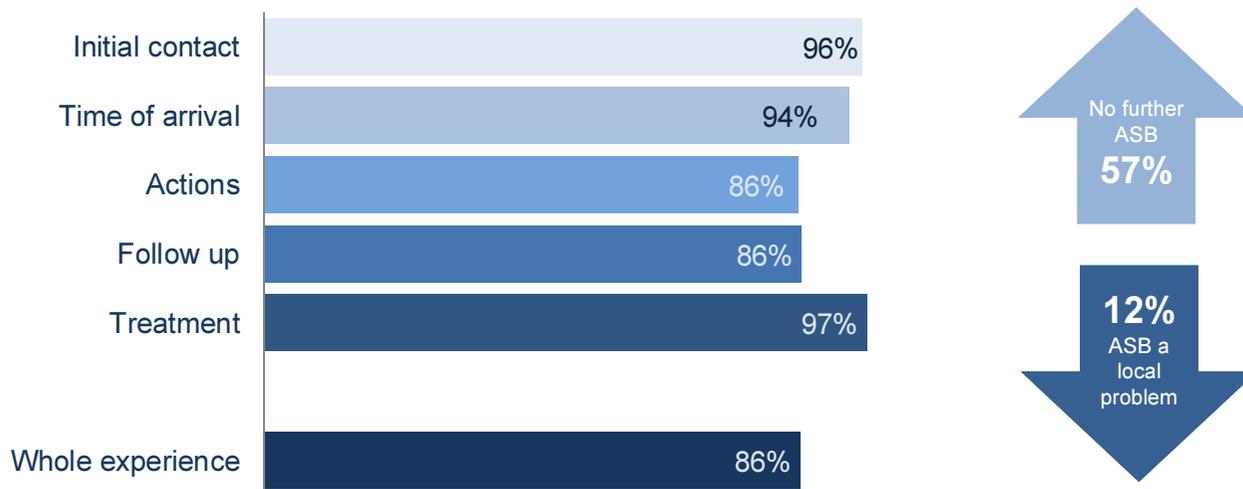
- Vehicle Crime Victim** (October 2016): "They were very professional. They treated me with respect and took the incident seriously."
- Burglary Victim** (January 2017): "I have tried to contact him a few times but he has either been busy or not on shift and never got back to me."
- Violent Crime Victim** (January 2017): "I have more confidence in contacting the police in future. They were lovely, they calmed me down."
- RWD Service User** (April 2017): "It was quick and friendly from start to finish."

3. Dealing with ASB



Overall **satisfaction levels** for victims of **anti-social behaviour** remain high at 86%, and the percentage of victims with long term ASB problems who experienced no further incidents following police contact has increased from 51% to 57%.

Perceptions of ASB have reduced in the wider community in the last three years, from 14% to 12%.



4. Domestic and sexual abuse



The **report to conviction rate** for rape offences has reduced from 12% to 8% and is lower than the national average of 9% (2015/16).

The report to conviction rates for both sexual offences and domestic abuse have reduced compared to 2015/16.

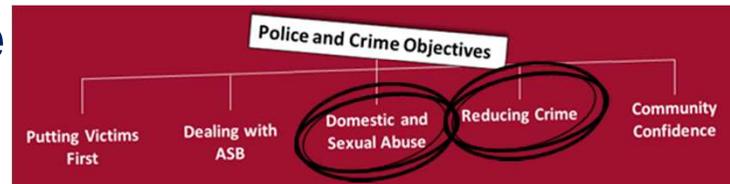
The conviction rate for domestic abuse has increased from 71% to 73%, however, it is below target (75%) and the national average (74.5%).

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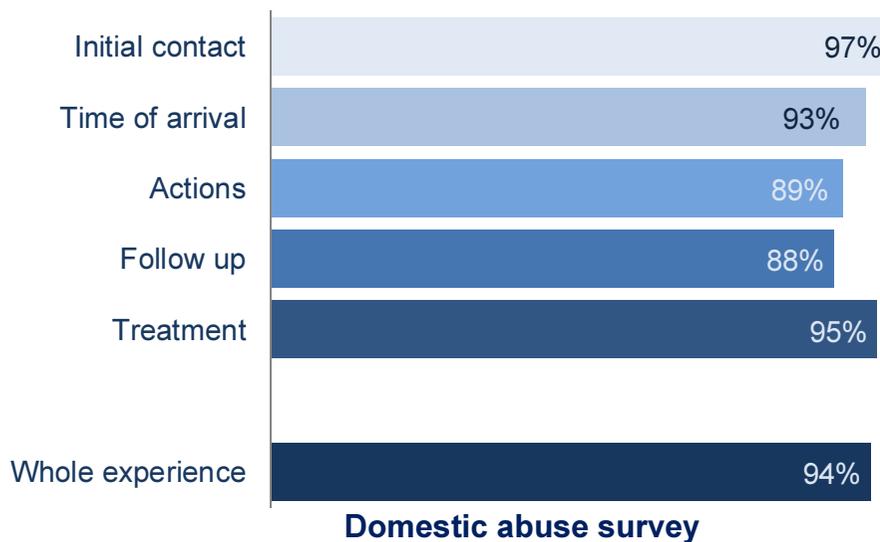


Standard of **harm reduction plans** for high/medium risk victims (domestic abuse, crime and hate crime) assessed as high.

5. Domestic and sexual abuse & Reducing crime



Satisfaction levels for victims of **domestic abuse** is high, with 96% saying they would report further abuse to the police.



"They were very specific to my circumstances. The service was great and the officer was very thorough"

Domestic Abuse Victim
September 2016

"They made sure I was safe and let me know that I could call back at any time. They were amazing."

Domestic Abuse Victim
January 2017

What are victims saying?

"The police are quick to react to hate crimes and are on top of it"

Hate Crime Victim
November 2016

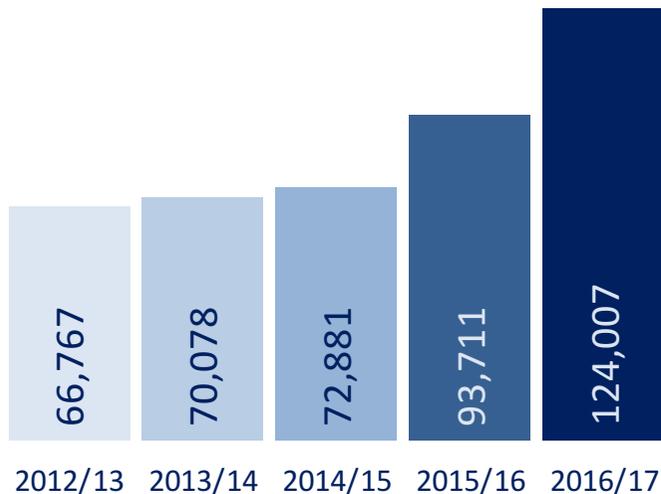
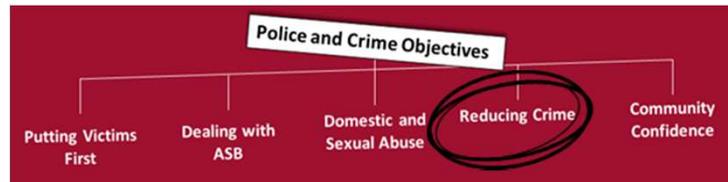
"They helped me, supported me and protected me."

Hate Crime Victim
December 2016

The satisfaction of **hate crime** victims has increased from 87% to 90%; Northumbria Police is placed 1st nationally.



6. Reducing crime



Recorded crime has increased by 33% compared to 2015/16.



The percentage of volume crimes finalised within 14 days has increased to 65% (53% 2015/16)



The percentage of **guilty pleas** at first hearing has reduced to 63% and is below the target of 70%.



The **conviction rate** at magistrate's court has reduced slightly from 83% in 2015/16 to 82%, and is below the target of 85%.

7. Community confidence



Public confidence in the police remains high with 85% thinking the police do a good or excellent job in their neighbourhood, and 90% trusting that the police would be there if you needed them.

Overall perceptions of safety are very high, with 97% feeling safe where they live.

Northumbria Police is placed first in the country for reliability.

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The percentage of time **neighbourhood officers** spend outside a police station in their neighbourhood has increased to 49%. (48% 2015/16)



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8. Community confidence

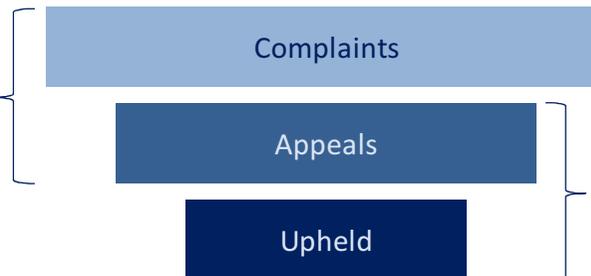


Allegations relating to incivility, impoliteness or intolerance have reduced.

63% of complaints have been finalised within 50 days; compared to a target of 50%.



The percentage of **appeals** made has increased slightly to 20%. (18% 2015/16)



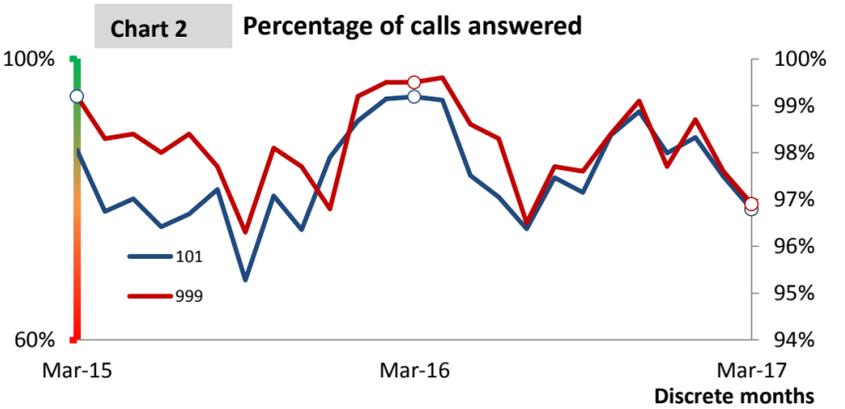
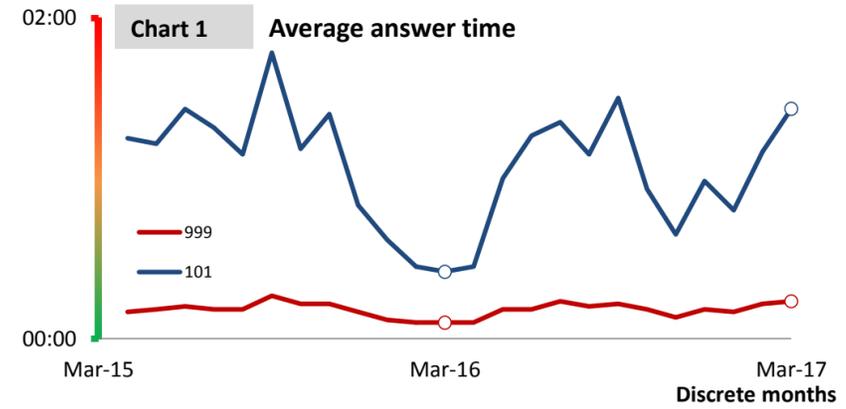
Appeals considered by the IPCC have a higher **upheld rate** and for those complaints investigated, however, the rate of upheld appeals has reduced to 39%. (51% in 2015/16).

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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					
Call management												
1	Average time to answer 999 calls			0m 11s	2015/16	0m 11s	2016/17	● ²			1	
2	Average time to answer 101 calls			1m 4s	2015/16	1m 3s	2016/17	● ²			1	
3	Percentage of calls answered - 999			98%	2015/16	98%	2016/17	● ²			2	
4	Percentage of calls answered - 101			82%	2015/16	84%	2016/17	● ²			2	
5	Percentage of calls dealt with in a professional manner											
5a	Correct greeting and overall politeness			93%	Apr to May 2016	96%	Feb 2017					
5b	An explanation of response was given			46%	Apr to May 2016	58%	Feb 2017					
5c	All information was recorded			78%	Apr to May 2016	80%	Feb 2017					
5d	Contact handler reassured the caller			76%	Apr to May 2016	88%	Feb 2017					
5e	Contact handler related with the caller			78%	Apr to May 2016	90%	Feb 2017					
5f	Contact handler resolved the caller's request			88%	Apr to May 2016	93%	Feb 2017					
Assessment of vulnerability												
6	Percentage of calls correctly assessed for vulnerability, threat, risk and harm			94%	Apr to May 2016	97%	Feb 2017					

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Initial contact

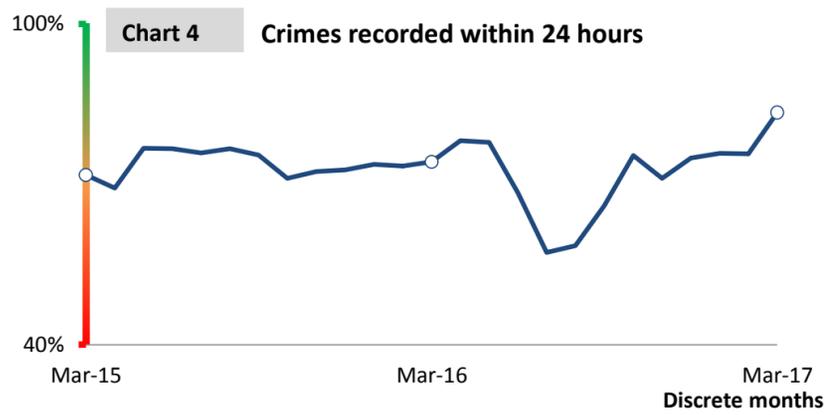
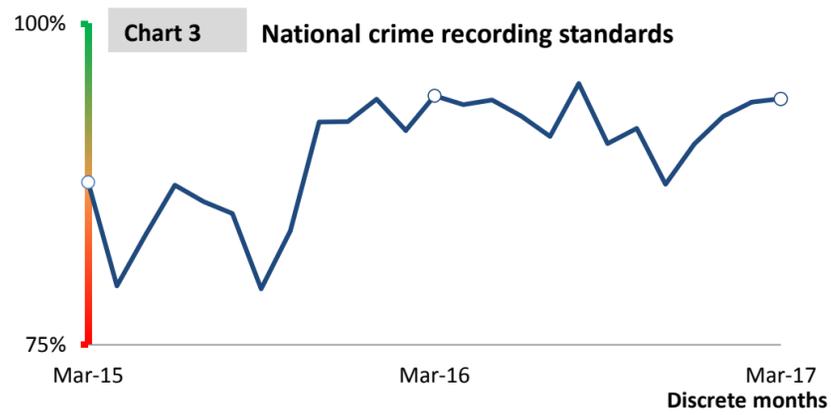


●⁹ - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

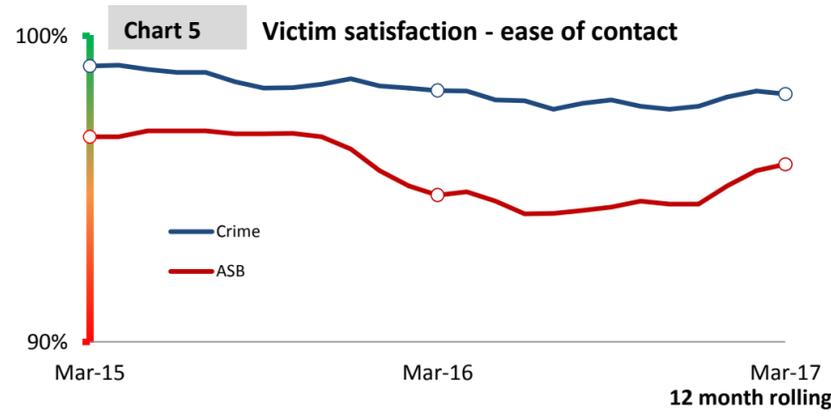
Decision making and standards

7 Percentage of incidents allocated the most appropriate response		80%	Apr to May 2016	87%	Feb 2017					
8 Compliance with National Crime Recording Standards		90%	2015/16	93%	2016/17				3	
9 Percentage of crimes recorded within 24 hours		74%	2015/16	72%	2016/17	3			4	
10 Percentage of sexual offences recorded within 24 hours		78%	2015/16	78%	2016/17					Includes those crimes where it is reasonable to record after 24 hours
11 Percentage of rape offences recorded within 24 hours		95%	2015/16	89%	2016/17					
12 Compliance with National Standards for Incident Recording										



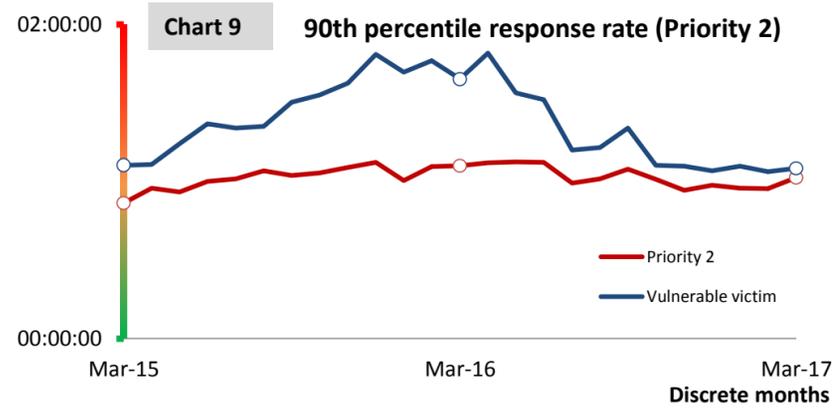
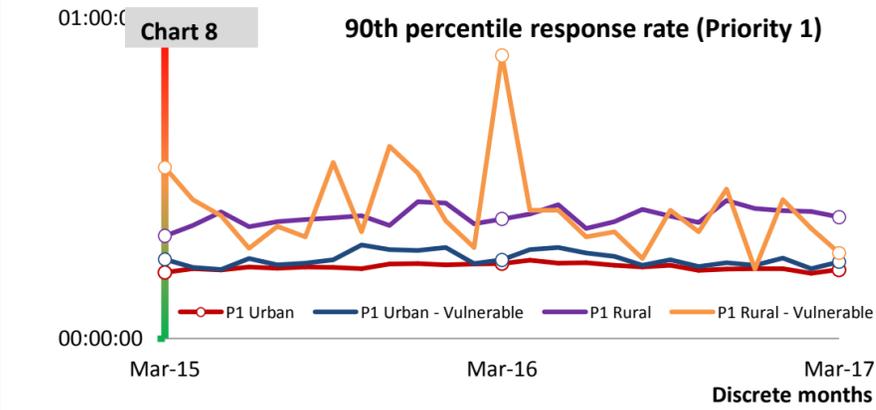
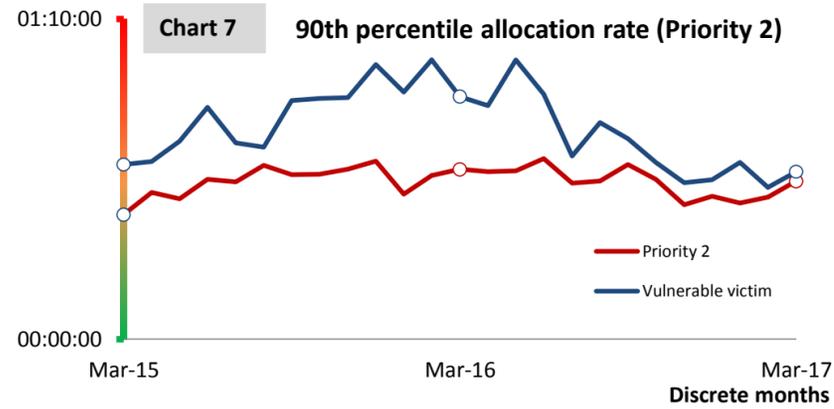
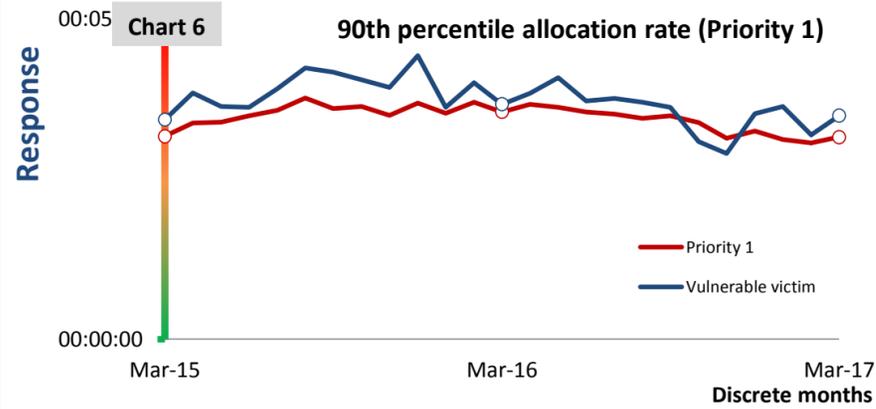
Satisfaction

13 Percentage of victims satisfied with ease of contact - Crime		98%	2015/16	98%	2016/17		1st	2nd	5	User satisfaction survey - Crime
14 Percentage of victims satisfied with ease of contact - ASB		95%	2015/16	96%	2016/17				5	ASB survey
15 Percentage of callers satisfied where their call did not result in the creation of an incident log										



⁹ - Direction of travel and the number of months

Response	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
16 90th percentile allocation rate - Priority 1			3m 34s	2015/16	3m 23s	2016/17	5			6	
16a Vulnerable victim			3m 54s	2015/16	3m 34s	2016/17				6	
17 90th percentile allocation rate - Priority 2			35m 12s	2015/16	34m 10s	2016/17				7	
17a Vulnerable victim			49m 23s	2015/16	41m 40s	2016/17	10			7	
18 90th percentile response rate - Priority 1 (Urban)			13m 29s	2015/16	13m 23s	2016/17				8	
18a Vulnerable victim			14m 36s	2015/16	14m 41s	2016/17				8	
19 90th percentile response rate - Priority 1 (Rural)			22m 48s	2015/16	23m 25s	2016/17				8	
19a Vulnerable victim			23m 48s	2015/16	20m 58s	2016/17				8	
20 90th percentile response rate - Priority 2			1 h 2m 6s	2015/16	1 h 1m 22s	2016/17				9	
20a Vulnerable victim			1 h 27m 27s	2015/16	1 h 13m 47s	2016/17	11			9	

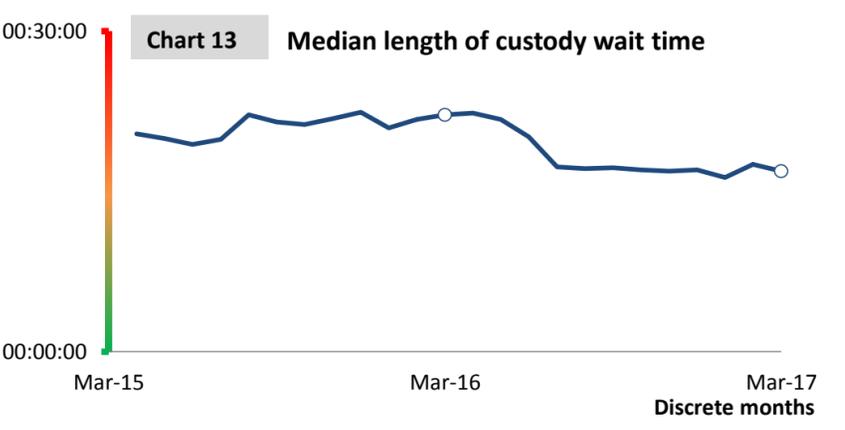
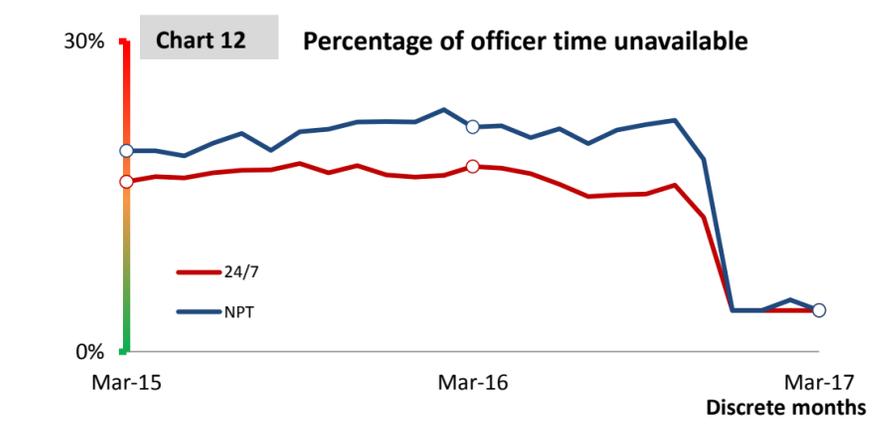
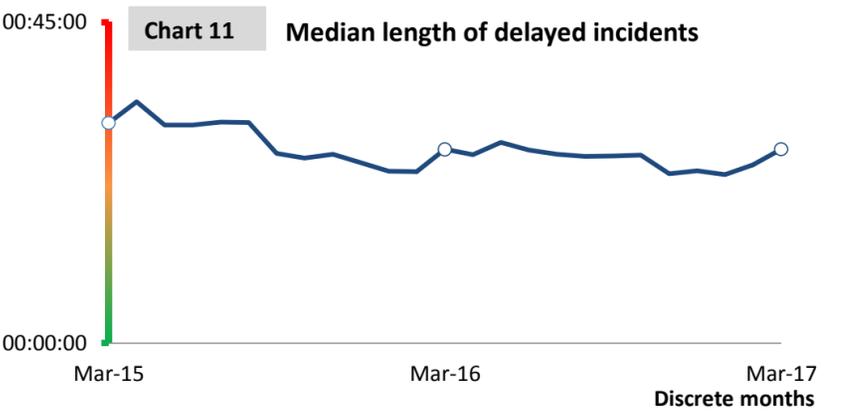
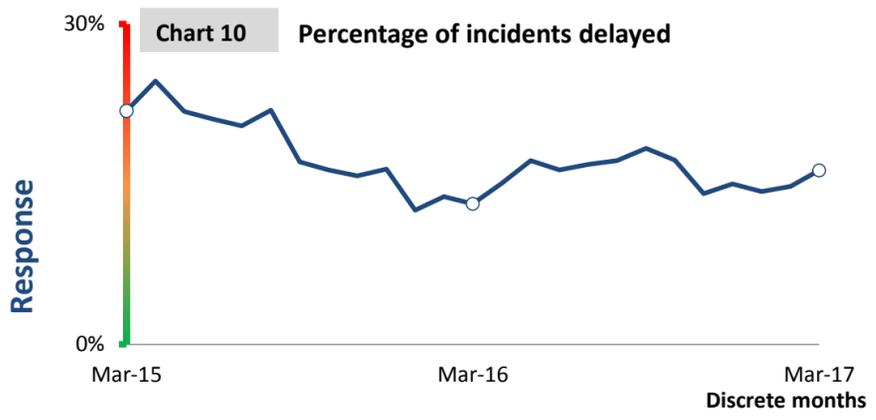


9 - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Resourcing											
21 Delayed incidents - Percentage			19%	2015/16	16%	2016/17				10	
22 Delayed incidents - Median length			28m 46s	2015/16	25m 55s	2016/17				11	
23 Percentage of unavailable officer time (duty states 1 and 8) - 24/7			17%	2015/16	12%	2016/17	● ⁴			12	
24 Percentage of unavailable officer time (duty states 1 and 8) - NPT			21%	2015/16	16%	2016/17	● ⁴			12	
25 Median waiting time in custody (arrival to detention authorised)			21m 3s	2015/16	18m 11s	2016/17	● ¹¹			13	

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●⁹ - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

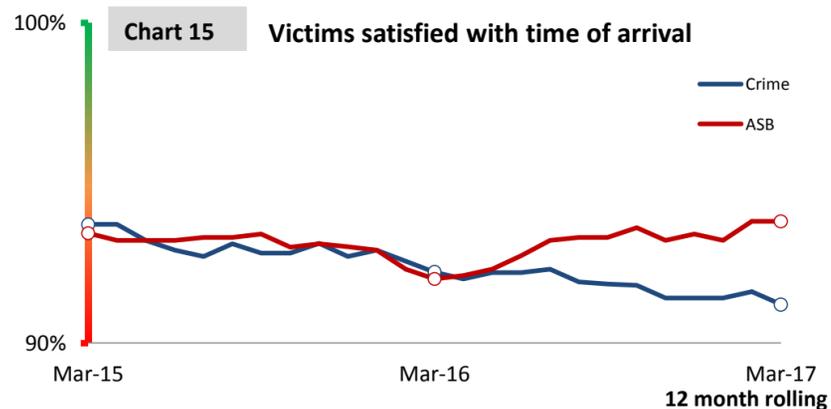
Assessment of vulnerability

26 VCOP: Percentage of victims with a satisfactory needs assessment		87%	2015/16	83%	2016/17				14	Measure supports Victims' Code Of Practice
27 VCOP: Percentage of needs assessment completed within 24 hours.		82%	2015/16	88%	2016/17					Measure supports Victims' Code Of Practice
28 VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.		88%	2015/16	92%	2016/17					Measure supports Victims' Code Of Practice



Satisfaction

29 Percentage of victims satisfied with time of arrival - Crime		92%	2015/16	91%	2016/17	● ²⁴			15	User satisfaction survey - Crime
30 Percentage of victims satisfied with time of arrival - ASB		92%	2015/16	94%	2016/17				15	ASB survey

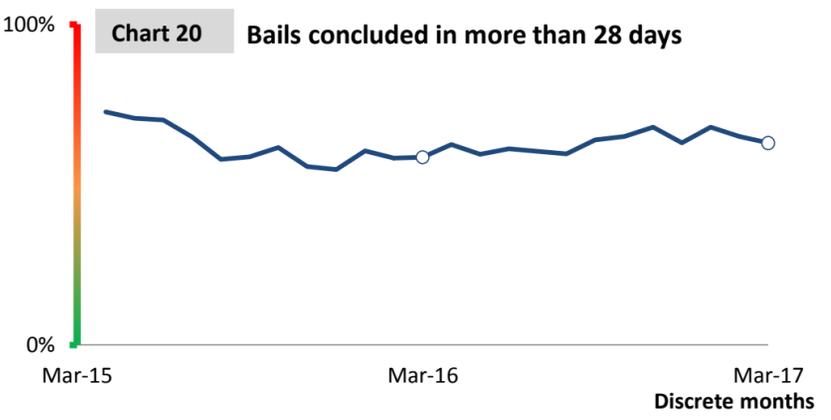
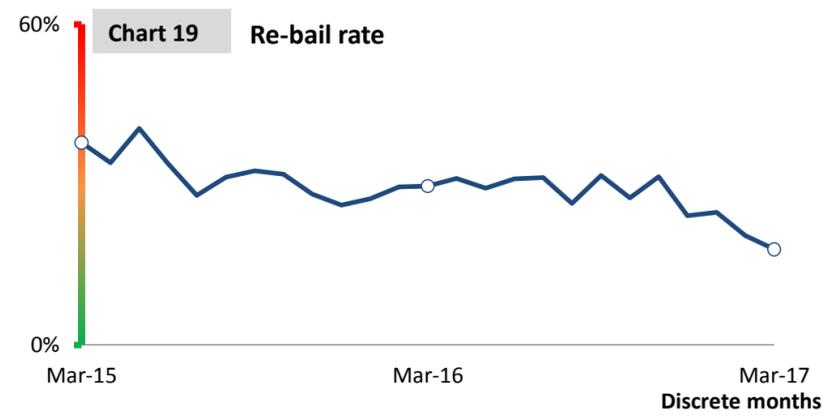
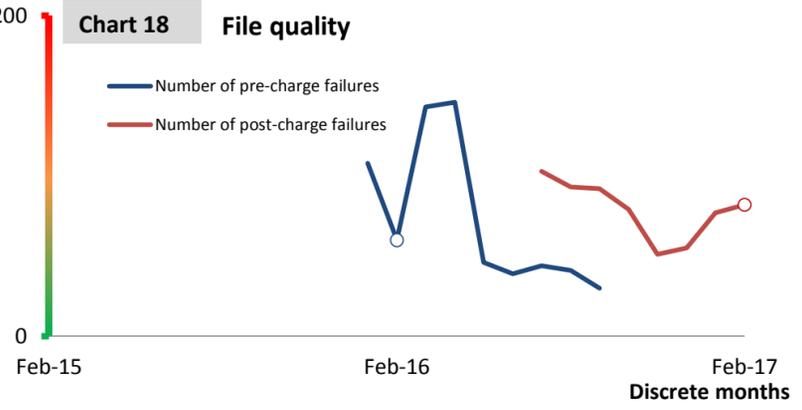
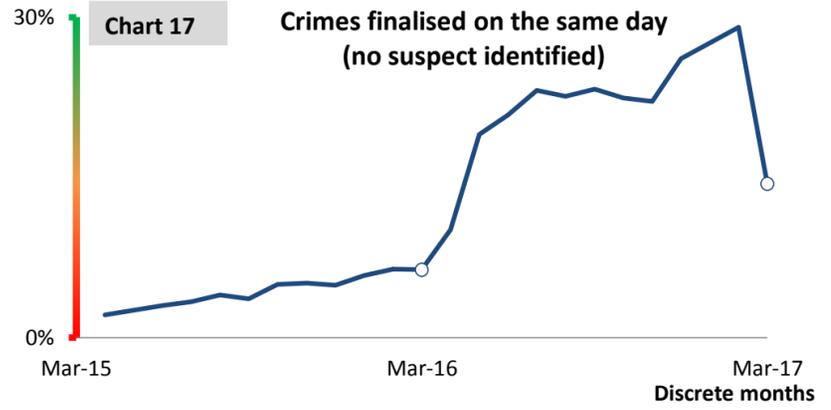
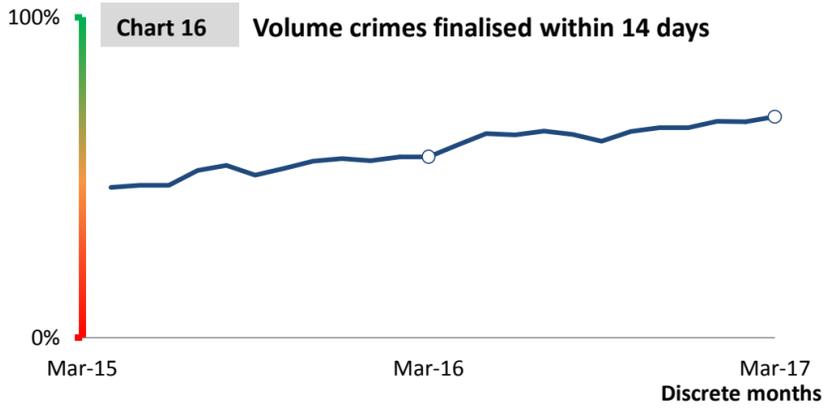


⁹ - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Standards of investigation											
31 Proportionate investigation - Percentage of volume crimes finalised within 14 days			53%	2015/16	65%	2016/17	● ²³			16	
32 Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day			5%	2015/16	22%	2016/17	● ¹			17	Reduction in March is affected by front-end crime recording, and not a deterioration in proportionate investigation.
33 Assessment of the quality of investigative standards (volume crime)			82% of investigations considered to be a good or outstanding standard based on a review of 128 volume crime investigations; burglary OTD and other theft (45), vehicle crime (8), harassment and assault (17), criminal damage (24) and shoplifting (34).								
34 File quality - number of pre-charge failures			104 per month	Jan to Mar 2016	58 per month	Apr to Sep 2016				18	Files no longer checked by CPS National. CPS Local now check pre and post charge combined.
35 File quality - number of post-charge failures					79 per month	Jul 2016 to Feb 2017				18	
36 VCOP: Post charge files where the requirement for special measures was incorrectly recorded.					9 per month	Jul 2016 to Feb 2017					
37 VCOP: Post charge files where the victim personal statement was incorrectly recorded.					5 per month	Jul 2016 to Feb 2017					
38 VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.					9 per month	Jul 2016 to Feb 2017					
39 Re-bail rate			31%	2015/16	28%	2016/17				19	
40 Percentage of bails concluded in more than 28 days			62%	2015/16	63%	2016/17				20	
41 Percentage of bails granted with conditions											

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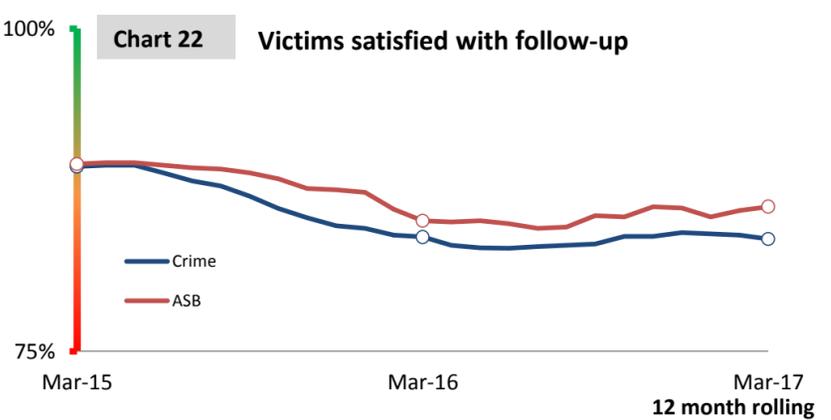
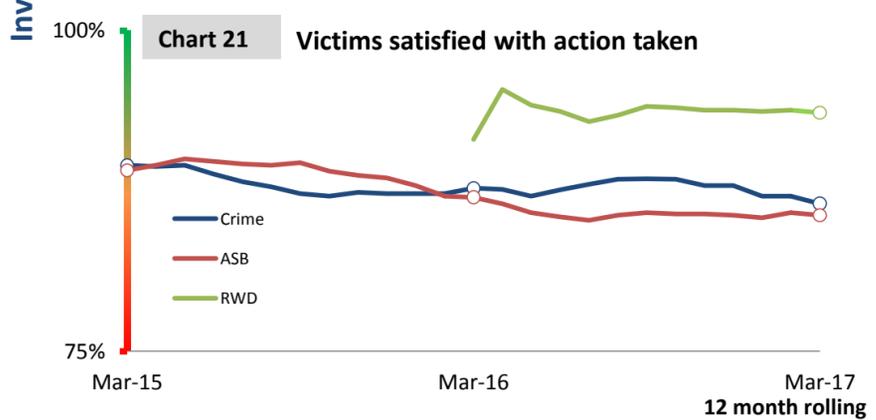
Investigation



●⁹ - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Offender management											
42 IOM re-offending rate.											
Satisfaction											
43	Percentage of victims satisfied with action taken - Crime		88%	2015/16	87%	2016/17		1st	2nd	21	User satisfaction survey - Crime
44	Percentage of victims satisfied with action taken - ASB		87%	2015/16	86%	2016/17	● ¹²			21	ASB survey
45	Percentage of victims satisfied with action taken - RWD		92%	Feb to Mar 2016	94%	2016/17				21	RWD survey
46	Percentage of victims satisfied with follow-up - Crime		84%	2015/16	84%	2016/17		1st	3rd	22	User satisfaction survey - Crime
47	Percentage of victims satisfied with follow-up - ASB		85%	2015/16	86%	2016/17	● ¹²			22	ASB survey

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 Investigation
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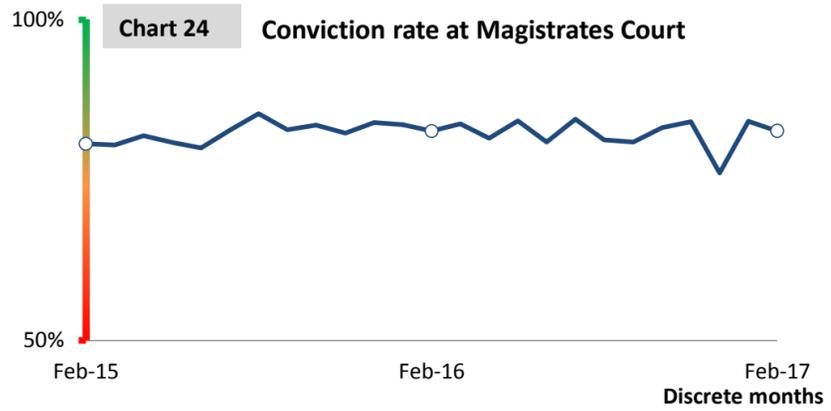
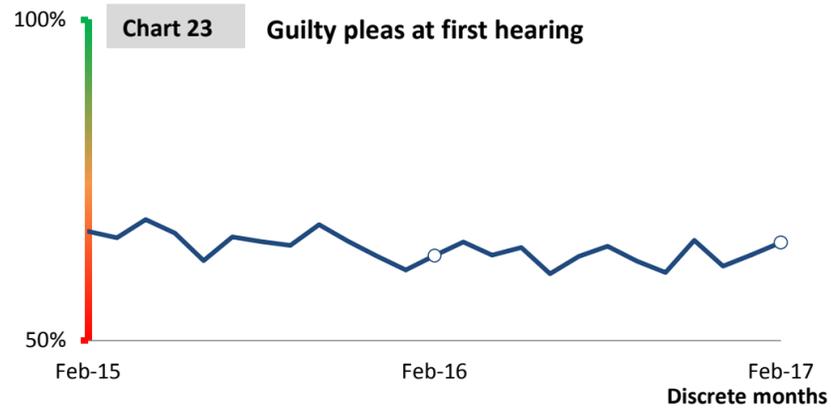


●⁹ - Direction of travel and the number of months

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	65%	Apr 2015 to Feb 2016	65%	2015/16	63%	Apr 2016 to Feb 2017				23	
49 Conviction rate at Magistrates Court	83%	Apr 2015 to Feb 2016	83%	2015/16	82%	Apr 2016 to Feb 2017				24	
50 Appropriate use of out of court disposals where a charge is the normal outcome			38%	Jan to Mar 2016	60%	Apr 2016 to Jan 2017					
51 Appropriate use of cancelled crimes			89%	Jan to Mar 2016	89%	Apr 2016 to Jan 2017					
52 Monitor the use of charge for a lesser offence											

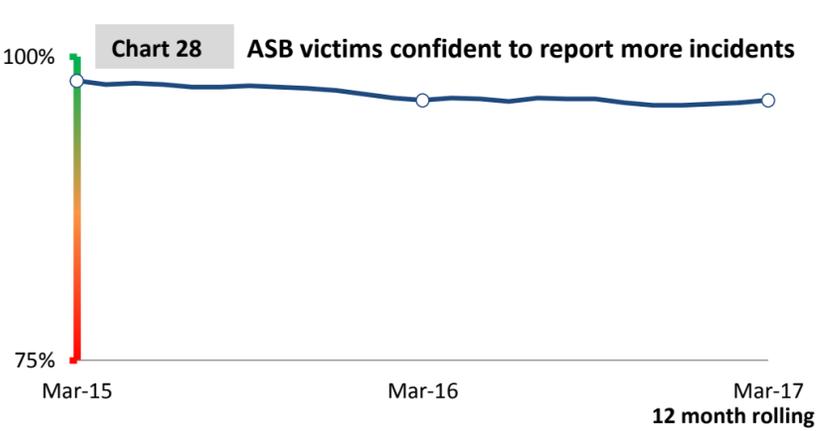
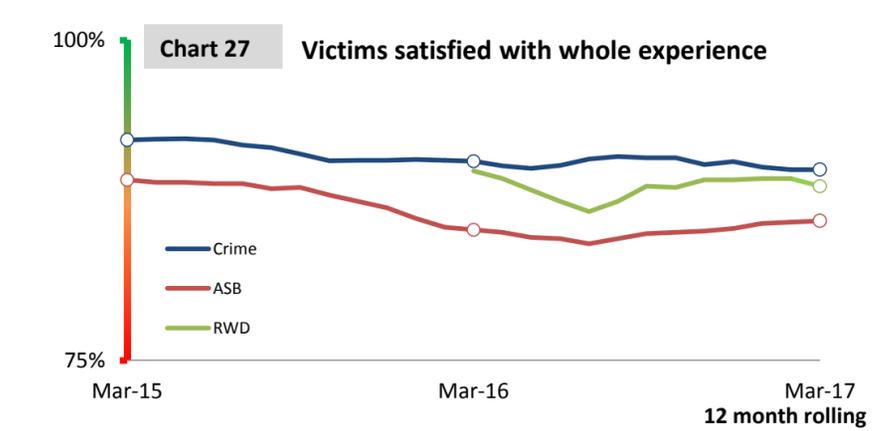
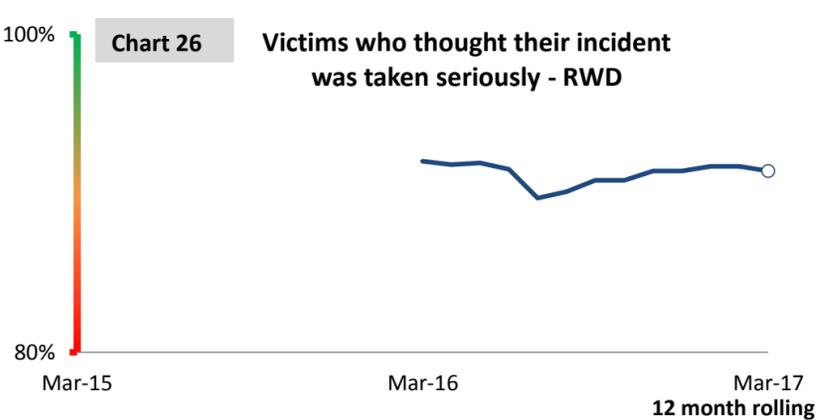
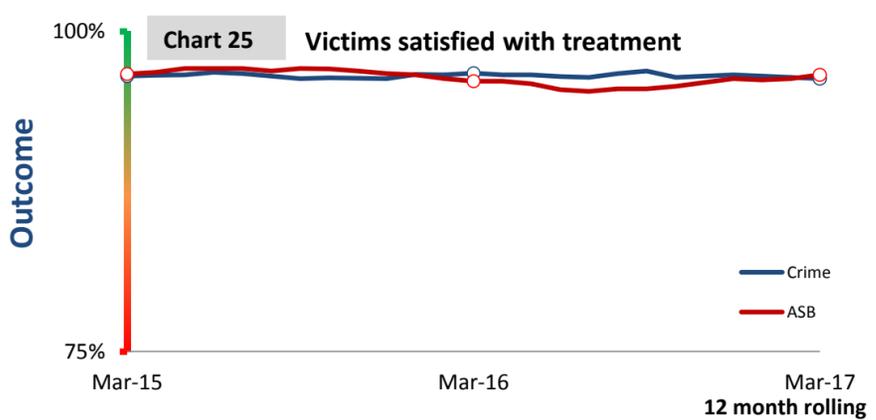
Putting victims first
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Outcome



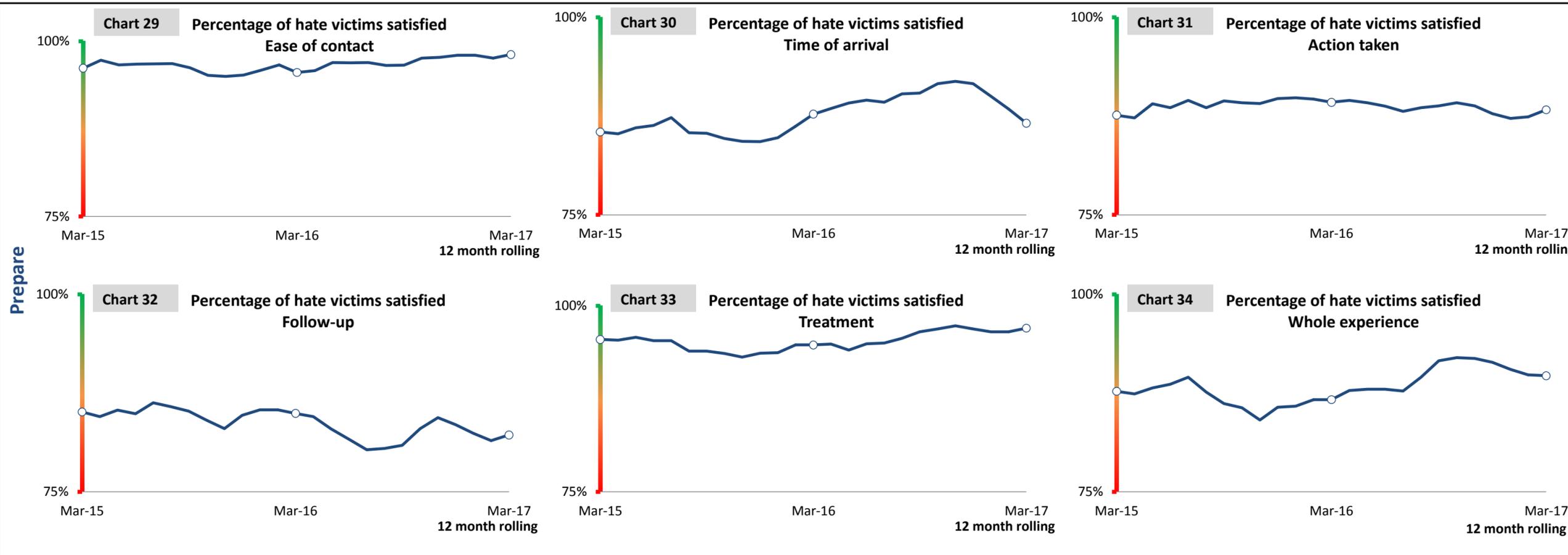
Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Satisfaction											
53	Percentage of victims satisfied with treatment - Crime		97%	2015/16	96%	2016/17		1st	1st	25	User satisfaction survey - Crime
54	Percentage of victims satisfied with treatment - ASB		96%	2015/16	97%	2016/17				25	ASB survey
55	Percentage of victims who thought their incident was taken seriously - RWD		92%	Feb to Mar 2016	91%	2016/17				26	RWD survey
56	Percentage of victims satisfied with whole experience - Crime		91%	2015/16	90%	2016/17		1st	1st	27	User satisfaction survey - Crime
57	Percentage of victims satisfied with whole experience - ASB		85%	2015/16	86%	2016/17				27	ASB survey
58	Percentage of victims satisfied with whole experience - RWD		90%	Feb to Mar 2016	89%	2016/17				27	RWD survey
59	Percentage of ASB victims who are confident to report further incidents to the police again		96%	2015/16	96%	2016/17				28	ASB survey

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9 - Direction of travel and the number of months

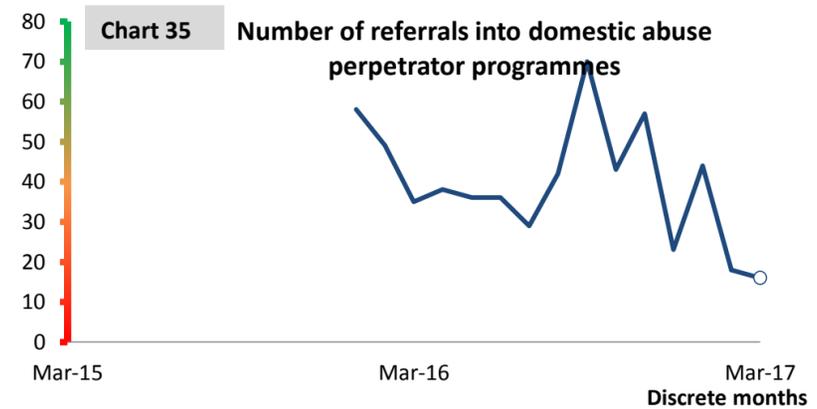
Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Chart	Notes
		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Domestic and sexual abuse Proud to serve Prepare	Resourcing											
	60 Assessment of whether capacity and capability match projected demand											
	Satisfaction											
	61 Percentage of domestic abuse victims satisfied											
	61a Ease of contact					97%	May 2016 to Mar 2017					Domestic Abuse survey
	61b Time of arrival					93%	May 2016 to Mar 2017					Domestic Abuse survey
	61c Action taken					89%	May 2016 to Mar 2017					Domestic Abuse survey
	61d Follow-up					88%	May 2016 to Mar 2017					Domestic Abuse survey
	61e Treatment					95%	May 2016 to Mar 2017					Domestic Abuse survey
	61f Whole experience					94%	May 2016 to Mar 2017					Domestic Abuse survey
	62 Percentage of hate victims satisfied											
	62a Ease of contact			96%	2015/16	98%	2016/17	● ¹⁴	1st	5th	29	User satisfaction survey - Crime
	62b Time of arrival			88%	2015/16	87%	2016/17				30	User satisfaction survey - Crime
	62c Action taken			89%	2015/16	88%	2016/17		1st	3rd	31	User satisfaction survey - Crime
	62d Follow-up			85%	2015/16	82%	2016/17		2nd	7th	32	User satisfaction survey - Crime
	62e Treatment			95%	2015/16	97%	2016/17	● ¹⁸	1st	2nd	33	User satisfaction survey - Crime
	62f Whole experience			87%	2015/16	90%	2016/17	● ¹⁸	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					
Evaluation of initiatives												
63 'Number of referrals into domestic abuse perpetrator programmes				442 referrals	2015/16	452 referrals	2016/17				35	
63a 'Sunderland BIG programme				135	2015/16	163	2016/17					
63b 'South Tyneside programme				86	2015/16	88	2016/17					
63c 'Newcastle programme				63	2015/16	64	2016/17					
63d 'Northumberland BIPP programme				39	2015/16	50	2016/17					
63e 'Gateshead DETER programme				119	2015/16	58	2016/17					Gateshead DETER re-introduced in September 2016
63f 'North Tyneside programme				-	2015/16	29	2016/17					

Domestic and sexual abuse
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Prevent



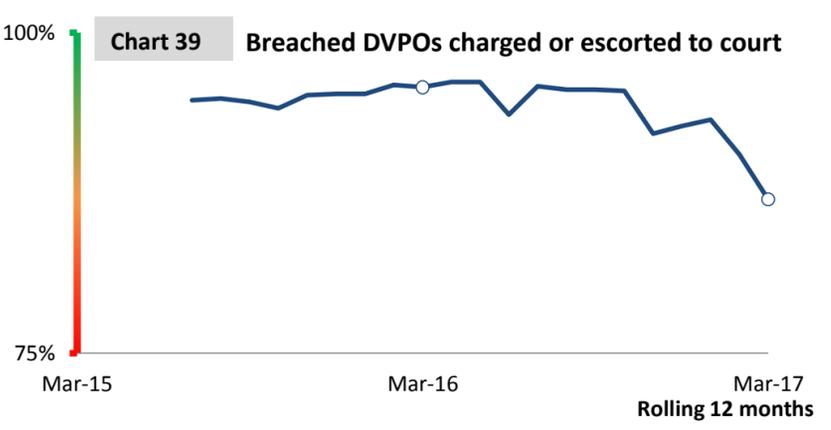
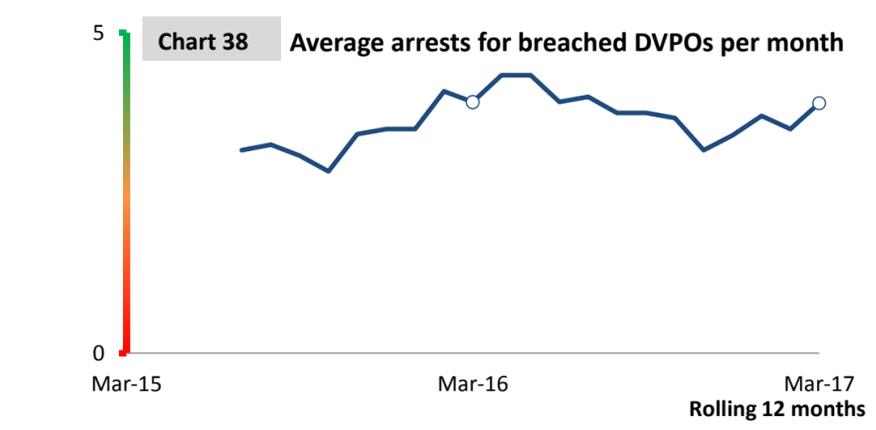
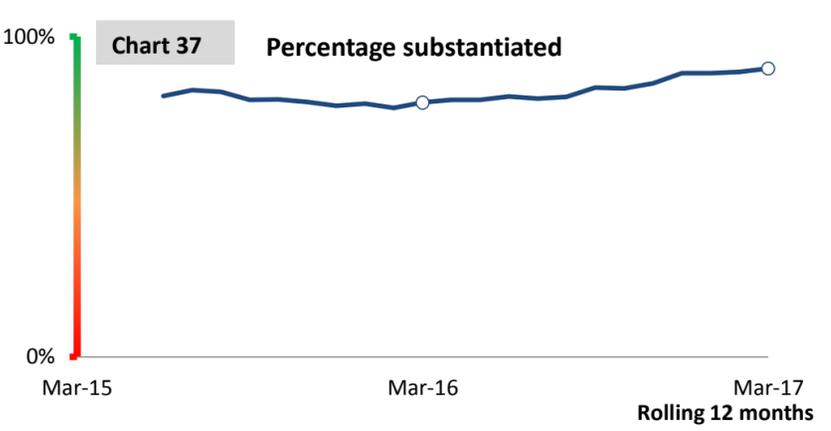
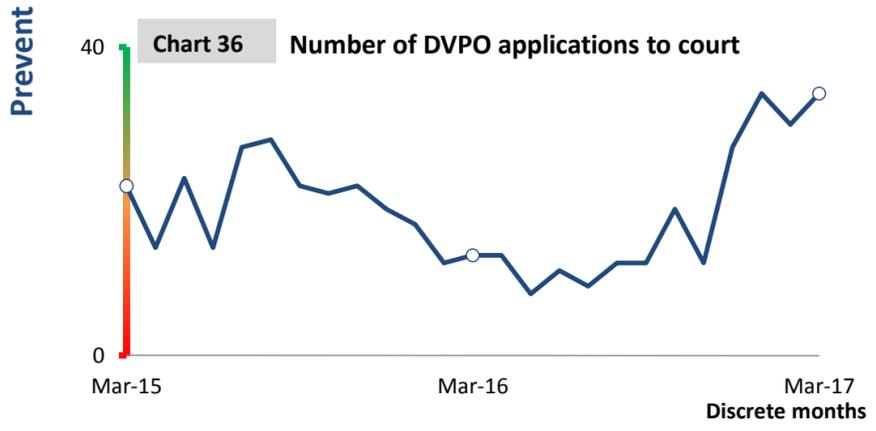
⁹ - Direction of travel and the number of months

Safeguarding the Vulnerable	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

Management of orders

64	Number of DVPO applications to court			19 per month	2015/16	18 per month	2016/17	● ⁸			36	April 2016 to March 2017 - 221 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			79%	2015/16	90%	2016/17	● ¹³			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	2015/16	4 per month	2016/17				38	April to March 2017 - 47 arrests for breached DVPOs
67	Percentage of breached DVPOs charged or escorted to court			96%	2015/16	87%	2016/17				39	19 x charge, 21 x escort to court, 4 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)											

Domestic and sexual abuse
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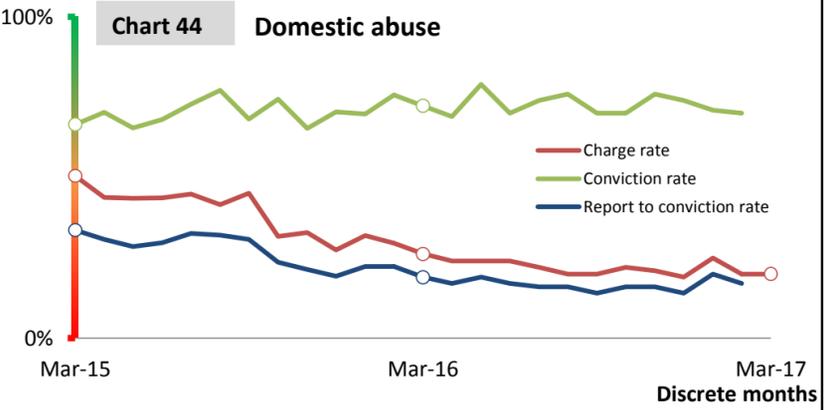
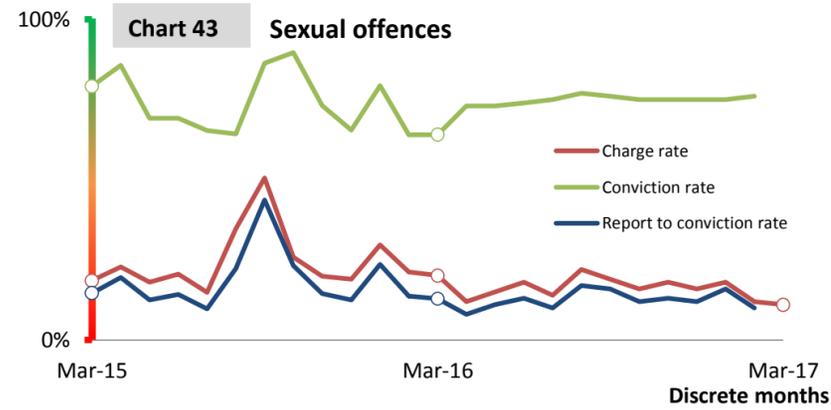
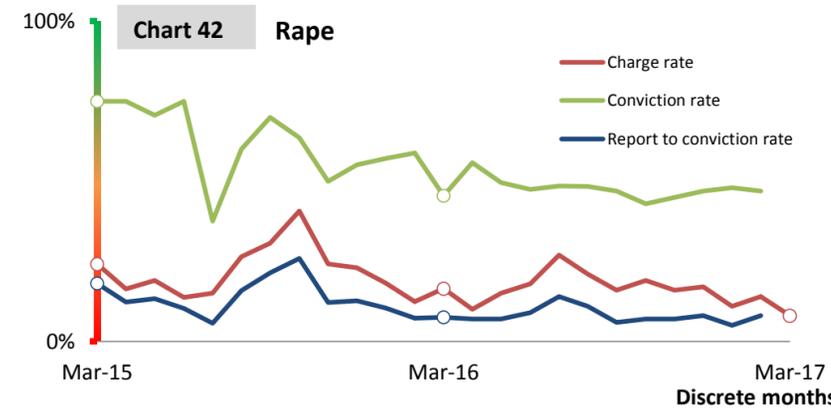
●⁹ - Direction of travel and the number of months

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Management of offenders												
Prevent	71 Percentage of subjects through MATAAC who have reduced offending			71%	Dec 2015 to Feb 2017							238 people are being or have been managed through the MATAAC 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											<p>To date, there have been 434 charges for Operation Sanctuary North and South Investigations. Overall, 21 people have been convicted (16 North, 5 South).</p> <p>To date, 21 persons have been convicted for Operation Themis and 24 persons for Operation Mars. 4 persons have been charged for Operation Caspian, 5 for Operation Border and 5 for Operation Trojan.</p> <p>There have been 813 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations.</p> <p>Disruption work continues to prevent offending within the taxi community (Operation Shield), and investigations in relation to human trafficking and modern slavery within Newcastle (Operations Caspian and Border) remain on-going.</p>
Assessment of vulnerability												
	74 Percentage of victims not referred to VFN when they ought to have been			5%	2015/16	6%	2016/17				40	Not statistically significant
	<p>Chart 40 Victims not referred to VFN when they ought to have been</p>											

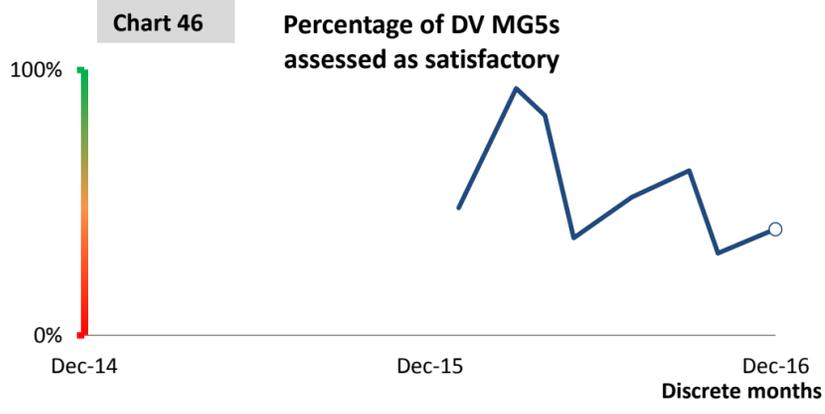
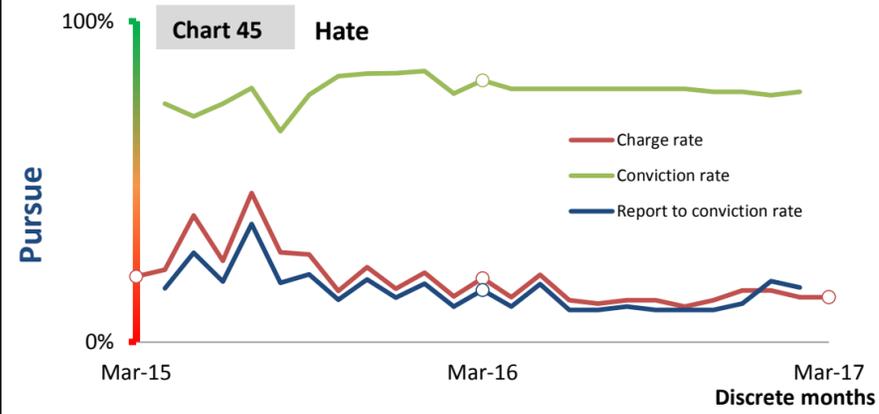
Safeguarding the Vulnerable	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Safeguarding											
75 Assessment of the effectiveness of harm reduction plans for vulnerable victims											88% of harm reduction plans were considered to be of a good or outstanding standard based on a review of 50 harm reduction plans in July 2016; domestic abuse (18 out of 20), crime (11 out of 15), ASB (all 10 reviewed) and hate (all 5 reviewed). This exercise has recently been repeated (in March 2017) and a review of 50 harm reduction plans found that 98% had a satisfactory plan in place that addressed victim vulnerabilities.
76 Assessment of the quality of investigations into missing and absent children.											146 missing person records (HRNs) were reviewed and the majority were found to be of a good standard. Contact handler resource allocation was correct for 92% of cases. All RWD risk assessments were deemed to be of an excellent standard. Where risk levels were escalated (11 cases), they were done so correctly and in a timely manner. In 48% of cases, a thorough THRIVE risk assessment was not recorded on the incident log. 33 out of 97 medium risk missing person reports reviewed could potentially have been dealt with as absent.
77 Assessment of the quality of investigations into hate crime.											54 hate crimes were reviewed in July 2016. All cases were assessed as good or outstanding. Those investigations with a structured supervisory plan ultimately led to positive outcome, even when no suspect was identified. Some organisational learning to consider.
78 Measures to be determined (MARAC)											
79 Measures to be determined (MSET)											
80 Section 136 detentions taken to custody			2	2015/16	2	2016/17					In FY15/16 1% (2 persons) of those detained under Sec136 were taken to a police station as a place of safety, compared to 7% nationally.
Confidence in reporting											
81 Percentage of domestic abuse victims who are confident to report further abuse to the police again					96%	May 2016 to Mar 2017					'Domestic Abuse survey
Repeat victimisation											
82 Percentage of high or medium risk victims who have suffered a subsequent incident of any category:											
82a Domestic Violence			46%	2015/16	50%	2016/17					41
82b Crime			39%	2015/16	47%	2016/17					41
82c Anti-social behaviour			21%	2015/16	35%	2016/17					41
82d Hate			46%	2015/16	52%	2016/17					41
82e Overall			44%	2015/16	48%	2016/17					41
<p>Chart 41 High or medium risk victims repeat rate</p> <p>Rolling 12 months</p>											

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Criminal Justice												
	83a Charge rate - Rape			20%	2015/16	16%	2016/17		2nd	8th	42	National/MSG positions based upon 12 months to February 2017
	83b Conviction rate - Rape	60%	Apr 2015 to Feb 2016	58%	2015/16	48%	Apr 2016 to Feb 2017		5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
	83c Report to conviction rate - Rape	12%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
	84a Charge rate - Sexual offences			23%	2015/16	16%	2016/17		3rd	12th	43	National/MSG positions based upon 12 months to February 2017
	84b Conviction rate - Sexual offences	73%	Apr 2015 to Feb 2016	72%	2015/16	75%	Apr 2016 to Feb 2017		8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
	84c Report to conviction rate - Sexual offences	17%	YTD	17%	2015/16	13%	YTD		1st	6th	43	National rape report to conviction rate (2015/16) - 13%
	85a Charge rate - Domestic abuse			35%	2015/16	22%	2016/17	● ²⁷	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 2015 to Feb 2016	71%	2015/16	73%	Apr 2016 to Feb 2017	● ²⁷	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
	85c Report to conviction rate - Domestic abuse	26%	YTD	25%	2015/16	16%	YTD	● ²⁶	1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
	86a Charge rate - Hate			24%	2015/16	14%	2016/17		4th	15th	45	National hate crime charge rate (2015/16) - 24%
	86b Conviction rate - Hate	78%	Apr 2015 to Feb 2016	78%	2015/16	78%	Apr 2016 to Feb 2017		8th	39th	45	National hate crime conviction rate (2015/16) - 83%
	86c Report to conviction rate - Hate	19%	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	51%	Apr to Dec 2016				46	
	88 Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr 2015 to Feb 2016	71%	2015/16	73%	Apr 2016 to Feb 2017	● ²⁷	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).										

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 Domestic and sexual abuse
 Proud to serve
 Pursue



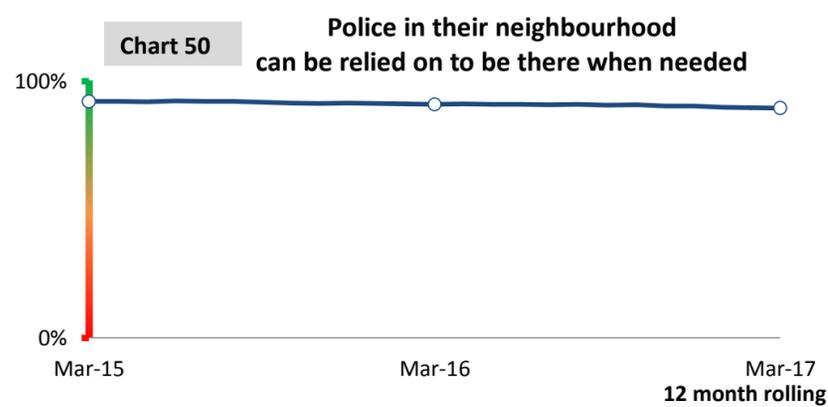
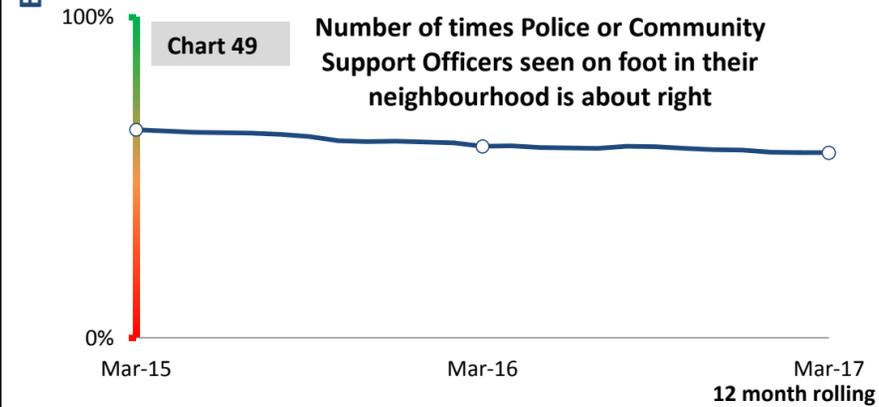
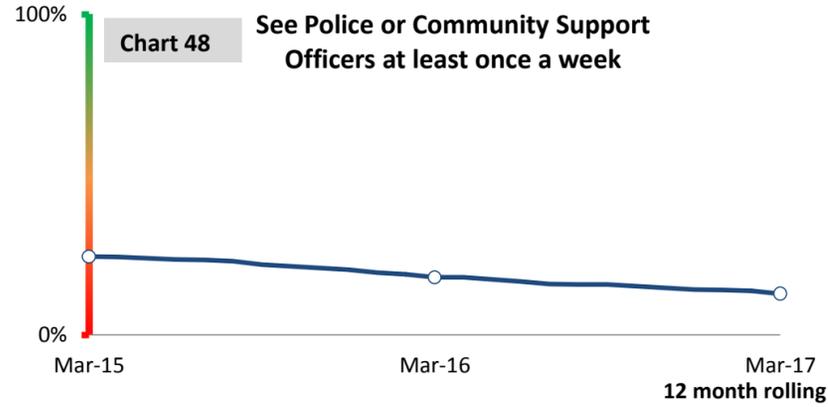
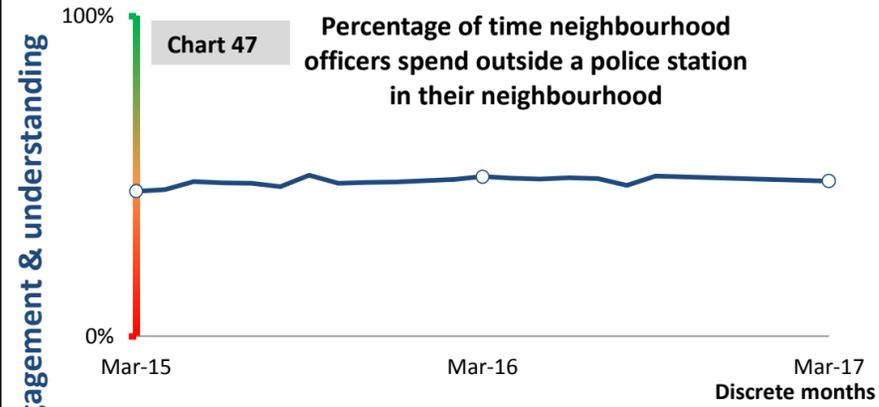
●⁹ - Direction of travel and the number of months



Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Officer visibility											
90	Percentage of time neighbourhood officers spend outside a police station in their neighbourhood		48%	2015/16	49%	2016/17				47	
91	See Police or Community Support Officers at least once a week		18%	2015/16	13%	2016/17	● ²⁶			48	Safer community survey
92	Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right		60%	2015/16	58%	2016/17	● ²²			49	Safer community survey
93	Police in their neighbourhood can be relied on to be there when needed		91%	2015/16	90%	2016/17				50	Safer community survey

Community confidence
Proud to lead

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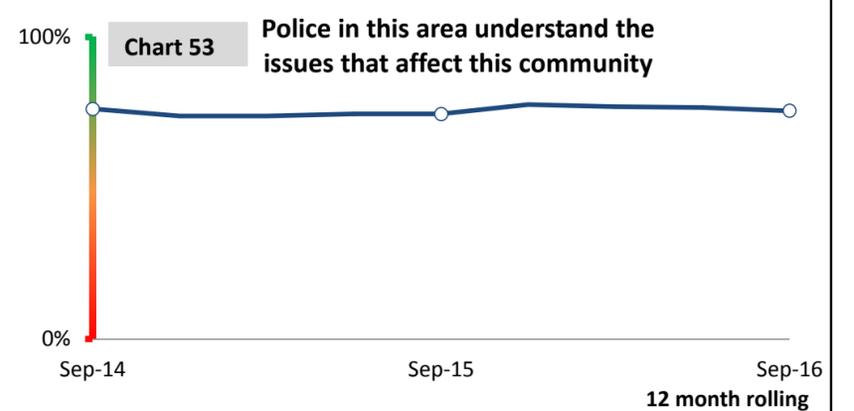
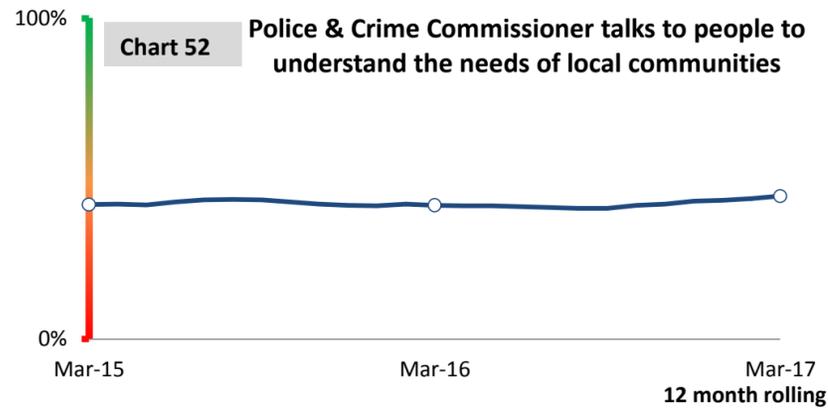
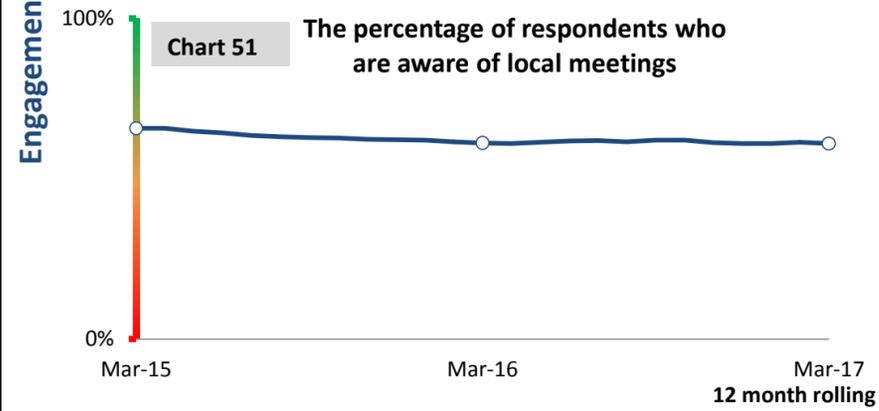
Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

Volunteering

94 Measures to be determined

Engagement and awareness

95 The percentage of respondents who are aware of local meetings		61%	2015/16	61%	2016/17				51	Safer community survey
96 Community tension assessments										
97 Police & Crime Commissioner talks to people to understand the needs of local communities		42%	2015/16	45%	2016/17	● ⁸			52	Safer community survey
98 Police in this area understand the issues that affect this community		75%	12mths to Sep 2015	76%	12mths to Sep 2016		1st	8th	53	Crime survey for England and Wales Next update due 27 April 2017



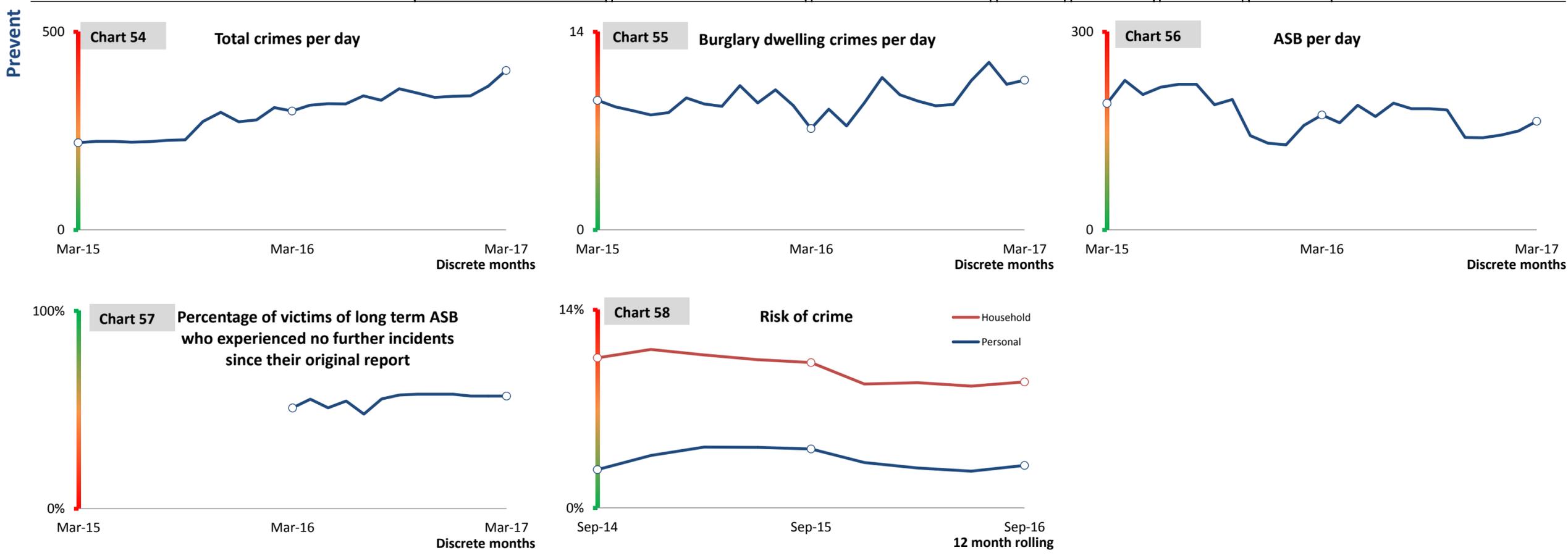
Community confidence
Proud to lead
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Engagement & understanding

⁹ - Direction of travel and the number of months

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			256 per day	2015/16	341 per day	2016/17	● ²⁶	5th	37th	54	+33% increase (+30% reported last meeting)
100 Signal crimes - Burglary dwelling			9 per day	2015/16	10 per day	2016/17		1st	12th	55	+9% increase (+8% reported last meeting)
101 ASB			184 per day	2015/16	167 per day	2016/17				56	-9% reduction (-9% last meeting)
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	57%	2016/17				57	Long term ASB survey
104 The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime (excluding computer misuse and fraud)			4%	12mths to Sep 2015	3%	12mths to Sep 2016		2nd	11th	58	Crime survey for England and Wales Next update due 27 April 2017 A new measure (including computer misuse and fraud) introduced. No historic data, 12 months to Sept 2016 7.8%, 1st MSG, 2nd nationally)
105 The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			10%	12mths to Sep 2015	9%	12mths to Sep 2016		1st	12th	58	Crime survey for England and Wales Next update due 27 April 2017

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 Community confidence
 Proud to lead



●⁹ - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Public perceptions												
Community confidence Proud to lead	106	Crime is a very or fairly big problem in their neighbourhood		7%	2015/16	7%	2016/17	● ²⁶			59	Safer community survey
	107	ASB is a very or fairly big problem in their neighbourhood		12%	2015/16	12%	2016/17				59	Safer community survey

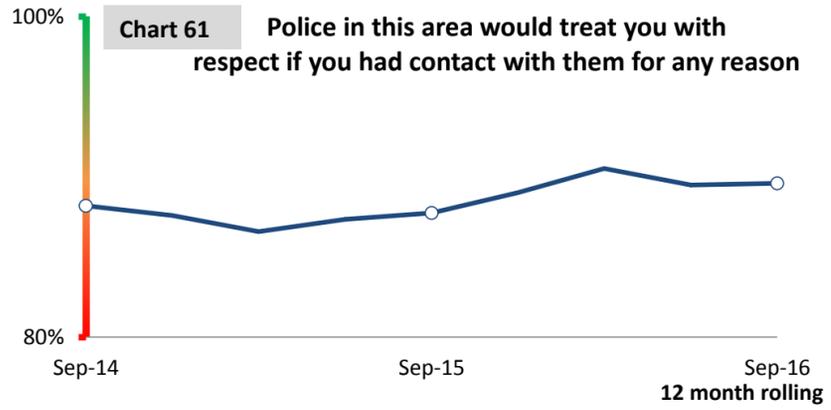
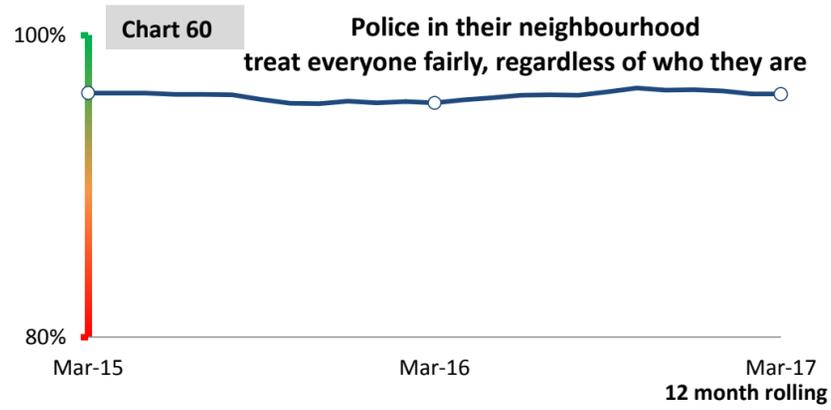
Chart 59 Very or fairly big problem in their neighbourhood

The chart displays two data series: ASB (red line) and Crime (blue line). The y-axis represents the percentage of respondents who view the issue as a 'very or fairly big problem', ranging from 0% to 20%. The x-axis shows a 12-month rolling period from March 2015 to March 2017. ASB consistently shows a higher percentage (around 12%) compared to Crime (around 7%).

Period	ASB (%)	Crime (%)
Mar-15	12.5	7.5
Mar-16	12.0	7.0
Mar-17	12.5	7.5

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Use of powers												
108	Percentage of Stop & Searches resulting in an arrest / outcome other than NFA			24%	Jan to Mar 2016	29%	Jul 2016 to Feb 2017					
109	Percentage of Stop & Searches with sufficient grounds recorded			68%	Jan to Mar 2016	77%	Jul 2016 to Feb 2017					
Conduct and standards												
110	Measures to be determined											
Public perceptions												
111	Police in their neighbourhood treat everyone fairly, regardless of who they are			96%	2015/16	96%	2016/17				60	Safer community survey
112	Police in this area would treat you with respect if you had contact with them for any reason			88%	12mths to Sep 2015	90%	12mths to Sep 2016		1st	3rd	61	Crime survey for England and Wales Next update due 27 April 2017

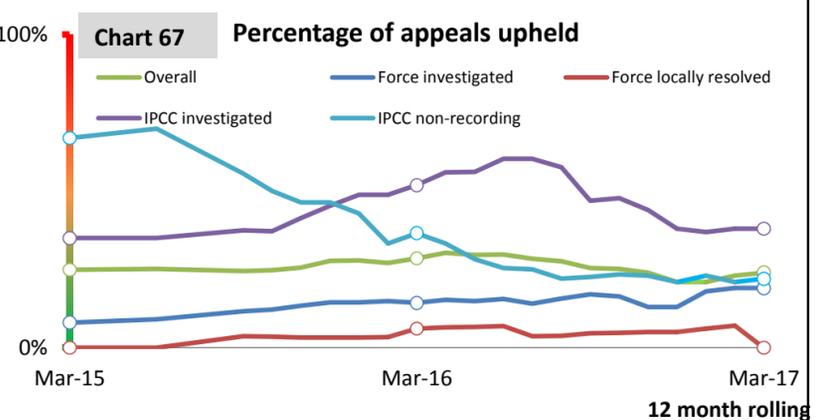
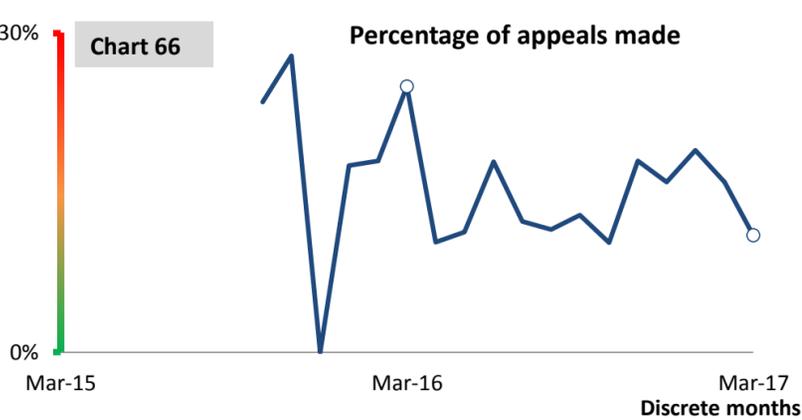
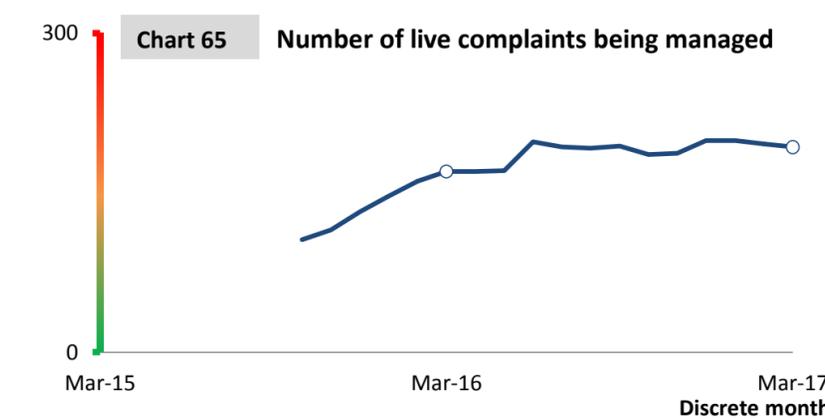
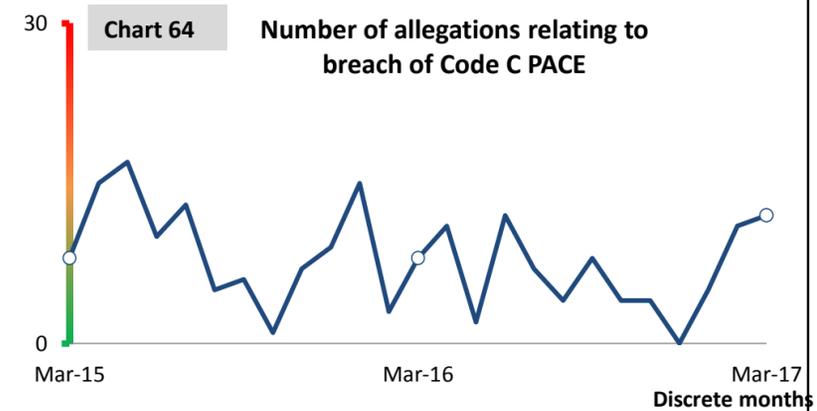
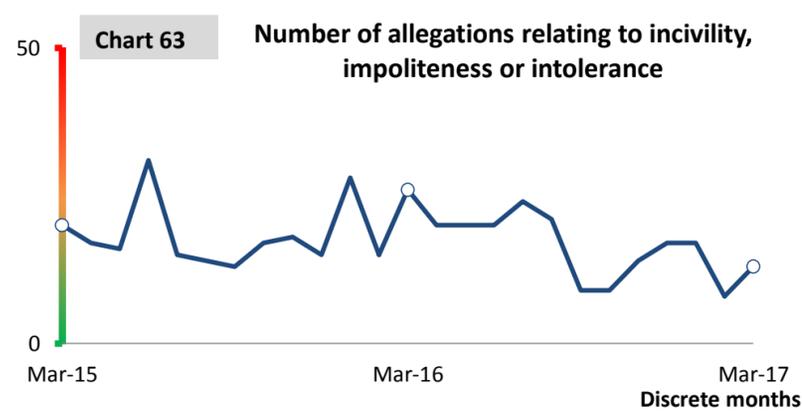
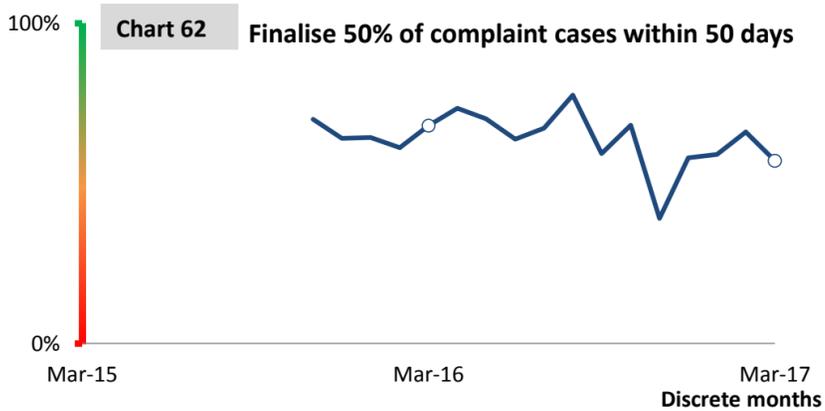
Community confidence
Proud to lead
Treatment



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											
113	Finalise 50% of complaint cases within 50 days		69%	2015/16	63%	2016/17				62	
114	Number of allegations relating to incivility, impoliteness or intolerance		19 per month	2015/16	16 per month	2016/17				63	
115	Number of allegations relating to breach of Code C PACE		9 per month	2015/16	7 per month	2016/17				64	
116	Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint		100%	2015/16	99%	2016/17					
117	Number of live complaints being managed		170	As at 31st Mar 2016	193	As at 31st Mar 2017				65	
118	Percentage of complainants who are satisfied with the way their complaint was dealt with										
119	Percentage of appeals made		18%	2015/16	20%	2016/17				66	
120	Percentage of appeals upheld - Overall		30%	2015/16	21%	2016/17				67	
121	Percentage of appeals upheld - Force investigated		16%	2015/16	15%	2016/17				67	
122	Percentage of appeals upheld - Force locally resolved		6%	2015/16	0%	2016/17				67	
123	Percentage of appeals upheld - IPCC investigated		53%	2015/16	39%	2016/17	● ⁹			67	
124	Percentage of appeals upheld - IPCC non-recording		41%	2015/16	17%	2016/17	● ²³			67	

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 Community confidence
 Proud to lead

Overall service



●⁹ - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Public perceptions												
Community confidence Proud to lead	125			85%	2015/16	85%	2016/17				68	Safer community survey
	126			98%	2015/16	97%	2016/17				69	Safer community survey
	127			74%	2015/16	68%	2016/17	● ¹⁴			70	Safer community survey

Chart 68 Police do a good or excellent job in their neighbourhood

Overall service

100%

80%

Mar-15 Mar-16 Mar-17

12 month rolling

Chart 69 Feel very or fairly safe living in their neighbourhood

100%

80%

Mar-15 Mar-16 Mar-17

12 month rolling

Chart 70 Police and local council are dealing with the ASB and crime issues that matter in their area

100%

60%

Mar-15 Mar-16 Mar-17

12 month rolling

Appendix A: Recorded crime by local authority area

Force Wide	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	124,007	93,711	+30,296	+ 32%
Violence against the person	33,618	22,361	+11,257	+ 50%
Robbery	759	546	+ 213	+ 39%
Sexual offences	3,481	2,766	+ 715	+ 26%
Vehicle crime	6,877	5,855	+1,022	+ 17%
Criminal damage	22,277	18,701	+3,576	+ 19%
Burglary dwelling	3,498	3,218	+ 280	+ 9%
Burglary OTD	5,395	4,998	+ 397	+ 8%
Shoplifting	12,980	10,704	+2,276	+ 21%
Theft from the person	1,138	948	+ 190	+ 20%
Other theft and handling	14,878	12,002	+2,876	+ 24%
ASB	60,857	67,268	-6,411	- 10%

Sunderland	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	24,986	19,373	+5,613	+ 29%
Violence against the person	6,803	4,564	+2,239	+ 49%
Robbery	127	104	+ 23	+ 22%
Sexual offences	696	528	+ 168	+ 32%
Vehicle crime	1,318	1,226	+ 92	+ 8%
Criminal damage	4,478	3,938	+ 540	+ 14%
Burglary dwelling	715	668	+ 47	+ 7%
Burglary OTD	915	928	- 13	- 1%
Shoplifting	2,256	2,039	+ 217	+ 11%
Theft from the person	166	122	+ 44	+ 36%
Other theft and handling	3,613	2,989	+ 624	+ 21%
ASB	10,497	12,147	-1,650	- 14%

South Tyneside	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	12,521	9,656	+2,865	+ 30%
Violence against the person	3,877	2,705	+1,172	+ 43%
Robbery	69	44	+ 25	+ 57%
Sexual offences	329	261	+ 68	+ 26%
Vehicle crime	637	479	+ 158	+ 33%
Criminal damage	2,464	2,128	+ 336	+ 16%
Burglary dwelling	300	252	+ 48	+ 19%
Burglary OTD	453	422	+ 31	+ 7%
Shoplifting	1,072	1,006	+ 66	+ 7%
Theft from the person	57	50	+ 7	+ 14%
Other theft and handling	1,288	1,041	+ 247	+ 24%
ASB	5,865	6,146	- 281	- 5%

Appendix A: Recorded crime by local authority area

Gateshead	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	17,767	12,766	+5,001	+ 39%
Violence against the person	4,607	2,901	+1,706	+ 59%
Robbery	133	89	+ 44	+ 49%
Sexual offences	438	415	+ 23	+ 6%
Vehicle crime	1,087	1,025	+ 62	+ 6%
Criminal damage	3,390	2,723	+ 667	+ 24%
Burglary dwelling	476	485	- 9	- 2%
Burglary OTD	674	791	- 117	- 15%
Shoplifting	2,121	1,315	+ 806	+ 61%
Theft from the person	101	84	+ 17	+ 20%
Other theft and handling	2,065	1,528	+ 537	+ 35%
ASB	7,625	8,102	- 477	- 6%

North Tyneside	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	16,110	10,450	+5,660	+ 54%
Violence against the person	4,617	2,740	+1,877	+ 69%
Robbery	53	65	- 12	- 18%
Sexual offences	436	309	+ 127	+ 41%
Vehicle crime	822	532	+ 290	+ 55%
Criminal damage	2,912	2,181	+ 731	+ 34%
Burglary dwelling	438	309	+ 129	+ 42%
Burglary OTD	851	394	+ 457	+116%
Shoplifting	1,503	1,136	+ 367	+ 32%
Theft from the person	78	69	+ 9	+ 13%
Other theft and handling	1,771	1,262	+ 509	+ 40%
ASB	7,559	8,886	-1,327	- 15%

Newcastle	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	33,433	26,856	+6,577	+ 24%
Violence against the person	8,328	6,010	+2,318	+ 39%
Robbery	318	203	+ 115	+ 57%
Sexual offences	990	769	+ 221	+ 29%
Vehicle crime	1,875	1,531	+ 344	+ 22%
Criminal damage	5,036	4,492	+ 544	+ 12%
Burglary dwelling	1,031	1,049	- 18	- 2%
Burglary OTD	1,305	1,194	+ 111	+ 9%
Shoplifting	4,585	3,986	+ 599	+ 15%
Theft from the person	649	532	+ 117	+ 22%
Other theft and handling	3,980	3,395	+ 585	+ 17%
ASB	18,030	20,375	-2,345	- 12%

Northumberland	2016-17	2015-16	Change compared to 2015-16 daily average	
Total crime	19,190	14,610	+4,580	+ 31%
Violence against the person	5,386	3,441	+1,945	+ 57%
Robbery	59	41	+ 18	+ 44%
Sexual offences	592	484	+ 108	+ 22%
Vehicle crime	1,138	1,062	+ 76	+ 7%
Criminal damage	3,997	3,239	+ 758	+ 23%
Burglary dwelling	538	455	+ 83	+ 18%
Burglary OTD	1,197	1,269	- 72	- 6%
Shoplifting	1,443	1,222	+ 221	+ 18%
Theft from the person	87	91	- 4	- 4%
Other theft and handling	2,161	1,787	+ 374	+ 21%
ASB	11,281	11,612	- 331	- 3%



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

**REPORT TO THE POLICE AND CRIME PANEL
REPORT OF THE MONITORING OFFICER
COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER ANNUAL
REPORT – APRIL 2016 - MARCH 2017**

25th April 2017

1. Purpose of the Report

- 1.1 To provide the Police and Crime panel with the third 'annual' report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2016 and March 2017.

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. 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. As a consequence of this a full list of complaints received between April 2015 and March 2016 is provided, a total of 6, some of which have had a number of components. 5 have previously been reported to the panel in quarterly update with 1 which has been resolved since the last panel report in February 2017. It is worth the panel noting that in some cases complainants are historic and correspondence has been taking place for a number of years.

Received	Nature of Complaint	Recorded / Action Taken
Sent to IPCC 6 th April 2016, received in Office of the Police and Crime commissioner on 27 th April 2016	That the PCC has not met with the complainant to discuss his concerns that her office have been forging letters from the PCC. The follows correspondence with the office over a number of years around this issue.	Complaint not upheld as it did not meet the criteria set down in legislation. The concerns raised include operational matters which have been referred, on receipt of all the correspondence over a number of years have been referred to Northumbria Police.
27 th April 2016	Complaint that the PCC has neglected her duties. In addition he lists a number of complaints that he feels the PCC should deal with.	Complaint not upheld as it did not meet the criteria set down in legislation. The concerns raised include operational matters which have been referred, on receipt of all the correspondence over a number of years have been referred to Northumbria Police.
14th June 2016	PCC has neglected to take action following a number of complaints referred to her that were against the Chief Constable of Northumbria Police	Complaint not upheld as it did not meet the criteria set down in legislation. All complaints made about the Chief Constable were responded to by the PCC. The complainant took up the option to appeal the Commissioners decision to the IPCC. Two of the three complaints appealed were not upheld by the IPCC, we await the outcome of the third.
23 rd December 2016	4 complaints: i. PCC refused to release an investigative report. ii. PCC failed to comply with her Equality Duty. iii. PCC failed in her duty to hold the CC to account. iv. PCC has neglected duty in failing to respond appropriately to correspondence.	Complaint not upheld as it did not meet the criteria set down in legislation. i. PCC has dealt with the matter fully and the complainant was advised how the report would be used. ii. An external review dismissed the allegations made in the complaint. iii. An external review dismissed the allegations made in the complaint. iv. Data Protection Act prohibited a response in this circumstance.

Received	Nature of Complaint	Recorded / Action Taken
20 th January 2017	<p>4 complaints:</p> <ul style="list-style-type: none"> i. PCC has failed to act fairly/transparently and discriminated against the complainant. ii. PCC appointed someone who is not the appropriate authority to investigate a complaint against the CC. iii. PCC failure to deal appropriately with a complaint against the CC. iv. PCC referring a complaint to the IPCC where the local resolution process was not complete. 	<p>Complaint not upheld as it did not meet the criteria set down in legislation:</p> <ul style="list-style-type: none"> i. The PCC or her office have responded to all emails and kept the complainant updated in respect of how the case is progressing. ii. The PCC complied with IPCC guidelines which state that under local resolution the resolving officer must be under the direction and control of the CC. A further review took place and it was determined that the best course of action was for the IPCC to make an independent ruling on this complex case, we await the outcome of this referral. iii. Addressed in point ii. iv. Complainant was informed by the PCC that his complaint would be dealt with by the IPCC rather than through local resolution. The PCC determined that the best course of action was for the IPCC to make an independent ruling on this complex case, we await the outcome of this referral.
18 th January 2017	<p>Follow up to the complaint recorded on the 23rd December 2016 - two further complaints were received.</p> <ul style="list-style-type: none"> i. That the Commissioner, as the complainants employer should have investigated the complaints against former staff under the grievance procedure. ii. That the Commissioner failed to investigate a matter of sexism that was raised with her, which the complainant believes should be investigated 	<p>Complaints not upheld as they did not meet the criteria set down in legislation.</p> <ul style="list-style-type: none"> i. The complainant did not at any time submit a formal grievance under the grievance procedure to the Commissioner whilst working for Northumbria Police. The commissioner has therefore not failed to investigate a formal grievance as none was reported to her. ii. In responding to earlier complaints alleging that the Commissioner has failed in her equality duty,

Received	Nature of Complaint	Recorded / Action Taken
		<p>all the circumstances of the allegation have been considered and it is believed that an appropriate investigation has taken place including consideration of the issues by an outside force –West Yorkshire.</p>



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

**POLICE AND CRIME PANEL
REPORT OF THE POLICE AND CRIME COMMISSIONER**

25 APRIL 2017

**THEMED REPORT – PCC AND COMMUNITY SAFETY PARTNERSHIPS (CSPs)
WORKING CLOSER TOGETHER**

1. Purpose of the Report

- 1.1 To provide members of the panel with an overview and information on:
- i. the role of Northumbria Police on CSPs; and
 - ii. cross boundary working to support delivery of the Police and Crime Plan.

2. The role of Northumbria Police on CSPs

- 2.1 This section provides an overview of the role of Northumbria Police on the CSPs and in particular focuses on:
- Governance and Oversight
 - Strategic Planning and Priority Setting
 - Multi-Agency Problem Solving
 - Working together to understand community needs

2.2 Governance and Oversight

CSP boards are primarily chaired by a local authority Councillor and Northumbria Police area command officers at the rank of superintendent perform the role of vice chair to the partnership boards. As key members of these Boards Northumbria police work with partners to set annual priorities for the partnership and ensure that there is a clear action plan of activity which partners and members are held to account for. These partnership boards greatly assist in community safety partners having a joined up, agreed and consistent approach to tackling crime and disorder and allows the opportunity for all members to look at areas of work that are on-going across all partner agencies.

2.3 Strategic Planning and Priority Setting

The six different CSPs do this in similar but varying ways. The Police and Crime Plan, Northumbria Police Control Strategy and local authority commissioned strategic assessments form the cornerstones of the priorities set by the CSP's which are published in draft for public consultation before agreement and finalisation annually. These consultations include public forums, practitioner events as well as online consultations. Each CSP then as required by the statutory duty, produce an intelligence-led Strategic

Assessment that is used along with the key activities undertaken by the CSP boards in the previous year to identify the priorities for the CSP plan for subsequent years.

The impact and benefit of this partnership process which Northumbria Police are an integral part of is that they can inform and influence the purpose, focus and delivery of the partnership outside of normal policing activity to work together to improve all aspects of service delivery into our communities. From a Northumbria Police and area command level perspective, it also demonstrates and evidences our commitment to collaboration and partnership working providing the opportunity to showcase to the public the impact of partnership working outcomes and the ability to deliver services in the most efficient and effective way as a partnership.

2.4 Multi-Agency Problem Solving

Neighbourhood Police Inspectors work with other partners at an operational level to deliver the objectives and priorities of the CSPs. As members of themed sub-groups and tactical level problem solving partnership groups they highlight and develop problem solving plans for a range of community and policing issues whilst maintaining a commitment to develop and delivery operational activity against the priorities set by the CSP Boards.

There are a range of excellent multi agency problem solving examples which reflect the benefits of the CSPs in all of the six local authority areas but all report that the on-going challenge to problem solving is the lack of funding for initiatives with local authority councils reporting an inability to fund longer term initiatives and some councils reporting having been unsuccessful in innovation funding applications.

2.5 Working together to understand community needs

Many of the CSPs have commissioned their own strategic assessments using either local authority analysts or data provided by Northumbria Police to capture and provide data analysis. The assessments highlight crime and disorder issues including hate crime and also influencing factors including alcohol and drugs. This allows the partnerships to focus on the needs of the communities and to assess the communities themselves.

The tactical and operational problem solving groups, of which Northumbria Police are a key member monitor any relevant trends, issues and concerns presented or reported by the communities. This allows effective and corporate understanding at strategic level enabling informed and current strategic level decisions to be made and implemented through the operational groups.

3. Cross boundary working to support delivery of the Police and Crime Plan

- 3.1 The Police and Crime Plan is a key function for the Commissioner, who in a directly elected position is responsible for ensuring that the priorities are informed by those identified by the electorate through engagement and also through working with partners and stakeholders. The new Police and Crime

Plan was developed in accordance with the Police Reform and Social Responsibility Act 2011. I sought and took account of the priorities identified by the CSPs and these are reflected in the plan together with those of other partners and local communities. The force strategic assessment and those from the CSPs are also used to inform priorities for commissioning the Supporting Victims fund across the Northumbria area.

- 3.2 In working with CSPs I have reiterated that as PCC my perspective is to represent the whole of Northumbria, and to that end I have consistently invited CSPs to talk to me or submit bids for funding that reflect this cross border approach, disappointingly nothing has come forward.

A flavour of some of the most recent work that I have done with the CSPs is given below. These projects all benefit from the joint working between myself and the partnerships and I am always interested in talking about other opportunities and happy to discuss how we can strengthen partnership working at this thematic meeting.

Anti-social Behaviour Volunteer Networks

Building on a model developed by North Tyneside Council I have provided Grants of £20,000 to each local authority area to establish the networks and £5,000 in the subsequent year to further develop the volunteer networks that support victims of anti-social behaviour to cope and recover following an incident or sustained attacks.

Commissioners Community Fund

I am currently advertising the opportunity for local voluntary and community sector groups to bid for funding of up to £2,000 from my Commissioners Community Fund. CSP managers have agreed to provide input and information about the applications from their area to assist in decision making, I am grateful for this support.

Late Night Levy

Since November 2013 I have worked closely with Newcastle City Council to support the implementation of the late night levy. Newcastle City Council were a trailblazer in establishing the Levy and worked hard to consult and frame the scheme so that it optimised both the benefits to late night businesses and the safety of the public. The council and the police have also worked closely to deliver a practical scheme that is further enhancing the reputation of the City.

Hate Crime - Newcastle

A specialist officer from the Office of the Police and Crime Commissioner is working with Newcastle Safeguarding Children's Board and Newcastle Safeguarding Adults Board and Safe Newcastle to consider how the three strategic boards can strengthen their response to hate crime in the city.

Gateshead Vulnerable Adults MASH

Innovation funding enabled joint working in Gateshead as part of the Vulnerable adults MASH which aims to provide a single gateway for all safeguarding, domestic abuse and vulnerable victim referrals; to expedite the sharing

of information in an efficient and consistent manner and to protect and safeguard the most vulnerable within the Borough.

Domestic Violence Advocates in a health setting

I am working with the six Domestic violence co-ordinators around the provision of health advocates in hospital and GP settings across Northumbria – we are also looking to colleagues in health to work with us. I have made funding available over three years to support this project.

3.3 Funding provided to Community Safety Partnerships

Since my election in 2013 I have granted funding to community safety partnerships, the total funding being just over £4.3 million. In my quarterly update to the panel I provide information about all grants to local authorities and also to community and voluntary sector organisation in your areas. Grants are paid to support delivery of services to victims and also where appropriate to support delivery of the police and crime plan.

4. Recommendation

- 4.1 The panel is asked to note the contents of the report and consider how the PCC and CSPs could work closer in the future