



## NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

**Tuesday, 4 June 2019 at 2.00 pm in the Whickham Room, Gateshead Civic Centre**

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From the Clerk, Sheena Ramsey

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Item Business

1. **2.00pm Appointment of Chair and Vice-Chair**

2. **Membership of the Panel**

The Membership of the Panel for 2019/20 is as follows:

Gateshead	Councillors Angela Douglas and Sonia Hawkins
Newcastle	Councillors Clare Penny-Evans and Kyle Webster
North Tyneside	Councillors Janice Mole and Tommy Mulvenna
Northumberland	Councillors Robbie Moore and John Riddle
South Tyneside	Councillors Alison Strike and Joyce Welsh
Sunderland	Councillors Doris Macknight and Michael Mordey
Independent Members	Janet Guy and Shlomi Isaacson

3. **Apologies**

4. **2.05pm Minutes** (Pages 3 - 6)

The Panel is asked to approve the minutes of the last meeting held on 5 March 2019 (attached).

5. **2.10pm Police and Crime Commissioner Vacancy** (Pages 7 - 8)

Report of the Clerk to the Panel (attached).

6. **2.20pm Themed Report - Police Operations** (Pages 9 - 16)

Report of Chief Superintendent G Noble, Northumbria Police (attached).

7. **2.45pm Feedback from National and Regional Events** (Pages 17 - 18)

Members are asked to give feedback on issues relevant to the Panel.

An update from the Chair of the National Association of Police, Fire and Crime Panels is attached.

8. **2.55pm Annual Work Programme 2019/20** (Pages 19 - 20)  
Report of the Clerk to the Panel (attached).
9. **3.05pm Police and Crime Commissioner Report** (Pages 21 - 40)  
Report of the PCC (attached).
10. **3.20pm Delivery of the Police and Crime Plan - Annual Performance Report 2018/19** (Pages 41 - 80)  
Report of the PCC (attached).
11. **3.40pm Complaints Against the Police and Crime Commissioner - Annual Report April 2018 to March 2019** (Pages 81 - 84)  
Report of the PCC's Chief of Staff and Monitoring Officer (attached).
12. **3.50pm Schedule of Meetings 2019/20**  
Tuesday, 30 July 2019 at 2.00pm  
Tuesday, 10 September 2019 at 2.00pm  
Tuesday, 10 December 2019 at 2.00pm  
Tuesday, 4 February 2020 at 2.00pm  
Tuesday, 17 March 2020 at 2.00pm

Contact: Brian Wilson, Tel: (0191) 433 2145, Date: Monday, 27 May 2019



## NORTHUMBRIA POLICE AND CRIME PANEL

**5 March 2019**

### **PRESENT:**

<b>Gateshead Council</b>	Councillors A Douglas (Chair) and S Hawkins
<b>Newcastle City Council</b>	Councillor H Rahman
<b>Northumberland County Council</b>	Councillor J Riddle
<b>South Tyneside Council</b>	Councillors G Kilgour and J Welsh
<b>Sunderland City Council</b>	Councillor M Mordey
<b>Independent Co-opted Members</b>	Mrs J Guy and Mr S Isaacson

### **ALSO IN ATTENDANCE:**

#### **Office of the Police and Crime Commissioner for Northumbria**

R Durham	- Chief of Staff
S Duffy	- Director of Governance and Communications

#### **Gateshead Council**

D Hill	- Legal and Democratic Services
B Wilson	- Democratic Services

<b>APOLOGIES:</b>	Councillors K Webster (Newcastle City Council), C Burdis and T Mulvenna (North Tyneside Council), S Davey (Northumberland County Council) and G Miller (Sunderland City Council)
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### **43. MINUTES**

**RESOLVED -** That the minutes of the last meeting held on 5 February 2019 be approved as a correct record. There were no matters arising from the minutes.

#### **44. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS**

Councillor Welsh reported on the last meeting of the National Association of Police, Fire and Crime Panels held via audio conference. It was considered that the Policing Minister's response to panels about the use of the Home Office grant to pay for Association membership had been a standard reply. A meeting with the Policing Minister to discuss the situation was to be requested.

Currently, 19 panels were Members of the Association with four more awaiting a decision on the use of Home Office funds for the subscription.

The Association's website is currently being developed which will have separate areas for police and crime content and fire and rescue content. There will also be an Association members' only area which could be used for training purposes. The domain name for the website will be [www.policecrimepanels.org](http://www.policecrimepanels.org).

Further information on the Police Fire and Crime Panel guidance refresh was awaited.

**RESOLVED -      That the information be noted.**

#### **45. THEMED REPORT - SAFETYWORKS**

SafetyWorks was an interactive safety centre established and managed by the Tyne and Wear Fire and Rescue working in partnership with the Police and Crime Commissioner, Northumbria Police, Nexus, St John's Ambulance and Sainsburys. It provided realistic, interactive learning experiences for young people and community groups, to learn about the prevention of danger and how to live safely, as well as general life skills. The remit had been broaden to meet the changing needs of the most vulnerable within communities, particularly protecting young people from child sexual exploitation, understanding healthy relationships and consent, risks of drug and alcohol misuse and promoting zero tolerance to violence in sexual relationships.

In 2015, Northumbria Police secured £342,342 from the Police Innovation Fund to remodel SafetyWorks, employ professional facilitators, develop a library of interactive training guides and aids and identify and educate vulnerable groups.

The objectives and details of the facilitators' qualifications, the training courses provided and numbers of attendees, evaluation of the facility and case studies were given.

The Panel raised the following issues:-

The good work that went on at SafetyWorks and the enthusiasm of the staff were praised and the facility had changed over the last few years. It was asked if there was continued future funding for SafetyWorks. It was replied that the staff used to be seconded here but they were now permanent Safeguarding Community Advisers. Funding was available and the staff also looked at different funding options. All schools in the Northumbria area were welcome to attend SafetyWorks but a lot from outside the Newcastle did not attend because of the transport costs.

It was asked if a list of all the schools that had visited the facility in local authority areas could be provided so that the Councils could encourage other schools to come here. A leaflet with details of the centre was given out but it was reported that it was now fully booked until August.

RESOLVED – That the SafetyWorks staff be thanked for the tour of the facility and their excellent presentation.

**46. DATE AND TIME OF NEXT MEETING**

RESOLVED - That consideration be given to changing the date of the next from Tuesday, 23 April 2019 at 2.00pm until after the local elections in May.

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## NORTHUMBRIA POLICE AND CRIME PANEL

### PANEL MEETING ON 4 JUNE 2019

### SUBJECT – POLICE AND CRIME COMMISSIONER VACANCY

### REPORT OF THE CLERK TO THE PANEL

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#### **1. Purpose of Report**

- 1.1 The Panel is asked to consider arrangements to appoint an Acting Police and Crime Commissioner.

#### **2. Background**

- 2.1 The Ministry of Justice announced, on 13 May 2019, that Dame Vera Baird QC had been appointed as the new Victims' Commissioner.
- 2.2 Dame Vera Baird QC will, therefore, be leaving her role as the Police and Crime Commissioner for Northumbria and taking up her new appointment in mid June 2019.

#### **3. Election to fill vacancy of Police and Crime Commissioner**

- 3.1 In accordance with the Police Reform and Social Responsibility Act 2011, the Police and Crime Commissioner must give notice of resignation to the designated appropriate officer, the Chief Executive of Sunderland City Council.
- 3.2 An election to fill the vacancy must be held not more than 35 days after the office has been declared vacant by the appropriate officer.

#### **4. Appointment of Acting Police and Crime Commissioner**

- 4.1 In accordance with the Police Reform and Social Responsibility Act 2011, the Police and Crime Panel must appoint a person to act as Police and Crime Commissioner for Northumbria.
- 4.2 The Police and Crime Panel may appoint a person as Acting Police and Crime Commissioner only if the person is a member of the Police and Crime Commissioner's staff at the time of the appointment.

#### **5. Recommendation**

- 5.1 The Panel is asked to

- (i) note the information; and
- (ii) to consider the appointment of an Acting Police and Crime Commissioner.



POLICE AND CRIME PANEL

4 JUNE 2018

## REPORT OF THE POLICE AND CRIME COMMISSIONER

### POLICE OPERATIONS

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#### 1. PURPOSE

- 1.1 To provide an overview of Northumbria Police operations in response to a request for further information from the Police and Crime Panel on 5 March 2019.

#### 2. BACKGROUND

- 2.1 Northumbria Police undertakes many operations to deliver outcomes in support of the Police and Crime Plan and Force priorities. Successful delivery of operations often relies on agencies and communities working together, combining resources and information, and using a problem solving approach to provide improved outcomes for victims/communities, value for money and reduced demand.
- 2.2 Further details regarding some forcewide and local operations are provided below, including some of those highlighted within the annual Police and Crime Plan Performance report.

#### Domestic and Sexual Abuse

- 2.3 **Operation Encompass** was implemented by Northumbria Police in 2014 and has been core business across the Force area since 2016. It is a police and education-led process, which supports children and young people exposed to Domestic Abuse (DA). The police element of the operation is run through the Multi-Agency Safeguarding Hubs (MASHs), which are in place across the six local authority areas. As a result, on average, 1,000 children are supported by their school each month, after experiencing DA. Feedback from schools has been very positive.
- 2.4 In support of this, the Office of the Police and Crime Commissioner (OPCC) has secured funding from the Home Office in relation to a new project, **Operation Encompass: The Next Steps**, as a collaboration across the Northumbria area. The project builds on the work of Operation Encompass and aims to educate children and school staff about DA and healthy relationships to empower young people to speak out, seek support and break the cycle of DA. This is also a form of primary prevention to change mind sets and understanding of healthy and unhealthy relationships, allowing young people to build resilience and have confidence to take action.

- 2.5 A programme of Personal, Social and Health Education (PSHE) session guides have been developed, covering Key Stages 1-4 (ages 4-16 years), which are delivered as part of a spiral curriculum, which is continued and repeated across each key stage. As part of the project, 12 School Safeguarding Liaison Officers (SSLOs) have been introduced, with responsibility for a cluster of schools; covering almost 600 across the Force area. The SSLOs will work alongside schools to encourage the adoption of the PSHE sessions as part of their school curriculum. A briefing for school staff raises awareness and understanding of DA and its impact on young people and vulnerable adults.
- 2.6 The SSLOs will also hold drop in sessions at each school to provide advice and support to both pupils and school staff.
- 2.7 The project is funded until the end of March 2020, and it is hoped that schools embed the PSHE sessions into their curriculum to enable this work to be sustained after the project funding ends.

### **Reducing Anti-Social Behaviour**

- 2.8 **Operation Asteroid** was initiated in response to a number of incidents relating to a large group of youths frequenting South Shields town centre and using the metro system to facilitate crime, Anti-Social Behaviour (ASB) and violence related offences against lone individuals. Partnership activity was embedded quickly; with a delivery team established involving British Transport Police (BTP), local authority representatives, youth offending teams, Police Harm Reduction teams, Neighbourhood Policing Teams (NPTs) and Safeguarding Department. Over 30 young people from across the area command were identified as being involved, all from different backgrounds, schools, and with different offending histories.
- 2.9 Police and BTP investigations were shared, with patrols put in place and information shared around activity. Local engagement was utilised to prevent further vulnerable people being drawn into the group by identifying ‘unhealthy relationships’ and who the ring leaders were.
- 2.10 The operation had a significant resourcing impact on NPT deployments over a prolonged period of time. However, this was necessary due to the escalation in offending and the impact the behaviour was having on the wider community and confidence in the police. In excess of 35 arrests were made, of which 90% were dealt with positively, and over 50 dispersal orders were used which proved very successful. The investment in time and resources also saved time by seeking a longer term solution to the issue.
- 2.11 **The Mutual Gains/Perceptions Programme** is operating in Central Area Command to identify new and innovative ways of engaging with hard to reach communities. This is being undertaken in collaboration with OpenLab at Newcastle University, and aims to utilise different approaches to build social capital (trust, norms and networks) and resilience within some of the most diverse and complex communities in society.

- 2.12 The University has developed and delivered training for NPTs and partners regarding the delivery of community based events under Operation WAYS (We Asked You Said). Training was provided without cost to participants.
- 2.13 Match funding has been provided by the University and local authority to enable selected communities to seek funding for community based projects. This partnership approach builds cohesion amongst partners and the community, and reduces low level demand, empowering communities to tackle low level issues.
- 2.14 Four World Café events have been held in Gateshead with communities where perceptions of joint working between Police and the local authority are identified as being low. Activity plans have been prepared and overseen by existing or newly formed resident committees. This approach aims to ensure communities feel more empowered taking accountability for non-policing issues in their area.
- 2.15 Forcewide roll out of the scheme is intended to enable every NPT to utilise the process, supported by a cohort of experienced advisers with independent evaluation through the University. The World Café principles have recently been adopted on the Meadow Well Estate in North Tyneside in response to a rise in ASB.

### **Cutting Crime**

- 2.16 **Operation Sentinel** was launched in January 2019 and is the response of Northumbria, Cleveland and Durham police forces to Serious and Organised Crime. The operation focusses on targeting offenders who look to profit from the misery of their victims, as well as working towards preventing such activity from taking place.
- 2.17 As part of the process, Organised Crime Groups (OCGs) are assessed to determine those who pose the greatest threat, harm and risk. Intelligence is also assessed to identify vulnerability and ensure an appropriate response is given to support victims. This enables effective tasking and deployment, and ensures resources are placed where they are needed most.
- 2.18 The three Forces also work alongside the North East Regional Specialist Operations Unit (NERSOU) and other agencies including local authority, environmental health, Probation Service, Her Majesty's Revenue and Customs (HMRC), Department for Work and Pensions (DWP) and the National Crime Agency (NCA) to utilise their skills and expertise. This enables the sharing of intelligence and coordination of activity to disrupt and dismantle OCGs, and reduces demand on individual Forces and agencies.
- 2.19 **Operation Eton** was implemented following a dispute between two rival OCGs in Newcastle, which resulted in the discharge of firearms on three occasions.
- 2.20 A multi-disciplined approach was taken with reactive and proactive enquiries initiated by Crime Department, Central Area Command and specialist resources. This resulted in the recovery of three illegally held firearms which were evidentially linked to the discharges and to the OCGs. 29 arrests were made which severely disrupted the activities of the rival OCGs.

- 2.21 In two separate trials, 10 defendants were found guilty of conspiracy relating to the criminal use of firearms. Four offenders received sentences totalling 28 years; six more defendants were convicted in March 2019 and await sentencing.
- 2.22 **Operation Vienna** is a project in Gateshead where police and local authority staff, across a number of disciplines, are embedded in one team covering part of the Bensham and Shipcote areas. The make-up of the team enables different skill sets, tools and powers to be used to respond to criminality, ASB and other issues which impact on both police and local authority resources.
- 2.23 Activity undertaken includes joint property visits, sharing of intelligence on residents and landlords, increased presence and patrols in the area, and the identification of criminality, trends and problem properties. In addition, the team are targeting a much wider aspect of community safety including organised crime, domestic violence, management of sex offenders, drug supply and ASB.
- 2.24 The multi-agency problem solving approach seeks to identify issues at an early stage and ensures the most appropriate agency responds to the issue rather than a multitude of partners attempting to tackle the issue in silos. It enables partners to tackle a wide range of issues, which create significant demand for all agencies in the area.
- 2.25 The investment by all partners will see short, medium and long term benefits in one of the highest areas of deprivation and demand in the borough.
- 2.26 **Operation Checkpoint** is a quarterly regional rural crime operation that targets travelling criminals who are committing rural and wildlife crime. This runs in conjunction with all Northern forces including Lancashire, Humberside, Cumbria, North Yorkshire, Cleveland and Durham.
- 2.27 Key to the operation is the fact that it involves community volunteers who provide static observations at key locations. The Operation runs from 6pm till 3am and suspicious vehicles or targets are stopped by officers, dedicated to the operation, following any sightings. Results are collated by the lead force and this responsibility rotates quarterly.
- 2.28 Within Northumbria's area, the number of volunteers involved in Operation Checkpoint has grown significantly over the past two years to now over 40. This has been a big success and very much the result of hard work by the forces designing out crime officer and rural neighbourhood teams.
- 2.29 The subsequent links that this has created within the community has not only helped improve levels of confidence and send a clear message to criminals but also, stimulate significant support financially for the growth of the Automatic Number Plate recognition (ANPR) infrastructure.
- 2.30 **Operation Orion** was established following a number of stranger rapes in Sunderland, where offenders were non-white and female victims were white. The investigations attracted significant media interest which led to community tensions.

- 2.31 Partnership activity was carried out with Sunderland City Council and the Home Office, which resulted in a number of positive outcomes. Engagement was carried out with asylum seekers in the community, which led to a refresh of an information leaflet which is given to asylum seekers when moving into the area. This focused on useful information and addressed key messages around consent. The document is being progressed nationally by the Home Office as best practice.
- 2.32 The operation spanned a period of 12 months and focussed on investigations, community cohesion issues and numerous marches/ protests. This placed significant demand on Southern Area Command, and required resources from Safeguarding, NPT, response and the Senior Management Team (SMT) with some additional deployments of non-area command resource, to address public order/ protest issues.
- 2.33 **Operation Murus** was a multi-agency response to tackle a significant increase in drug dealing and homelessness in Byker. A problem solving approach was utilised with partners including the local authority, Byker Community Trust, Tyne and Wear Fire and Rescue Service (TWFRS), and Change Grow Live to share intelligence, identify and engage with drug users. This revealed the drugs being supplied were of a high grade which posed an increased risk to users and was the cause of increased demand on emergency services.
- 2.34 Policing action centred on the drug suppliers and led to the execution of five search warrants for those who were supplying the homeless drug users, and led to the seizure of a significant amount of Heroin. Four drug dealers received custodial sentences and four closure orders were secured. The operation also led to the safeguarding of two children, who are now in the care of social services.
- 2.35 **Operation Arrow** was launched following complaints relating to street begging and drug abuse in Newcastle City Centre. Each incident represents demand on police, as officers are deployed in almost all instances.
- 2.36 As part of the operation, three Police officers worked alongside a member of local authority staff to manage offenders through pre-defined pathways of support, intervention and ultimately enforcement. This pathway approach was designed by police in consultation with harm reduction services and was signed off at a strategic level by all key stakeholders.
- 2.37 As a result of the partnership approach, there was a reduction in begging and vagrancy related incidents and calls for service.
- 2.38 Alongside Operation Arrow, is **Operation Spear** which is the response to issues of ASB and drug use in Newcastle City Centre. Operation Spear uses surveillance powers under the Regulation of Investigatory Powers Act 2000 to place officers in strategic CCTV observation points with direct lines of communication to the business community and officers on the ground. When offences are identified, officers are directed to take visible and robust action. This provides a visible response to the issues raised, and maintains community confidence in the police.

- 2.39 Officers recovered controlled substances on, in excess of, 60 occasions. Along with safeguarding adults, monitoring identified access to services in the city has not been affected by enforcement activity. As a result, there has been a reduction in drug related incidents in public, and fewer calls for service.
- 2.40 The **12 Streets** initiative was the neighbourhood policing response to improve quality of life issues and living conditions in Blyth, and provided the opportunity for the community to determine priorities for their area. The initiative was originally carried out in 2015 in the Cowpen Quay area of Blyth, which was identified as one of the most deprived and run down areas of Northumberland, particularly over an area of 12 streets. The initiative has been used as a springboard for further activity and takes the simple idea of a build-up of rubbish in a back yard and makes it every partners' business, enabling the identification of issues such as landlord absenteeism, drugs supply or concerns for vulnerabilities of local residents.
- 2.41 An additional 12 Streets initiative was carried out, and ran for a four week period in the same area of Blyth. 276 properties were visited, and residents surveyed to identify priority areas. Issues identified included fly tipping, litter, dog fouling, loud music, parking, speeding, broken lampposts, problem neighbours, absent landlords and drug activity.
- 2.42 Activity was undertaken with partner agencies including the local authority, DWP, National Health Service (NHS), Driver and Vehicle Licensing Agency (DVLA), local supermarkets and youth clubs, to tackle the identified problems. Activity ranged from enforcement action against absentee landlords to the fixing and replacement of 76 street lights on the estate.
- 2.43 The initiative sought to re-educate and empower residents with the knowledge and ability to fix the issues they encountered where they live. 17 local residents subsequently volunteered to become involved in the Street Wardens scheme, and were educated on which partner agency to turn to should they need them.
- 2.44 This holistic model was embraced by the local community, and has been adopted as best practice in the College of Policing's review of neighbourhood policing. By working together with shared objectives, the community and local partners can agree and prioritise measures to reduce vulnerabilities at a local level.
- 2.45 In Early March the national landscape of **Knife Crime and Serious Violence** received further scrutiny in the media which resulted in a series of roundtable events at the Home Office and the Government subsequently providing a £100m fund for allocation to police forces.
- 2.46 Northumbria Police has been identified in NHS data as having the 7th highest number of Knife related admissions to A&E; 3% of the national total. Northumbria Police data also identifies a 3% rise in knife crime related offending from 2017 to 2018.

- 2.47 Northumbria Police has since been allocated £2.32m in funding for surge activity which is being driven and governed locally through the Knife Crime and Serious Violence Working Group.
- 2.48 The single year funding provision will be utilised by the force, allocating resources and equipment to tackling knife crime and serious violence through a mixture of preventative and reactive methods.
- 2.49 In addition to the national framework provided by the Home Office, the Force has a local Knife Crime and Serious Violence Strategy, which focuses on four key areas; early intervention and prevention; tackling misuse of drugs, county lines and other forms of criminal exploitation; supporting local communities and partnerships; and effective law enforcement and criminal justice response. Northumbria Police is committed to dealing with Knife Crime and Serious Violence with a holistic approach and effective interventions in each of the key areas.

### **Community Confidence**

- 2.50 Northumbria Police continues to focus on vulnerable road users and targets those who cause a danger to others, through **Operation Dragoon**. The operation also concentrates on the criminal use of the road network and how best to deprive those criminals of access to vehicles and unlawful use of the roads.
- 2.51 Engagement with road users is a key priority, with successful campaigns carried out to highlight potential vulnerabilities and key messages. In support of this, a number of demonstrations in conjunction with Fire and Rescue Services and the North East Ambulance Service (NEAS), have been delivered to youth groups, Army Cadets, Royal Air Force and Army personnel and Cub Scouts. These impactful, thought provoking demonstrations include mock casualty extractions from vehicles and explanation and consequences of collisions.
- 2.52 Operation Dragoon also leads on the National Police Chiefs' Council (NPCC) and TISPOL European Traffic Police Network Road Safety campaigns, which are intelligence led and enable known offenders and community concerns to be targeted. This smarter working enables resources to be directed to supplement random checks.
- 2.53 Close working is undertaken with specialist departments across the Force to carry out targeted operations. For example, the team works with NERSOU and Operation Sentinel to assist in the targeting of OCGs; and with the Force Management of Sexual Offenders and Violent Offenders (MOSOVO) team to target high priority and sexual and violent offenders.
- 2.54 A 'Road Sense Common Sense' presentation was developed for year 11 and sixth form students, to educate new drivers around road traffic collisions. This has been delivered to over 1,000 16-18 year olds. The presentation included short films to convey real case studies, and featured the relatives of those killed or seriously injured on the roads. It has received both international and national road safety awards in 2017, with other Forces across the country looking to create their own Operation Dragoon Road Safety Teams.

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## Agenda Item 7

### NATIONAL ASSOCIATION OF POLICE FIRE AND CRIME PANELS

Robert Fox  
c/o Essex County Council  
Chelmsford  
Essex  
29<sup>th</sup> April 2019

Dear Chairman,

I would like to update you on NAPFCP plans and developments since I asked you to write to the Policing Minister, copied to your local MP's, requesting a relaxation in salient part of the Police Reform and Responsibilities Act 2011, which in the opinion of the Home Office does not permit NAPFCP membership subscriptions to be met from the Home Office grant.

On behalf of the association I would like to thank all who wrote to the Policing Minister. From copies of the letters received by various panels it appears the Minister has used a generic response letter irrespective of the contents or questions asked. Any specific questions raised by Panels appear to have been largely ignored and unanswered. For information purposes I have attached a copy of the response letter received by Essex Police, Fire and Crime Panel.

The response from the Home Office, whilst somewhat disappointing, does specifically reinforce the Home Office commitment to support the role of panels and welcomes the principle of sector-led improvement albeit through support given by the LGA. As the NAPFCP is an LGA Special Interest Group with an agreed constitution entirely aligned to promote PCP cross-sector development, I suggest Panels may record membership as part of legitimate training and development expenditure.

The LGA working through the Centre for Public Scrutiny has commissioned an update of the original PCP guidance, which has been written by Frontline Consulting. Some PCP Chairs, including myself as the NAPFCP Chair, have been asked to review and provide input to the draft and final documents. It is expected the new guidance document will be launched at the annual LGA PCP workshop and following publication, will be made available through the NAPFCP web site. In reviewing the guidance document it has become clear that Panels would benefit by having access to policy documents specifically written for, or used by different panels, to use or adapt as necessary. These will be made available to NAPFCP members through the web site.

The NAPFCP executive members insist that all NAPFCP income should be used to promote training and sector development in line with the constitution. If your Panel has identified any training shortfall, especially where this would help new panel members integrate within established panels, then please let me know. The NAPFCP plan to select a preferred training partner to identify needs, create and then deliver cost effective sector specific training. It is envisaged that member panels will further benefit through discounted training costs and possibly reduced attendance fees at annual PCP conferences that include the NAPFCP AGM.

Returning to the Home Office statement on the use of PCP grants, meetings have been held with Lauren Diffey to understand the logic behind the response letter from the

Policing Minister. Whilst satisfactory answers have not been forthcoming, these meetings have shed light on future planned developments that are expected to affect Panels. It is clear that MP's time has been focussed on Brexit and potentially little else. I believe a meeting with Mr Hurd to specifically understand his concerns in this matter would be most helpful and it is hoped that a suitable opportunity will arise in the months ahead.

In closing I would again like to thank you for your continued support of the NAPFCP.

Yours sincerely

A handwritten signature in black ink, appearing to read "J Gili-Ross".

John Gili-Ross

Chairman - National Association of Police Fire and Crime Panels



## **NORTHUMBRIA POLICE AND CRIME PANEL**

### **PANEL MEETING ON 4 JUNE 2019**

### **SUBJECT: ANNUAL WORK PROGRAMME 2019/20**

### **REPORT OF THE CLERK TO THE PANEL**

#### **1. Background**

- 1.1 The Panel has previously agreed to set a work programme for the Panel's meetings.

#### **2. Work Programme 2019/20**

- 2.1 It is proposed that the Panel agrees the draft work programme for 2019/20 attached at appendix A.

#### **3. Recommendations**

- 3.1 The Panel is recommended to comment on and agree the attached work programme.

## Appendix A

<b>Date</b>	<b>Report</b>
30 July 2019	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC's Progress and Update Report</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Quarterly Report</li> <li>• Themed Report – Raising Investigative Standards</li> <li>• Statement of Accounts 2018/19 and the External Auditors conclusions</li> </ul>
10 September 2019	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• Delivery of the Police and Crime Plan - Thresholds and Performance Report</li> <li>• Key Issues in the Next Quarter</li> <li>• Themed Report – RASSO action plan</li> </ul>
10 December 2019	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC's Progress and Update Report</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Quarterly Report</li> <li>• Delivery of the Police and Crime Plan - Thresholds and Performance Report</li> <li>• Themed Report</li> <li>• Budget setting process 2020/21</li> </ul>
4 February 2020	<ul style="list-style-type: none"> <li>• Medium Term Financial Strategy – 2020/21-2023/24</li> <li>• Proposed Precept 2020/21</li> </ul>
17 March 2020	<ul style="list-style-type: none"> <li>• Feedback from National and Regional Events</li> <li>• PCC Progress and Update Report</li> <li>• Delivery of the Police and Crime Plan - Thresholds and Performance Report</li> <li>• Key Issues in the Next Quarter</li> <li>• Complaints Against the PCC Quarterly Report</li> <li>• Themed Report</li> </ul>



**VERA BAIRD**<sup>QC</sup>  
POLICE & CRIME COMMISSIONER

**Northumbria Police & Crime Panel  
Report**

**June 2019**

Dear Panel Member,

As you are probably aware, this will be my final Police and Crime Panel meeting. It has been a privilege and an honour to serve the communities of Tyne and Wear and Northumbria. When I was first elected in 2012, I promised that neighbourhood policing would be maintained - this pledge has been kept every year. I'm proud that despite all the challenges, I have been able to protect the number one policing priority of local communities.

Since PCCs were given the local responsibility for victims services which we took on in 2015, Victims First Northumbria, our hub, has been developed and has now emerged as a strong force for victims, supporting them to cope and recover and latterly focussing on a seamless service from report to court for the most vulnerable victims. Victim satisfaction is at a high level both with VFN and with Northumbria Police as the two organisations work closely together on easing the victim journey.

You will see that my report for panel is slightly different to previous ones and focuses on a number of achievements since 2012.

The residents of Northumbria Police force deserve the very best policing and our officers and police staff strive to deliver that and I thank them for all they continue to do. During my tenure as Police and Crime Commissioner, I have worked closely with three Chief Constables most recently with Chief Constable Winton Keenen - he continues to be as passionate about Northumbria Police today as he was when he joined the force over thirty years ago. I know the new Police and Crime Commissioner will build quickly a positive relationship with the Chief Constable to ensure the effective delivery of the Police and Crime Plan.

I would also like to pay tribute to panel members past and present. Northumbria's Police and Crime Panel is recognised nationally as being one that works in partnership to deliver their statutory duties. Your friendship and advice has always been welcomed and under the leadership of Cllr Angela Douglas, I know the new Commissioner will soon develop an effective partnership with you and the staff of Gateshead council who so effectively service the panel. Thank you to you all.

Finally, I would like to thank my brilliant staff - many who have been with me since day one. I will miss each and every one of them. They are a unique team, with talent that can deal with any situation or request. The new Commissioner is lucky to inherit such a group of first class people

Best wishes,

Vera

## **1. Domestic and Sexual Abuse**

### **Domestic Violence Support and Assistance (DVSA) Car**

The DVSA car project is structured around the provision of dedicated response units, consisting of a police officer and a DVSA support worker, being made available for deployment in an unmarked police vehicle in response to 999 calls about Domestic Abuse (DA).

I wanted to build on the success of DVSA car projects operating in the Newcastle and Sunderland areas of Northumbria. In December 2016, the DVSA Car was introduced in to the areas of Gateshead, North Tyneside, Northumberland and South Tyneside. This was initially for a four month period from December – March 2017 covering both Friday and Saturday evenings during the hours of 6pm to 2am. In the four month pilot period, the car supported 209 victims of domestic abuse – helping victims at the very moment they have found the confidence to reach out for help.

The DVSA cars success has continued, with 1697 victims of domestic abuse receiving specialist support to at the point of crisis during 2018-19 with many of those victims, who may not have done so in the past, engaging with specialist support services. I'm proud of this scheme - for strengthening support for victims of DA at a time when they need it most and the benefits such as key learning for the police and partnership working that is unusually close and mutually supportive.

### **Court Observers ‘Seeing is Believing’**

PCCs have responsibility for the provision of support services for victims of crime for victims in accordance with the Victims Code of Practice. It came to my attention that in Northumbria, too many victims of crime were impacted negatively if they chose to engage with the criminal justice process and in particular, through involvement with a criminal trial.

Rape cases are an area where Victims First Northumbria, our care hub, found a high level of concern. In response to this, we recruited volunteers, trained them in court process and ‘rape myths’ often used in court and asked them to observe adult rape trials taking place in Newcastle Crown Court. With a matrix of questions to guide the observations, the panel members worked in pairs, on a rota basis observing proceedings from the public gallery. In total the panel observed 30 trials, almost all the adult rape trials heard within the project period.

I then spent time analysing the findings, along with experts, and drew up a series of recommendations which were compiled into a report and shared with the Crown Prosecution Service, the Judiciary, Her Majesty’s Courts and Tribunal Service and Northumbria Police. It outlined key areas in need of change to improve the experience rape victims have when they become involved within the CJS. The findings of the report were reported on nationally, and the report is regularly cited by

those championing for the system to change and who wish to improve the experience of victims in the Criminal Justice System (CJS).

### **Domestic Abuse Health Advocates**

We identified that domestic abuse costs the health service an estimated £1.73 billion, with an additional cost of £11.76 million for mental health services.

DA Victims accessing health services are more likely to have complex needs, such as mental health and substance misuse issues, particularly anxiety, PTSD and suicidal ideation. Domestic homicide reviews and serious adult reviews regularly identify missed opportunities by health staff to spot the signs of abuse, ask about it and act.

With this in mind, we decided to roll out a DA Health Advocates Scheme throughout Northumbria. Working with the six Local Authorities and Health Commissioners I funded a project that aims to improve the response that victims of domestic abuse get when accessing health services. It aims to do this by better identifying, responding to and helping prevent further abuse through earlier intervention, support, and referring patients to the right specialist health services and other wrap-around support services such as substance misuse and mental health (e.g. provision of treatment).

For health care staff, with projects in hospitals and GPs surgeries, this has helped improve awareness of domestic abuse and instilled confidence and ability to respond. It has also enabled staff to improve their knowledge and use of relevant referral pathways in response to domestic abuse.

The scheme has seen many benefits for patients who are also victims of domestic abuse too. Ultimately it has made them more aware of the support available to them, which in turn has improved their sense of personal safety and their quality of life.

### **Cyber Stalking Project**

Cyber stalking is the persistent use of the internet, e-mail, social networks, instant messaging or related digital devices to annoy, harass or threaten. It is growing rapidly and is also exhibiting a degree of diversity, with the abuse experienced by a victim being limited only by the imagination and cyber-skills of their abuser. Capturing the nature of such offending is not easy, particularly for police services more used to policing individual incidents than evidencing patterns of persistent offending.

In 2017 I bid for Home Office funding to create a specialist team within Northumbria Police to investigate cases of cyber-based stalking and harassment for victims of DA. As part of the team an Independent Domestic Violence Advocate (IDVA) has been seconded from a specialist services provider.

Early indication are that this team, by listening to victims and joining the dots between individual incidents, can more successfully investigate these serious 'course of conduct' offences. The addition of the IDVA to the team has reduced

victim attrition with an excellent victim engagement rate of 85%. A full evaluation will take place but early evidence of 50 investigations up to February 2019 show that of the 34 completed there have been:

- 17 Convictions (50%)
- 17 Restraining Orders (50%)
- With others still awaiting trial/sentencing
- Just 5 out of 50 (10%) being NFA'd for evidential reasons/due to victims fears

Additional funding accessed from the Home Office provided training for partner agencies and the team have also compiled a 'Cyber Stalking Toolkit', which offers practical advice to complainants and victims of cyber-related domestic abuse crimes, and helps them to identify and deactivate spyware, secure their social media accounts and review all their media outlets alongside a trained officer. The team was also made responsible for setting Digital Media Investigation (DMI) strategies, reviewing digital device downloads and attending suspect interviews for extra support for front line officers.

As technology evolves so do these types of crime so it was very important to me that Northumbria was leading the way in evolving its responses to emerging digital threats.

### **Sexual Violence Complainant Advocates**

The Sexual Violence Complainants' Advocates (SVCA) pilot was established to offer complainants of rape independent legal representation in discrete areas of the criminal justice system. Funded by the Home Office VAWG Transformation Fund for 3 years (2017-2020), work began in September 2018, following extensive research and scoping with key partners, particularly Northumbria Police and CPS North East.

The project was born out of my concerns around the handling of digital and third party material about the complainant in sexual offence cases, as compared to all other types of criminal case.

There has been national attention around the disclosure of rape complainants' material particularly in relation to mobile phone downloads. The concept of independent legal representation for complainants is completely new to the English jurisdiction, though not to similar jurisdictions such as Ireland and Canada. As such, the Northumbria project was intended as a local pilot for a national scheme, to assist complainants to assert their rights around the disclosure of their personal information, and redress the current imbalance between complainants and defendants.

The Northumbria SVCAs, all qualified lawyers, are supporting rape complainants in and around giving ABE (achieving best evidence) interviews/written statements to the police, but predominantly advocacy is provided around disclosure of third party and digital download material. SVCAs assist complainants to understand what their consent to disclosure means, work with the police to ensure only relevant third party material is requested, and if necessary make representations on behalf of complainants to the CPS and the court where arguably excessive material is

requested. To date, the SVCAs have received 58 referrals from complainants wishing to access support.

### **Regional VAWG Strategy**

In 2014 with the PCCs from Durham and Cleveland, we created the first regional VAWG strategy with 20 priorities that clearly mapped out what steps were needed to tackle the issue. Following the successful roll out regionally, many OPCCs have adopted our priorities in order to tackle VAWG in their own areas. Many successful schemes from the strategy are outlined in this document. Moving forward and building on the relationships and joint working of the DAWSA project a seven force VAWG strategy is currently being developed.

### **Domestic Abuse Whole System Approach (DAWSA)**

In 2017, I welcomed the news that we had secured £7m from the Home Office Police Transformation Fund to tackle domestic abuse across six north-eastern police forces, using a ‘whole system approach’ model, devised here in the Northumbria. The project, which was developed with specialist domestic abuse charities and agencies, has three central strands. The first focusses on boosting police training about coercive control, effective development of strong court files to aid prosecutions and close partnership working with the criminal justice system. The second strand aims to improve information sharing and victim support across the criminal, civil and family courts, to avoid cases from falling through gaps and any risk of vulnerable victims being failed by a lack of supporting resource in the non-criminal courts. The third strand covers multi-agency victim support and strong and innovative perpetrator management, ensuring significant consequences for perpetrators.

The project is now operational across the North East, Yorkshire and Humberside, and a new, further-reaching regional Violence against Women and Girls Strategy wrapped around this project is underway. The project has been an excellent example of mutual learning and close collaboration both in policing and across partner agencies.

### **Workplace Domestic Abuse Champions**

The impact of Domestic Abuse on an individual can have far reaching consequences in the workplace, such as undermining the employee’s ability to work. Over the last few years, my office has played an active part in promoting a model domestic abuse policy to employers, particularly within the private sector.

In addition to this policy, we encourage organisations to have trained champions in as many employment, public and private arenas as possible so there is safe access to confidential help and support in a wide range of locations.

These champions have an important role within their organisation - raising awareness around issues of DA and signposting people to support and guidance. The champion is the point of contact within their place of employment and they are backed by a Champions Network which aims to provide up-to-date information and support to the champion.

To date, there are over 1000 trained champions supporting colleagues in over 350 areas of business. The network works very closely with Local Authority Domestic Abuse leads and continues to grow.

## **2. Putting Victims First**

### **Victims First Northumbria**

In 2015, I developed an independent victim referral service – Victims First Northumbria. Now an established charity, the service ensures every victim of crime is assigned their own co-ordinator, who can make sure they and their families, receive all the help they need in order to cope and recover from their experience. Victims are referred to the service by the police or they can self-refer.

In 2018/19, VFN had 25,404 referrals and has supported 18,421 victims of crime to help them on their road to recovery.

To find out more about the work of Victims First Northumbria you can visit their website at [www.victimsfirstnorthumbria.org.uk](http://www.victimsfirstnorthumbria.org.uk)

### **Restorative Justice (RJ)**

Great progress has been made in Northumbria to improve access to restorative justice, where appropriate. In fact, Victims First Northumbria is regularly cited as a 'best practice' model through which RJ can be used as part of a victim's recovery journey – bringing together victims and offenders, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

In addition I provided funding for Youth Offending Teams and the local Community Rehabilitation Company to enable them to achieve the Restorative Services Quality Mark (RSQM) which a number took up. In October 2016, VFN celebrated receiving the RSQM awarded by the Restorative Justice Council. The RSQM recognises that VFN provides a high quality, safe service – a real endorsement of its work.

### **Operation Encompass: The Next Steps**

Northumbria is proud to be delivering 'Operation Encompass : The Next Steps' - a Home Office funded pilot for a proposed national rollout, which aims to build on the already successful Operation Encompass initiative which has improved communications between police and schools.

My office and Northumbria Police, in partnership with Operation Encompass and Barnardo's, have devised the project which is already underway providing training for school staff. It also aims to facilitate a drop-in/advice service within the school setting. Together, the partners are also championing for change - acknowledging that children who experience domestic abuse at home are very much the victims too

– something the collaboration wants to see reflected in Government's Domestic Abuse Bill and across society as a whole.

### **Trauma Teddies**

I launched the Trauma Teddies initiative in Newcastle as a joint project with Victims First Northumbria in September 2017, and it has grown ever since. Teddies are knitted and donated by members of the public to be handed out by officers to children who have been a victim or witness to an incident, as a form of comfort.

The initiative has been a huge success with hundreds of teddies being donated all across and beyond the region. The initiative recognises the effect a traumatic experience can have on a child and such a simple gesture is a step towards making a child's experience less painful.

### **Victims Advisory Panel**

Over the years I've spoken up on behalf of victims on the national Victims Advisory Panel, chaired by the Government, helping to make sure the needs and concerns of victims are listened to at the highest level and that government policy is developed to meet the needs of the victim and obviously something I will continue with in my new role.

As well as chairing the Association of Police and Crime Commissioners (APCC) for a year, I was the victims lead for the association – promoting the interests of victims and ways to reduce harm. Working with the Association I have raised innumerable issues of direct importance to victims, from encouraging a better police understanding of stalking to successfully, with others, championing new legislation to tackle the invasive practice of upskirting.

### **Remote Evidence Suites**

One way in which I sought to improve the criminal justice experience for children and vulnerable adults was the introduction of Remote Evidence Centres. These centres help those who are required to give evidence in criminal court proceedings by shielding them from as much stress of the process as possible.

Northumbria now has four facilities in undisclosed locations enabling people to give evidence via a television link without ever entering a court building. The suites were part-funded by Home Office Innovation funding and since opening the suites have been used for 190 cases for vulnerable victims and/or witnesses to give evidence, in some cases there were multiple witnesses or victims. The numbers using these centres and thus avoiding the stress of attending court and the fear of confronting their defendant is likely to increase rapidly as the benefits become better understood

### **Promotional Campaigns**

As part of my personal mission to reach out to victims and put them at the heart of everything we do, every year I have organised a series of high profile publicity

campaigns to encourage the reporting of under-reported crimes such as female genital mutilation, child sexual exploitation and hate crime.

I have also lent my support to a range of campaigns ran by partners, for example the 'We Believe You' campaign, helping to raise the profile of Rape Crisis Tyneside and Northumberland and the good work it does – encouraging victims of rape and sexual assault to reach out for support to help them cope with and recover from their experience.

### **3. Effective Criminal Justice System**

#### **Local Criminal Justice Board (LCJB)**

Following the national inspection of the work of LCJBs in 2015, it was recommended that Police and Crime Commissioner's should undertake a fundamental review of local partnership arrangements to ensure they were fit to lead change in improving the efficiency and effectiveness of the criminal justice system at a local level.

In 2017 I was pleased to take on the role of Chair of Northumbria LCJB and together, with the help of the board we've undertaken a process of review and re-invigoration. This has resulted in a new vision for partnership working and a new operating model which is already helping to deliver a more efficient and effective criminal justice in Northumbria. A two year business plan is in place with 8 priorities to ensure strong support for victims and witnesses; fair, just and effective progression of cases; apprehension, punishment and rehabilitation of offenders; and promotion of joint work that reduces the number of people entering the criminal justice system. The LCJB members have agreed success criteria for each of the priorities and have the means to monitor and measure performance at every board meeting.

#### **Winning Gold - Independent Custody Visitors**

I am delighted to report that this year our Northumbria Independent Custody Visitors Scheme won a prestigious national award for the quality of its independent custody visiting scheme. The Office of Police and Crime Commissioner volunteers make unannounced visits to police custody to check on the rights, entitlements, well-being and dignity of detainees held in police custody, reporting their findings to myself which I in turn raise any issues with the Chief Constable.

The Quality Assurance awards were introduced by ICVA to help schemes:

- Reflect on how they comply with the Code of Practice, the legislation that underpins custody visiting.
- Celebrate areas of strength.
- Promote custody visiting and the achievements schemes have made.
- Drive performance and increase sharing of good practice

There were four graded levels of award and Northumbria secured Gold.

- Code Complaint – Scheme meets statutory requirements and necessary volunteer standards

- Silver – Scheme provides a good standard of custody visiting and volunteer management
- Gold – Scheme provides an excellent standard of custody visiting and volunteer management
- Platinum – Scheme provided an outstanding standard of custody visiting and volunteer management

Within each level, there were more than 25 set of criteria covering key areas such as holding the force to account, and requiring evidence to support each assessment. For silver and gold levels, schemes had to get their submissions peer assessed and ICVA assessed each submission for a platinum award.

This award clearly shows that here in Northumbria we strive to provide the very best care to those in custody and this award shows that we are getting it right. I would like to thank our custody visitors who are brilliant and undertake many visits, without their commitment and dedication we would not have won gold. Our next step is to secure the Platinum award.

### **Appropriate adults**

In a bid to address a shortage of ‘appropriate adults’ in the region, I forged a partnership with Sunderland University. Students are trained under the Police and Criminal Evidence Act (PACE) to provide a 24-hour volunteer service across the Northumbria force area. Appropriate adults are there to support vulnerable adults who are in custody under police investigation.

The scheme is the first of its kind in England. Volunteers provide a whole host of support, from providing explanations of the custody process to helping people to understand their rights and entitlements. They can offer assistance, advice and emotional support throughout a person’s time in police custody and in addition minimise the time vulnerable people spend in custody waiting for the provision of that support by means of their 24 hour rota system.

### **Out of Court Disposals (OOCD)**

Diversion from custody and reducing the unnecessary criminalisation of people has always been an important priority for me.

Conditional cautions, both in Northumbria and nationally, are historically underused and under developed and that’s why I secured funding for a project manager to work closely with the force and my office to provide purposeful interventions that address offending behaviour through conditional cautions.

Part of this work saw the creation of six pathways that provided tailored interventions to: veterans, women, substance misuse assessment and alcohol brief intervention, alcohol behaviour change programme, victim awareness programme, and unpaid work.

The aim of my revised Conditional Caution is to provide early intervention to low risk low level offending behaviour and increase involvement of victims in the resolution of low level crimes. Evidence assures that this can support the Cope and Recovery agenda and increase victim satisfaction. Diverting offenders from court, at the earliest opportunity through appropriate use of OOCDs, can avoid unnecessary criminalisation and the negative impact this can have on the rehabilitation process.

### **Specialist Domestic Violence Courts, How special are they?**

Following on from the success of the rape trial observations we made I embarked upon a new project ‘Specialist Domestic Violence Courts, How special are they?’ This was because a number of concerns had been raised about whether changes to the infrastructure around SDVCs may be making them less effective.

Volunteers from the Soroptimists were trained by the local CPS and we worked with them and with HMCTS to develop a questionnaire to promote a consistent approach to the collection of data.

Volunteer observers sat in on 223 domestic abuse case proceedings between July and November 2017, the report highlighted a number of significant gaps in service provision, most specifically around the lack of support for victims of DA in court by IDVAS and also the need to ensure that the Judiciary receive specialist training to understand the nature of coercive control and DA when sitting in the SDVC. I made 13 recommendation directed at not only the courts but all those that have a role to play in the SDVC arena. Implementation of these recommendations is currently being monitored by the LCJB Victim and Witness Sub group.

### **Specialist DA Court Advisor**

Following the recommendations made in the report “Specialist Domestic Violence Courts – how special are they?” in which it was very clear that problem-solving courts, rolled out nationwide from 2005 onwards, had ceased to work as originally intended, I recognised that the near virtual absence of IDVAs was detrimental to the very essence of the SDVC purpose.

There were many reasons for this absence – a recent rationalisation of SDVC provision from 6 local courts to 2 area courts; an increase in cases heard in local remand courts rather than SDVCs, and some apparently intractable information sharing problems that meant local specialist services could not easily identify which victims were linked to which proceedings.

The solution, agreed with all partner agencies, was to pilot two Specialist DA Court Advisors to be based in each of the two local SDVCs and to cover SDVC and remand court hearings. I have agreed to fund these two posts for a 12 month pilot and they will be employed for 12 months by Northumbria Police and work alongside VFN and local specialist services to make contact with DA complainants, provide information to the court on their individual circumstances and support needs and ensure the complainant receives timely feedback on case outcomes. One Advisor is now in post and another is awaiting vetting.

## **Victims Code of Practice (VCOP)**

The Victims Code of Practice is a statutory code that sets out the minimum level of service that victims should receive from the criminal justice system. The Code was established by the Domestic Violence, Crime and Victims Act 2004 and was put in place in 2006. The Code has since been revised twice with the most recent revision being in October 2015 to ensure compliance with European Union Victims Directive.

It was agreed in 2018 that PCCs would oversee a new monitoring process measuring criminal justice partners' compliance with certain of the entitlements in the Victims' Code. Although guidance has just been received from the Ministry of Justice, here in Northumbria we have been considering how we can measure compliance with VCOP and working with partners in the LCJB we have started to identify how we can do this locally. Initial compliance reports will be presented to the LCJB in September well ahead of the MOJ deadline.

The five key areas of VCOP identified as being the most important by victims themselves and those that will be monitored by the LCJB are: victim rights, progress of a victim case, offender conviction, sentence and release, referral to appropriate support organisations, and making a victim personal statement.

### **4. Reducing anti-social behaviour**

#### **PCSO problem solving training**

As part of a force-wide drive to reduce anti-social behaviour our PCSOs have been offered specific collaborative problem solving training to help with community relations and safety. The training officers receive is predominantly workshop based and helps build on existing skills covering problem analysis, identifying partners and discussing suitable response options.

I've supported a move which will see the PCSO course re-designed in the coming months as part of a collaboration with Northumbria University. It will take the form of an apprenticeship based upon the College of Policing's learnings and objectives.

#### **ASB publicity campaign**

Reducing anti-social behaviour has been a key priority for both myself and Northumbria Police. In order to give local people the confidence to report ASB, reassure residents of action that's been taken and make those responsible aware of how seriously ASB is being, we jointly ran a publicity campaign.

A 'hyper-local' campaign was devised which involved collating strong examples of success stories and producing artwork to showcase this. Posters were then placed at high footfall sites with bespoke examples for the area. The poster captions described the behaviour that isn't being tolerated by Northumbria Police and how police and partners have responded and the successes made. Sites throughout each area command where the posters could be seen included: metro stations, supermarkets and bus stops. Supporting 'good news' stories were also supplied to

the media to coincide with the campaign. The campaign successfully highlighted examples of how Northumbria Police has listened to the concerns of local communities and the work that has been done to tackle the highlighted issues.

### **ASB volunteer networks across Northumbria**

Since 2015 I have offered funding to the six local authorities to provide local ASB Volunteer Networks across Northumbria to provide extra support for the most vulnerable victims and an ASB task force was introduced to ensure that vulnerability is identified more quickly. Working in collaboration with the local authorities, the aim of the initiative has been to help victims of ASB to cope and recover following an incident or sustained attacks.

The scheme has been welcomed by many residents. In North Tyneside, for example, it helped improve satisfaction levels in the local tenant survey. This survey found that 100% per cent of victims felt they had been supported through the duration of their case.

### **Commissioner's Community Fund – ASB Focus**

Every year my Commissioner's Community Fund has had a strong focus on identifying projects that can really make a difference in reducing ASB in local communities. In fact ASB projects n 2018-2019 were awarded £95,337.

The Killingworth Community Consortium in North Tyneside is an example of a project making a difference thanks to some of this funding. The organisation provides a youth club which attracts around 25 young people each week to engage with young people, helping them to develop positive skills for life. The club encourages social responsibility and helps to connect young people with their environment by encouraging team work diversion activities. Some of the funding has helped facilitate and provide a range of structured workshops and activities to deal with some difficult, thought provoking issues too, around the use of social media, violence and awareness of domestic abuse. There are examples of similar projects in all six local authorities and information about all the grants awarded under the Commissioners Community Fund are available on my website at <http://www.northumbria-pcc.gov.uk/police-crime-plan/commissioning-services-grants/>

### **Collaborative work with Northumberland and Tyne and Wear Fire Services**

I've always believed in the importance of our emergency services working together, in partnership, for the communities that we serve. That's why, this year the blue light services in the North East formed a collaboration partnership to give new energy to that determination and boost fresh ideas for further improvement.

The collaboration steering group focuses on 8 areas of business: sharing of knowledge and information, service delivery, estate and asset integration, control room, service support function, training and development, public engagement and accountability, and finance. In addition I have become a full voting member of the Tyne and Wear Fire Authority so that cross-over issues can be tackled strategically by the respective police and fire governance bodies.

We have been committed to promoting a safe and secure environment in which tenants, leaseholders, businesses, and visitors can exist peacefully. Recently my office attended a workshop with fire services and partners looking at how services can work together to reduce the impact of ASB on communities. We all recognise that the quality of life of a community can be seriously eroded by ASB and where possible we are finding collaborative approaches to tackling issues.

## **5. Cutting Crime**

### **Women's Diversion Support Worker**

It is an established view that women can experience additional disadvantage as a result of involvement in the criminal justice system. The likelihood of poorer outcomes for their children regarding school attendance, achievement and involvement in crime is well documented. Diversion from court, coupled with appropriate interventions to address offending, will contribute to breaking this cycle. Whilst presenting as offenders, some of these women will also be victims of crime and the CRC women's hubs that are commissioned specifically to support female offenders, and reduce reoffending are well placed to address these needs also.

As part of the OOCD (out of court disposals) refresh a Pathway was created specifically for women to undertake a mandatory assessment of their offending related needs with an experienced practitioner in this field. The pathway seeks to engage the women in on-going work and encourage contact with a range of appropriate services which can support their rehabilitation. The on-going work will be out-with the conditional caution, i.e. will be on a voluntary basis, but encouraging on-going involvement will be a key aim of the assessment process. Once the assessment is undertaken, the conditional caution will have been successfully completed.

With money from the Home Office VAWG fund I commissioned Northumbria CRC to deliver the intervention. To date 119 referrals have been made and 101 women have complied with the condition of their caution.

### **Rural and wildlife crime**

Here in Northumbria we have a large rural area and it's crucial that we are prepared to deal with crimes and issues that affect those communities. I have supported two strategies to help tackle rural and wildlife crime as a well as a series of local initiatives such as officer training, FarmWatch Schemes and community groups.

Last year a national report by rural insurer NFU mutual showed that residents in Northumbria are at the lowest risk of rural crime in the entire country thanks to many of the schemes and initiatives in place.

I am a member of the Rural Crime Network and with other PCCs work to champion a better understanding of crime in rural areas, and new, effective ways to help to keep rural communities safe – and make them feel safer too

## **Safe Haven**

The Safe Haven was established in Newcastle City Centre, as part of my continued focus on a safer night time economy. It provides a safe space for vulnerable people – where they are able to recover from the effects of alcohol, charge mobile phones and organise safe travel back home. The police run the facility with North East Ambulance Service (NEAS) and St John's Ambulance (SJA), who ensure people in need of medical attention are able to receive care, reducing the need to call an ambulance or attend hospital. Patients can be triaged at the Haven and those that do require hospital treatment can be identified more quickly. The service is also supported by a fantastic team of volunteers from the Street Pastors who are on hand to care for and offer assistance to people on a night out.

Newcastle has a vibrant and lively nightlife and I have been pleased to see how this partnership approach has played a valuable role in keeping people visiting the city safe.

## **Modern Day Slavery Conference**

Over the years I've lent my voice to raising awareness of how modern day slavery is not just something that happens in other countries. It can be happening right on our doorstep here in Northumbria - in plain sight - and we all have a part to play. To help bring local partners together (Durham Constabulary, Newcastle Council, Changing Lives, the Department for Work and Pensions (DWP) and the National Crime Agency) I secured Police Transformation funding to hold a conference with local partners and businesses, to share best practice and learning from Northumbria Police with others and increase awareness and discussing our collective response.

Last year the Force's Operation Cluster successfully safeguarded victims and brought to justice seven defendants who earlier this year were collectively convicted of 34 offences.

Attended by colleagues from throughout the region the conference provided opportunity to reflect on our partnership work and identify improved ways to safeguard and support victims.

## **Mental Health Triage**

I've always championed the work of the Street Triage team which operates in collaboration with Northumberland, Tyne and Wear NHS Foundation Trust (NTW). It is a service that comprises of a mental health nurse working alongside a dedicated police officer who patrol together. The initiative involves the team of professionals making an immediate assessment to make sure an individual gets the best care possible when concerns about their mental state are reported to the police – this is designed to help avoid preventable detentions when using Section 136 of the Mental Health Act and signpost them to the most appropriate service.

Last year the scheme was cited as best practice in a national report by the HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services). It was praised for its forward-thinking simulation training package

'Respond', which sets out clear roles and responsibilities for everyone in mental health crisis work. This demonstrates the great partnership work in Northumbria that is making a positive difference in supporting vulnerable people in difficult circumstances, despite increasing pressures.

### **Youth Intervention Fund – YOLO**

This year, a new project designed with to help young people, who potentially might become involved in serious violent crime, has been launched. The YOLO project which stands for 'you only live once' has been established with Youth Offending Team partners throughout Northumbria, following a successful bid for Home Office funding, which secured more than £300,000 to support early intervention work.

The focus of the scheme will be linking 200 young people to the intervention and support that best meets their needs if they become or are on the fringe of involvement with serious violent crime. They might be supported through group work sessions provided by the charity, Street Doctors, or one to one mentoring support offered by the Newcastle United Foundation and the Foundation of Light. Funding has also been made available from this fund for the Youth Offending Teams in every LA area.

A bespoke assessment has been developed by the collaboration to assess young people's suitability for the programme, considering a range of adverse childhood experiences which can negatively impact their lives causing them to turn to crime.

## **6. Community Confidence**

### **Advisory Groups**

When I came into post I set up several Advisory Groups based on the protected strands in the Equality Act 2010 which are ethnicity and belief & faith, sexuality, age, disability and gender, plus a victims group. These groups meet three times a year and have a crucial role in helping to shape my thinking on policing matters and provide feedback on government consultations, policy, police practice and a range of other important matters. The advisory groups have been actively engaged in providing valuable feedback on topics such as: the Police and Crime Plan, the workforce and recruitment process, hate crime strategy and mental health responses.

The advisory groups have helped improve satisfaction with the services that Northumbria Police provides, as has been reflected in the hate crime survey and the force's most recent recruitment campaign aimed at encouraging members of BAME communities to consider working for the police which produced unprecedented results in the attraction and selection of BME candidates.

### **Vulnerability Awareness Training**

Over the past seven years Northumbria Police has been regularly judged as one of the top performing forces in England and Wales when it comes to supporting vulnerable people, according to the HMIC and PEEL effectiveness inspection

programmes. The force's vulnerability awareness training has played a valuable part in achieving this.

The training was developed as a result of a partnership between my office, Northumbria Police, Safe Newcastle and Phoenix Security. Through training door staff, takeaway staff, hotel reception staff and other people in the night time economy on the safest way of helping people to get home safely, it has helped reduce potential harm to those who find themselves vulnerable and supported our thriving night-time economy. Together, partners can maximise all opportunities to safeguard individuals who, through various circumstances, become vulnerable in our cities and towns.

Due to the success of the initiative the training package has been adopted by other forces throughout the country and has become part of the Security Industry Authority training programme for door supervisors.

### **SafetyWorks!**

SafetyWorks! is an interactive safety centre established and managed by Tyne and Wear Fire and Rescue Service, working in partnership with myself, Northumbria Police, Nexus, St John's Ambulance and Sainsbury's. It provides realistic interactive learning experiences for young people and community groups, to learn about the prevention of danger and how to live safely.

Through funding from the Police Innovation Fund, I strengthened the role of SafetyWorks! the interactive safety centre offer additional programmes to educate young people about the dangers of child sexual exploitation (CSE) and how they can seek help.

The facility gained a national stamp of approval when it received official endorsement from a national CSE charity - NWG, which praised the centre for its bespoke sessions on CSE.

### **Community Safety Partnerships**

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multiagency partnership established to tackle community safety issues such as crime, antisocial behaviour, domestic abuse, adolescent to parent abuse and training around DHR (domestic homicide review).

The partnerships have seen a range of successes, for example Gateshead partnership have strengthened the Multi-Agency Safeguarding Hub approach within Gateshead (following the recent success and evaluation). Sunderland CSP are working together to tackle the increase in violent offending with young people. Operation Asteroid has been setup and has a number of initiatives looking to tackle this issue.

## **Minimum Alcohol Pricing Lobbying**

Forty per cent of crime is linked to alcohol. There is a real responsibility on Government to take measures to reduce alcohol consumption because doing so will make a real difference to the level of crime in our society, and to the well-being of everyone and that's why through-out my time in post I have campaigned tirelessly for a minimum price of alcohol to be implemented across ALL of the UK.

Recently I joined forces with my two other PCC colleagues, Barry Coppinger and Ron Hogg. Together we wrote to the Health Secretary, Matt Hancock MP, to make the case that the impact of alcohol on society extends beyond the harm it causes to individuals, to increased levels of crime, sub-optimum economic performance, and costs to the public purse.

We've yet to see an end to the cheap sales of high-strength drink but I will continue to raise my voice on the matter.

## **Complaints Triage**

When I was first elected as Police and Crime Commissioner in 2012, one of the first House of Commons reports to land on my desk was one that informed me that Northumbria Police had one of the highest number of IOPC (previously IPCC) upheld complaints.

It was clear change was needed - we had to get rid of an old process that was not customer friendly, that was difficult to work through and we needed to put in place a system that put complainants at the heart of how we dealt with complaints. I wanted a simple process established, so it was easier to make a complaint. Gone are the days when people had to sit and wait to see a senior officer, too often the complaint was left in the 'to do' tray as other policing priorities took over.

In 2013 I set up the Triage Complaints system, a team of three that would be the first point of contact for all complaints - they would do their best to resolve the complaint at contact. So often, a simple sorry was all that was needed. The system has proved to be very effective, so much so that it is the model of the new complaints legislation that has been approved by Parliament. Police forces from up and down the country have been to visit Northumbria to see how the system was implemented and works. I am indebted to all the staff who have helped this process be so successful. Going forward, new legislation gives a bigger role to OPCCs in dealing with complaints, here in Northumbria we will keep the Triage system at the beginning of the process - why change something that works so well. PCCs will become responsible for low level appeals that currently sit with the Chief Constable - this is a statutory role and I have appointed the Director of Governance and Communication to undertake this role for the OPCC, he already oversees the triage daily work. I have asked that Northumbria Police start provided cases now, so they can be reviewed and any processes that need sorted are done so. I am proud that Northumbria Police has become an organisation that wants to learn and when peoples trust has fallen in the police, they have done everything possible to rebuild that trust. We have a strong team in place, committed to driving standards forward and keeping the residents that we serve at the heart of what we do.

## **7. Funding and resources**

### **Supporting Victims Fund**

The Supporting Victims Fund was set up to ‘support victims of crime’ across Northumbria. The fund was designed to build the capacity and maximise the potential of organisations to help ensure the improved provision of vital support services. The fund has awarded £8.9m to a range of organisations since 2015 to support victims of crime.

Grants were made available to individual organisations or partnerships providing support to victims of crime to help them cope and recover. Victims of crime are defined in the Code of Practice for Victims of Crime as ‘a person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by criminal conduct; or a close relative of a person whose death was directly caused by criminal conduct.’

Over the years, we have particularly welcomed applications that provide support to those most vulnerable in our society who under the Victims Code of Practice are entitled to enhanced support. Taking this in to consideration and what we know about our particularly vulnerable victims in Northumbria we particularly welcomed applications that helped to strengthen support in the areas of: domestic abuse, sexual assault and abuse, young people and child victims, victims of hate crime, victims with mental health needs and victims with other vulnerabilities.

### **Commissioner’s Community Fund**

Each year I’ve invited groups supporting their neighbourhoods and communities to apply for funding to support projects and activities supporting the key priorities of my Police and Crime Plan. Grants of up to £2,000 have been made available to charities, voluntary groups and social enterprises tackling anti-social behaviour, promoting crime prevention and building community confidence. I’ve been very appreciative of the work of these groups over the years. They have helped deliver some fantastic local solutions to local issues providing crucial assistance to the work of our officers.

In total, £605,987 has been donated to support these local community causes.

For both the Commissioners Community fund and the Supporting Victims Fund my website contains details of the grants awarded at <http://www.northumbria-pcc.gov.uk/police-crime-plan/commissioning-services-grants/>

### **Home Office and other external funding**

While Government police funding has been thin on the ground, I’m pleased to have been successful in securing additional finance through both the national Police Transformation Fund and other one-off Home Office funding streams. Since 2013 we

have accessed £11.7m additional funding to deliver projects that benefit the communities of Northumbria.

Projects funded through national funds have focused on improving victim safety and confidence; multi-agency work to tackle Child Sexual Exploitation (CSE), tackling modern day slavery; safeguarding of serial victims; early youth intervention, tackling domestic abuse; preventing serial perpetrator offending and projects to support the most vulnerable, including children affected by domestic abuse.

A particular success was in 2015 when more than £920,000 was secured to implement schemes to safeguard victims and tackle perpetrators of domestic abuse. The latter of which involved the identification and targeting of some of the most harmful perpetrators through analysis of frequency and gravity of offending via multi-agency tasking and co-ordination (MATAC). This scheme has subsequently been adopted by 6 other forces as part of a 'Whole System Approach' model devised by Northumbria. The innovative scheme has been covered by a range of media outlets including BBC News at 10.

### **The importance of volunteers**

Volunteers can make a real difference and over the years my office has received valuable support from a range of volunteers who have brought various skills, expertise and advice to the work we have undertaken.

From the support of advisory groups to sound out ideas with various communities to the work of our independent custody visitors to check on the detainment of detainees – the volunteers' commitment and knowledge has been invaluable.

The work of my scrutiny panels (rape scrutiny and police complaints) has been hugely beneficial in providing independent oversight, helping improve transparency and ensuring the best possible service is being given to victims and members of the public.

### **The 'most money saving PCC'**

In 2015 an independent survey revealed I had made the highest level of administrative cost savings of any other PCC in England and Wales – savings which totalled almost £3m. The findings showed I had spent £2,912,046 less in 2013-2014 on staff and office costs than the police authority did in 2010-11. This, along with other figures, demonstrated that PCCs cost less than the Police Authorities despite the fact that the role of PCCs has a far wider ambit than that of police authorities.

The savings I made were considered to be a real achievement as I was able to invest the money back into the Force. Saving almost 70 per cent a year on overheads meant every penny could be put into local policing and community safety – priorities for the people of Northumbria. However, the impact of this injection of cash was somewhat eclipsed by the Government's austerity programme and endless cuts.

# **POLICE & CRIME PLAN ANNUAL PERFORMANCE REPORT**

**Building Safer Communities and Effective  
Justice**

**April 2018 – March 2019**

## Domestic and Sexual Abuse

### Highlights

- Domestic abuse satisfaction
- Preventative activity – Operation Sanctuary
- Positive impact of preventative tools, such as Clare's Law
- Domestic Abuse: A Whole System Approach Project

### Concerns

- Reduction in the number of DA offenders whose harm score has reduced

## Putting Victims First

### Highlights

- Improved call handling performance
- Timely completion of victim needs assessments
- Mental health street triage

### Concerns

- Attendance rates at incidents
- Reduction in RWD satisfaction

## Effective Criminal Justice System

### Highlights

- Increased percentage of guilty pleas at first hearing
- Improved conviction rate for rape and sexual offences
- Reduction in post charge failure rate

### Concerns

- Report to conviction rates for rape, sexual offences and domestic abuse

## Reducing Anti-Social Behaviour

### Highlights

- A range of community focused partnership working to tackle ASB

### Concerns

- Increasing perception of ASB by residents
- Reduction in ASB satisfaction

## Cutting Crime

### Highlights

- Raising Investigative Standards Programme
- Strong and effective relationships with community safety partnerships
- Northumbria is second lowest in the country for risk of personal crime and lowest for household crime (CSEW)

### Concerns

- Increase in police recorded crime

## Community Confidence

### Highlights

- Northumbria Police is placed first in England and Wales for "police do a good job" and "can be relied upon to be there when needed"
- Improved community engagement

### Concerns

- Reduced perceptions of police visibility

A reduction in sexual and domestic abuse		Domestic and Sexual Abuse	
	Threshold	2017/18	2018/19
1. Recorded sexual offences	Monitor	4,480 12 per day	4,982 14 per day
2. Recorded domestic abuse incidents	Monitor	33,472 92 per day	36,281 99 per day
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	45% 3,469 repeat victims	42% 3,578 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	8% 226 repeat victims	9% 260 repeat victims
	Threshold	12 months to October 2017	12 months to October 2018
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders <sup>1</sup>	New measure	73% (142/195)	70% (136/195)

### Sexual Offences

The number of sexual offences recorded per day has increased from an average of 12 per day during 2017/18 to 14 per day since April 2018 (measure 1); this is equivalent to an increase of 11%. The Force is ranked 36<sup>th</sup> nationally (based on the rate per 1,000 population for the 12 months to March 2019).

The increase in sexual offences can be attributed to improved crime recording practices, an increase in proactive complex investigations involving numerous victims and perpetrators, as well as an increase in confidence of victims to report both recent and non-recent abuse.

### Sanctuary

Under the Sanctuary banner, Northumbria Police continue to work with a range of agencies dedicated to supporting and safeguarding victims of sexual abuse. This has ensured that there are sophisticated mechanisms in place to encourage reporting of both recent and non-recent abuse.

Also under the Sanctuary banner, Northumbria Police continue to work with agencies to educate young people, businesses and other agencies to prevent abuse, increase safeguarding and disrupt sexual offending.

### Repeat Sexual Abuse Victims

The percentage of victims of sexual abuse who have suffered a subsequent crime has increased by 1%, this equates to 34 additional victims (measure 4). All victims reporting two or more sexual offences are reviewed by a specialist officer to ensure they are risk assessed and all safeguarding interventions and referrals to support agencies have taken place.

### Domestic Abuse

In 2018/19, the Force responded to an average of 99 calls about domestic abuse (DA) each day, this is an increase from an average of 92 per day during 2017/18; equating to an increase of 8% (measure 2). 42% of victims are identified as repeat victims. It is reassuring to note that when domestic abuse victims are

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<sup>1</sup> Level of reduction in domestic abuse RFG score of MATAC (Multi Agency Tasking and Co-ordinating ). An RFG score is calculated for each offender based on Recent, Frequency, and of their offending to give an indication of the current level of harm caused, also taking into account the number of victims offended against.

surveyed, 92% were satisfied with their experience of the police (measure 11) and 96% would call the police again (measure 12).

### **Multi-Agency Tasking and Co-ordinating Conference (MATAC)**

The MATAC process continues to determine the most harmful and serial DA perpetrators and ensures agencies work in partnership to reduce their offending.

During the 12 months to October 2018, 195 subjects were discharged from MATAC. After six months of being discharged, the level of DA offending is assessed using the RFG score. Of the 195 subjects, the offending score is lower for 70% (136 offenders).

### **Clare's Law**

Clare's Law enables the police to disclose details of an abusive partners' past, so a person can make an informed decision about whether to remain in a relationship. Northumbria Police contacted those who had received a disclosure and found that most applicants surveyed said as they were now equipped with knowledge; they were empowered to make a change to keep them safer. Between 1st January and 31st December 2018, Northumbria Police received 505 Clare's Law applications which met the criteria: 156 under the 'Right to Know' resulting in 136 disclosures (87% disclosure rate) and 349 applications under the 'Right to Ask' resulting in 212 disclosures (61% disclosure rate). The reason an application does not result in a disclosure, is because there is no relevant information or no unknown information to disclose. All applicants, including those who do not receive a disclosure, receive safeguarding advice from a specialist.

In order to further protect victims and reduce offending, Northumbria Police has widely promoted Clare's Law, which has resulted in an increase in Clare's Law applications since the media campaign started in December.

### **Sarah's Law**

The child sex offender disclosure scheme, sometimes called 'Sarah's Law', allows parents, carers or guardians to formally ask the police for information about a person who has contact with their child, or a child close to them, if they are concerned the person may pose a risk. Between 1st April and 31<sup>st</sup> December 2018, Northumbria Police received 68 Sarah's Law applications which met the criteria and 19 resulted in a disclosure (28%).

### **SafetyWorks**

In 2018/19 over 14,000 children attended SafetyWorks and almost 2,000 were provided with CSE awareness. SafetyWorks is an interactive safety centre based in Newcastle, providing realistic, interactive educational experiences for many young people and community groups in the area to learn about the prevention of danger and how to live safely. The centre also has a community hub specifically designed to help tackle Child Sexual Exploitation (CSE) providing a place for young people to learn about internet safety, online grooming, 'sexting' and other potential risks posed by social media, in a comfortable and interactive setting.

### **Awareness Campaigns**

*'Through the Eyes of the Child'* campaign included a poster and audio video playing a real 999 call a child made to Northumbria Police reporting domestic abuse in her home. They have been used to raise awareness to police officers about the impact of DA on children. This video has also been used for Judges' Training and has recently been shown at the national conference.

Northumbria Police has prioritised vulnerability as the main strategic campaign in 2019. A separate DA campaign will start on the run up to Christmas which will also focus on the impact of domestic abuse on children. It will incorporate the work with operation encompass Next Steps project.

**An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse**

**Domestic and Sexual Abuse**

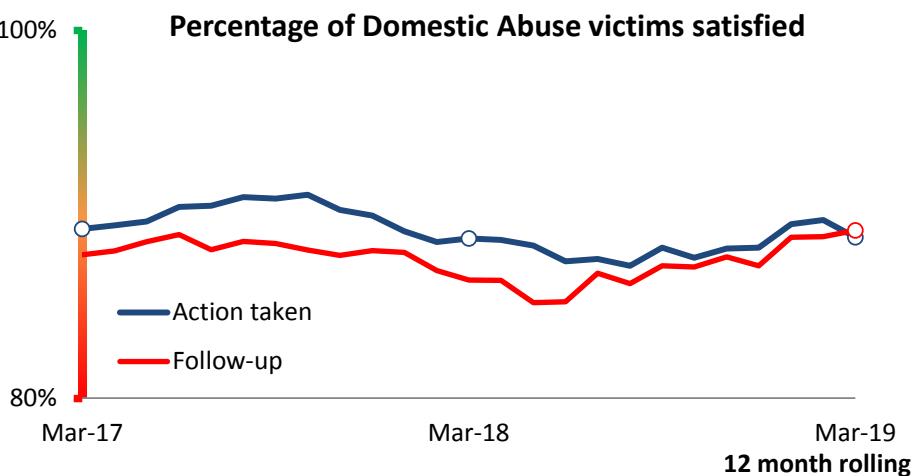
	Threshold	2017/18	2018/19
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)			
6. Initial contact	95% and above	97% ● +/- 1.5	98% ● +/- 1.3
7. Response time	90% and above	92% ● +/- 2.2	92% ● +/- 2.4
8. Action taken	90% and above	89% ● +/- 2.5	89% ● +/- 2.6
9. Follow-up	90% and above	86% ● +/- 2.8	89% ● +/- 2.6
10. Treatment	95% and above	96% ● +/- 1.6	95% ● +/- 1.8
11. Whole experience	90% and above	93% ● +/- 2.1	92% ● +/- 2.2
<b>More confidence in the reporting of domestic and sexual abuse</b>			<b>Domestic and Sexual Abuse</b>
12. Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	93% ● +/- 2.1%	96% ● +/- 1.6
13. Percentage who felt safer following police response	Monitor	(Not available)	69% +/- 3.9

In response to predicted increases in both domestic and sexual abuse reporting, Northumbria Police has planned investment in its investigative capacity, which will continue to be monitored against increasing demand.

Northumbria Police's approach to domestic abuse and sexual offences is managed within two action plans which are scrutinised at Chief Officer and PCC level. The Domestic Abuse Improvement Plan has been continually improved in 2018/19 to improve both the victim experience and improve outcomes. A new Rape and Serious Sexual Offence Improvement Plan is in development with the OPCC and will be launched later this year. They are discussed in more detail in the Effective Criminal Justice Section.

Domestic and sexual abuse victims are supported by police in partnership with other agencies. There are a range of actions that are considered based on the individual needs of the victim and the details of the case, such as referral to a specialist team, support from another agency or the use of restraining orders and other police tools.

Domestic Abuse victims continue to have high levels of satisfaction with 92% satisfied, and many victims providing positive feedback about the support received from officers. As each police force undertake domestic abuse surveys differently, there are no national comparisons; however, local benchmarking conducted with other forces shows Northumbria Police continues to have one of the highest overall satisfaction rates (joint 1<sup>st</sup> highest compared to 12 other forces). Satisfaction with the actions taken (89%) has remained below the agreed threshold of 90%, although recent improvements in action taken and follow up have increased following focused activity to improve domestic abuse standards as shown in the next chart.



## Multi-Agency Safeguarding Hubs

In April 2018, the new MASH model went live across all six local authority areas providing a holistic response to vulnerable children and adults based on their individual needs and needs of the family. Each local authority hub is designed to meet their local needs. MASHs now also manage Operation Encompass and Clare and Sarah's Law. There is a performance framework in place to highlight areas of best practice, including areas for development. The 'one-call' approach in Northumberland, incorporating Northumberland MASH, has been nationally recognised by HMICFRS as best practice. OneCall is the name for Northumberland's single point of contact for concerns about a child or adult's welfare. The priority is early intervention, providing help before the situation becomes more serious.

## Operation Encompass

Operation Encompass is a Police and Education safeguarding partnership which supports children and young people exposed to DA. On average 1,000 children each month are supported by their school after experiencing domestic abuse. Feedback from schools about Operation Encompass is very supportive: *"It is has been very beneficial. It is important we are aware of issues at home and can prevent making situations worse. It also helps to safeguard staff who do lone visits as we often don't have a lot of information about family composition until we receive notifications."* Assistant Head, High School.

The OPCC has been successful in securing funding from the Home Office in relation to a new project, Operation Encompass: The Next Step. This project builds on the valuable work of Operation Encompass and takes the next step in seeking out early intervention with children living with domestic abuse, and giving them the best possible chance to cope and recover. As part of this project, new roles of 'School Safeguarding Liaison Officers' (SSLOs) will be created, who will be responsible for all 584 schools. Inputs for the children and school staff will be developed and delivered in partnership with the SSLOs, the Operation Encompass team and Barnardo's.

## Management of Sexual Offenders and Violent Offenders (MOSOVO)

In 2018/19 Northumbria Police increased its focus on sexual offenders by providing specialist skills to Neighbourhood Policing Teams, who are now working alongside MOSOVO specialists in the effective risk management of registered sex offenders. As a result of this improved and more intrusive approach success has been seen, including the safeguarding of children and the recall of offenders back to prison for breaching conditions.

## Complex Investigation Unit

The complex abuse investigation unit is the force's dedicated response to investigating, disrupting and prosecuting offences of sexual exploitation (child and adult) and modern slavery. It comprises of a team of detectives and a dedicated multi-agency team embedded within the unit which provides bespoke support from skilled and experienced statutory and voluntary sector workers.

This unit seeks to build the trust of victims and provide support; the team are also involved in educational work across the community by raising awareness of CSE among young people, parents, carers and potential perpetrators.

### **Adolescent to Parental Violence and Abuse (APVA)**

A new procedure in relation to Adolescent to Parental Violence and Abuse (APVA) has been developed. APVA is increasingly recognised as a form of domestic abuse. It is defined as any behaviour used by a young person to control, dominate or coerce parents and is intended to threaten and intimidate, it is known to be under reported. Training sessions were completed in 2018 and included delivery by 'RESPECT' to police officers and other professionals.

### **Investment in Domestic Abuse**

The PCC, with the support of Northumbria Police, successfully secured funding for the 6 force regional Domestic Abuse: Whole System Approach Project which has been implemented over three years and ends at the end of March 2019. An additional year's funding has been secured running from April 2019 – end March 2020 to build on the original Whole System Approach, called 'Domestic Abuse: A Whole System Approach – The Next Steps'.

The additional funding will:

- Enable national sharing of best practice from the project.
- Enable DA perpetrator management collaboration and national sharing of best practice.
- Extend some of the priority elements of the original DAWSA project including MATAC roles.

The project seeks to provide early intervention and support for vulnerable children in a safe environment. This approach also supports the Government's National Violence against Women and Girls Strategy objective to deliver appropriate PHSE and will act as a pilot for a national roll out if successful.

More accurate recording of domestic and sexual abuse			Domestic and Sexual Abuse
	Threshold	2017/18	2018/19
14. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	96% ● 166 under recorded	97% ● 150 under recorded
15. Percentage of rape offences recorded within 24 hours	90% and above	90% ● 1,338 within 24 hours	89% ● 1,518 within 24 hours
16. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	95% ● 5 inappropriately cancelled	82% ● 21 inappropriately cancelled

Northumbria Police continues to closely monitor compliance to National Crime Recording Standards (NCRS), including recording crimes disclosed at multi-agency meetings and other safeguarding information. A daily review of rape and domestic abuse is undertaken to identify areas for improvement and to ensure victims receive the most appropriate service. 97% of sexual offences comply with Crime Recording Standards in 2018/2019 (measure 14 compared to 96% in 2017/18).

The timeliness of recording rape offences has decreased from 90% recorded within 24 hours to 89% (measure 15). The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were 21 inappropriately cancelled crimes in 2018/19 (Apr-Feb) making the percentage compliance 82% compared to 95% in 2017/18 (measure 16).

Analysis of why these crimes are inappropriately cancelled show that 16 were administration errors, as outlined in the Home Office Counting Rules. Five sexual offences were inappropriately cancelled due to evidential reasons i.e. insufficient information recorded to justify the cancellation.

Improved victim satisfaction and police response (1 of 3)			Putting Victims First
	Threshold	2017/18	2018/19
17. Attendance rate for priority 1 incidents (Urban)	10 minutes	13 mins 28 secs ● 75% attended within threshold	14 mins 56 secs ● 68% attended within threshold
18. Attendance rate for priority 1 incidents (Rural)	20 minutes	24 mins 34 secs ● 81% attended within threshold	26 mins 47 secs ● 77% attended within threshold
19. Attendance rate for priority 2 incidents	60 minutes	1 hr 11 mins ● 86% attended within threshold	2 hr 16 mins ● 74% attended within threshold
Percentage of calls dealt with meeting call handling standards: (2017/18 is based on a sample size of 345, and 2018/19 is based on a sample size of 276)			
20. Correct greeting and overall politeness	95% and above	97% ●	99% ●
21. An explanation of response was given	73% and above	65% ●	63% ●
22. All information was recorded	87% and above	85% ●	91% ●
23. Contact handler reassured the caller	90% and above	86% ●	92% ●
24. Contact handler resolved the caller's request	90% and above	94% ●	95% ●

Attendance rates for priority 1 and priority 2 (measures 17, 18, and 19) have increased over time. They remain a priority area for improvement under the Responding to the Public Operational Delivery Group. The increase in attendance rates can be attributed to:

- The number of incidents assessed as priority 1 has increased by (21%) over the past 12 months, while those assessed as priority 2 have increased by (9%). This may be a result, in part, of the Force's improvements in THRIVE and identifying vulnerability at initial contact and deploying a more urgent response (see page 13).
- An emphasis on improving the quality of investigations and the appropriate safeguarding of vulnerable victims has meant officers spend more time at an incident and therefore this has impacted on attendance rates.

The Quality and Standards Delivery Team (QSDT) was launched in February 2019. The QSDT was created to maintain the high standards of crime data integrity (including National Crime Recording Standards and Home Office Counting Rules) and manage the independent allocation of crimes for further investigation based upon, vulnerability, severity, complexity and solvability. In April 2019, the second phase, the Primary Investigation Centre (PIC) was launched which expanded the QSDT with the Telephone Investigation Unit (TIU) (formerly RWD) and centralised domestic abuse deployment scheduling; co-ordinated under one management structure.

The PIC aims to:

- Centrally co-ordinate and improve the allocation of crime for investigation;
- Improve quality standards.
- Ensure efficient approaches to incident triage and resolution through telephone Investigation.

These units are not only designed to improve quality, but will also seek to reduce demand on operational teams by allocating the right crime to the right investigator, ensuring those crimes which can be resolved by telephone are, therefore reducing the demand placed on response officers to respond to grade 1 and grade 2 incidents.

In April 2019, the Forcewide Co-ordination Centre (FCC) was launched to oversee daily demand and resourcing. The FCC will ensure a dynamic, planned and forward looking assessment of demand is made to flex resources to meet demand.

The aim of the FCC is to:

- Ensure the appropriate and prioritised deployment of people during the period of peak demand in the spring and summer.
- to ensure resources are flexed dynamically to meet peak demand and mitigate critical resource levels.
- to ensure Northumbria Police can meet its mobilisation commitments and continue to operate effectively.

In order to monitor call handling standards, a random sample of calls are assessed. In the majority of areas the performance has improved as can be seen in measures 20, 22, 23 and 25. The percentage of calls where the contact handler has given an explanation to the caller has reduced slightly compared to the assessment completed in 2017/2018 (measure 21).

## Improved victim satisfaction and police response (2 of 3)

**Putting  
Victims First**

	Threshold	2017/18	2018/19
Average time to answer calls			
25. Emergency calls	0 mins 10 secs	0 mins 19 secs ●	0 mins 11 secs ●
26. 101 – Non-Emergency calls	1 min 0 secs	1 min 40 secs ●	0 mins 50 secs ●
27. 101 – Secondary calls	1 min 0 secs	2 mins 38 secs ●	1 min 21 secs ●
Percentage of calls answered			
28. Emergency calls	98% and above	95% ● of 240,884 calls	99% ● of 239,453 calls
29. 101 – Non-Emergency calls	90% and above	81% ● of 377,959 calls	93% ● of 352,611 calls
30. 101 – Secondary calls	90% and above	60% ● of 144,712 calls	88% ● of 55,950 calls

Call handling performance has improved in 2018/19 when compared to 2017/18. The average time to answer an emergency call is now at 11 seconds, compared to 19 seconds in 2017/18 (measure 25), with 99% of emergency calls answered in 2018/19 compared to 95% in 2017/18. The average time to answer 101 calls was 50 seconds, within the 1 minute threshold compared to 1 minute 40 seconds in the previous year, with 93% of calls answered, compared to 81% in the previous year (measure 29).

While emergency calls this year have decreased in volume by 1% when compared to 2018/19, non-emergency calls have reduced by 14% compared to 2017/18. This is likely to be as a result of improved call answer rate performance reducing abandoned/re-contacted and duplicate calls.

In order to improve call performance, Northumbria Police has completed a range of actions. This has included managing the increased demand differently by introducing a Customer Service Centre in September 2018. The Customer Service Centre (CSC) are an initial call triage team, who aim to manage other secondary calls (not calls for service), so specialist emergency contact handlers can focus on 999 and 101 calls for service. An evaluation of the CSC has shown they have reduced secondary demand and provide high levels of customer service to the community.

The Force has also recruited additional call handlers to new shift patterns based on a review of call demand to improve response capability at times of high call demand. The ways in which contact handlers are resourced, supervised, supported and performance managed has also been improved with greater support, scrutiny and accountability under a new management structure and performance management frameworks.

In February 2019, answer rates were 99.7% and 99.3% in March 2019, with average waiting time of between seven and eight seconds. For 101 calls, answer rates were at 93.8% in February and 91% in March 2019 with an average waiting time of no more than 1 minute 2 seconds. This answer rate performance has not been achieved since April 2016 and reflects the impact of recent changes.

For non-emergency 101 calls the answer rate in February 2019 was 96% and 92.4% in March with waiting times 31 seconds in February and 53 seconds in March 2019.

**Improved victim satisfaction and police response (3 of 3)**

	Threshold	2017/18	2018/19
31. Satisfaction levels for victims of crime, with a specific sample for those that are considered repeat victims (400 surveys per annum)	New measure	(Not available)	77% +/- 4.1
Percentage of crime victims satisfied with the policing response provided: (2,300 surveys completed per annum, revised in August 2017)			
32. Initial contact	To be established in April 2019	95% +/- 1.5	96% +/- 0.9
33. Response time	To be established in April 2019	90% +/- 2.0	88% +/- 1.3
34. Action taken	To be established in April 2019	83% +/- 2.5	81% +/- 1.6
35. Follow-up	To be established in April 2019	70% +/- 3.6	69% +/- 2.6
36. Treatment	To be established in April 2019	94% +/- 1.6	94% +/- 1.0
37. Whole experience	To be established in April 2019	83% +/- 2.4	84% +/- 1.5
Percentage of victims satisfied with the Resolution Without Deployment (RWD) policing response provided: (600 surveys completed per annum)			
38. Action taken	90% and above	92% ● +/- 2.3	90% ● +/- 2.8
39. Victim thought their incident was taken seriously	90% and above	88% ● +/- 2.5	87% ● +/- 2.8
40. Whole experience	85% and above	85% ● +/- 2.6	83% ● +/- 3.0

Initial findings from the repeat victim survey show that 77% of victims were satisfied with the overall service provided. Positively, 82% of repeat victims felt their report was taken seriously and 83% were happy with police support. Feedback from victims regarding what could have been done to prevent repeat victimisation includes responding sooner to deal with the incident and more action to be taken, such as warning the offender, or making an arrest.

The volume crime survey provides detailed information about the victim experience. ‘Action taken’ and ‘follow-up’ continue to be identified as areas for improvement (81% and 69% respectively; measures 34 and 35). Analysis of victim surveys identified victim experience could be improved by:

- Managing victim expectations more effectively, clearly explain what action will be taken and improving the quality of investigations.
- Agreeing and recording how often, and by what means, victims would like to be updated.

Improving follow-up for volume crime victims is a priority for the Force, and is monitored in performance meetings.

### **Resolution without Deployment (RWD)**

Members of the community who are served by RWD continue to be happy with a telephone based service with 83% of those surveyed happy with the whole experience. However, whole experience satisfaction

(measure 40) has reduced since March 2017 and although recently stable, is currently at 83% compared to 85% previously. Actions taken (measure 38) has also reduced, from 92% to 90% but remains within the threshold, and victims agreeing their incident was taken seriously (measure 39), from 88% to 87%.

The main reasons for dissatisfaction include victims expecting more action or an investigation and updating victims when necessary. In 2018/2019, a ‘customer service wrap up conversation’ was introduced for all appointments to discuss customer expectation and satisfaction to ensure satisfaction for every contact.

Victims are supported to cope and recover from their experience of crime			Putting Victims First
	Threshold	2017/18	2018/19
41. Percentage of victims with a satisfactory needs assessment	85% and above	83% ● of 107,116 victims	84% ● of 111,399 victims
42. Percentage of needs assessments completed within 48 hours	80% and above	86% ● of 107,116 victims	87% ● of 111,399 victims

The Code of Practice for Victims of Crime (referred to as VCOP) sets out the services that must be provided to victims of crime by organisations in England and Wales. This includes Police and Crime Commissioners as well as police forces, and forms part of a wider government strategy to transform the Criminal Justice System by putting victims first, ensuring they are treated in a respectful, sensitive, tailored and professional manner without discrimination of any kind.

The Code sets out 22 entitlements / services that must be provided to victims of crime which can be categorised under the following headings:

- Victim needs assessment.
- Information for victims of crime leaflet (CID 88).
- Progress of the investigation.
- Victim interviews.
- Case file preparation.
- Pre-trial and court appearances.
- Post-trial and conviction.

To improve the use of Victims' Code of Practice (VCOP) within the force, a range of activity has been completed, including the production of a video for officers to show victims to explain the services VFN can provide, information around VCOP was shared with all supervisors at Raising Investigative Standards (RIS) events. Further to this, VCOP is strongly featured throughout the RIS magazine, highlighting to officers the need to show victims' of crime the VFN video available on their phablets.

A Victim and Witnesses sub group sits within the Local Criminal Justice Board structure, it has a specific priority to ‘*develop a multi-agency approach to monitor and improve compliance with the Victims' Code of Practice and Witness Charter*’. Current national discussions are proposing that Police and Crime Commissioners are given delegated responsibility for monitoring compliance with 5 key areas of VCOP identified by victims as being the most important:

- Informed when a person is arrested, charged, bailed or sentenced.
- Informed of the progress of the case.
- Informed when an offender is released (Victim Contact Scheme – applies to violent / sexual offences where sentence is 12 months plus).
- Referral to appropriate support organisations.
- Make a Victim Personal Statement

Effective provision of VCOP is reviewed at Confidence and Standards Board and a meaningful performance framework is being developed to consider these areas in 2019/20.

The percentage of victims with a satisfactory needs assessment has improved since last year; it remains below the threshold (measure 41). The timeliness of conducting a needs assessment is better than the threshold (measure 42).

The Force has developed a comprehensive training programme, 'Raising Investigative Standards', which will be subject of a themed report to Panel later this year. A significant portion of the programme is dedicated to improving the identification of vulnerable victims and to improve the standards of victim care, including full compliance with the Victims' Code of Practice.

## The most vulnerable are recognised and receive an enhanced service

**Putting  
Victims First**

	Threshold	2017/18	2018/19
43. Attendance rates at incidents with vulnerable victims (priority 2)	60 minutes	1 hour 8 mins ● 86% attended within threshold	2 hours 13 mins ● 72% attended within threshold
Percentage of calls dealt with meeting call handling standards: (2017/18 is based on a sample size of 345, and 2018/19 is based on a sample size of 276)			
44. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded	90% and above	84% ●	89% ●
45. Allocated the most appropriate response	90 % and above	82% ●	73% ●

Response rates at incidents with vulnerable victims have also increased alongside the response times for non-vulnerable priority 2 incidents (measure 43).

As a result of the THRIVE (Threat, Harm, Risk Intelligence, Vulnerability Engagement) Improvement Plan implemented in November 2017, designed in part to improve the early identification and marking of vulnerability on initial contact, the volume of incidents marked vulnerable has increased significantly. Prior to the THRIVE Improvement Plan in October 2017 the volume of incidents marked vulnerable by Northumbria Police was 4%. In March 2019, 30% of all Force incidents are marked as identifying vulnerability. This has increased the volumes of incidents marked as vulnerable.

The THRIVE improvement has maintained and embedded a focus on THRIVE initial contact which has now been embedded into Front Office contact, RWD and Resource Controlling ensuring THRIVE is considered from initial contact to deployment.

THRIVE audits are carried out quarterly to ensure compliance and standards are maintained and issues are addressed within the embedded performance management framework. Additional refresher THRIVE training has been provided to all Communications staff and is refreshed annually.

In 2018/19, 73% of calls were allocated the most appropriate response compared to 82% in 2017/18. The reduction is due to changes in the incident grading process, but performance is predicted to improve in the next quarter as the new process is embedded.

Increased number of guilty pleas at first hearing			<b>Effective Criminal Justice System</b>
	Threshold	12 months to Mar 2018	12 months to Mar 2019
46. Percentage of guilty pleas at first hearing	70% and above	63% ●	66% ●

The percentage of guilty pleas at first hearing (measure 46) is 66%; lower than the threshold of 70%, but an improvement from the previous year's performance. Northumbria Police continue to focus on case file quality in the 'Raising Investigative Standards' programme, the improvement in case file quality is expected to result in stronger cases which encourage a guilty plea.

Prevention of first time and repeat offending			<b>Effective Criminal Justice System</b>
	Threshold	2017/18	12 months to January 2019
47. Appropriate use of out of court disposals where a charge is the normal outcome <sup>2</sup>	Monitor	67%	58%
	Threshold	12 months to September 2017	12 months to September 2018
48. Monitor the number of first time entrants to the criminal justice system <sup>3</sup>	Monitor	2,819	2,896

### **Out of Court Disposals (OOCD)**

In order to improve victim satisfaction and to rehabilitate offenders to change their behaviour and reduce re-offending Northumbria Police piloted a new programme of work aimed at first time or low level offenders. Intervening early is key to reducing the risk of future offending, by changing attitudes and increasing understanding of the impact their actions have on victims. Currently, of the cases that are charged and go to court, many first time or low level offender cases do not access interventions which address the causes of offending. These conditional caution pathways are unique; nowhere else in the country are there this range of options which can be used without a prosecution and subsequent court order.

From the period of 1st April 2018 to 31st March 2019, the total number of referrals to the pathways was 327. These pathways and the referral numbers are as follows:

- Women's pathway [137 referrals] – It is acknowledged that female offenders often have additional needs such as being victims of domestic abuse. This pathway offers support and provides a bespoke service for female offenders.
- Veteran's pathway [12 referrals] – There are specialist services available to support veterans who may be dealing with a range of health and employment circumstances that may be a causal factor in their offending. This work is undertaken by Project Nova (Walking with the Wounded) and includes a mandatory referral for military veterans for assessment and support.
- ABC (Alcohol Behaviour Change) [16 referrals] – Undertaken by Lifeline this pathway is designed to illustrate the impact of offender actions when under the influence of alcohol.

<sup>2</sup> The sample uses the selection criteria adopted by the Out of Court Disposal Scrutiny Panel. This is a focus on serious offences and persistent offenders when a charge is the expected outcome

<sup>3</sup> The Criminal Justice Statistics Bulletin defines a first time entrant to the criminal justice system as an offender residing in England and Wales at the time of the offence, who has been recorded on the Police National Computer by an English or Welsh police force as having received their first conviction, caution or youth caution. Offences resulting in a Penalty Notice for Disorder are not counted as first offences.

- Drugs/Alcohol triage [78 referrals] – There are providers in each local authority area, it includes a mandated appointment and referral designed to address systematic, habitual issues with substance misuse which lead to offending.
- V-Aware [62 referrals] – Ran by Victims First Northumbria – A new programme designed to demonstrate to offenders the impact of their actions on victims. This hard-hitting session should challenge offender perceptions. Following engagement with the V-Aware programme three offenders have expressed an interest in taking part in a restorative justice intervention.
- Unpaid work [22 referrals] – this is overseen by Northumbria Community Rehabilitation Company (CRC), as part of their existing work schemes. This is truly ground-breaking, popular with victims and provides reparative resolutions. This is only available in Northumbria as a direct result of a community remedy outcome outside a court environment.

The pathways are monitored regularly through performance meetings and an independent evaluation is due in spring 2019.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse		Effective Criminal Justice System	
	Threshold	2017/18	2018/19
49. Percentage of post-charge failures	32% and below	39% ● 184 failures per month	32% ● 147 failures per month
Charge rate for:			
50. Rape	9% and above	7% ● 122 charges	7% ● 124 charges 4% national average
51. Sexual offences	12% and above	11% ● 313 charges	9% ● 280 charges 8% national average
52. Domestic abuse	22% and above	13% ● 3,022 charges	13% ● 3,413 charges 13% national average
Conviction rate for: <sup>4</sup>			
53. Rape	58% and above	54% ●	59% ● National average 63%
54. Sexual offences	83% and above	83% ●	84% ● National average 81%
55. Domestic abuse	76% and above	72% ●	71% ● National average 77%
Report to conviction rate for:			
56. Rape	5% and above	4% ●	4% ●
57. Sexual offences	10% and above	9% ●	8% ●
58. Domestic abuse	17% and above	10% ●	9% ●

<sup>4</sup> Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage. Conviction rate is based on Rolling Year to date for the latest 12 month period (March 2019).

## **Post Charge Failure Rate**

The post charge failure rate for 2018/19 is now 32% which has reduced compared to the previous last year of 39% and is now within the threshold (measure 49).

During 2018/19 improvements include:

- File quality training for operational officers was launched.
- File quality performance data was developed to drive up standards.
- An exercise with CPS has been conducted regarding Crown Court file quality errors – highlighted IT transfer failures.

Plans to improve post charge failures in the next year include:

- Further ongoing training;
- Change of digital media process with increased support including all digital media failures to be reviewed;
- A process to identify Crown Court case file issues prior to review;
- Inspector briefings on file quality; and
- The launch of a File Wizard application.

## **Rape, Sexual Offences and Domestic Abuse Charge Rate**

The reporting and recording of rape crimes has increased; however, the rape charge rate remains the same as the previous year at 7% (measure 50) and is above the national average (5%). The charge rate for sexual offences is at 9% for 2018/19, which is below the threshold and lower than the previous year, however higher than the national average.

The reporting and recording of domestic abuse crimes has increased and although the Force recorded almost 400 extra charges; the current charge rate remains the same as last year at 13%, which is under the threshold of 22% (measure 52).

## **Domestic Abuse, Rape and Sexual Offences Conviction Rate**

The conviction rates for rape and other sexual offences have improved since last year (measures 53 and 54); however, the conviction rate for rape is below the national average of 63%. The national conviction rate for sexual offences is 81%. The conviction rate for offences of domestic abuse (measure 55) is lower than last year and continues to be below the national average (77%).

## **Rape Victim Survey**

In the 12 months to March 2019, 134 victims of rape have been surveyed, with 93% of victims satisfied with the service provided by the police.

Positive feedback from victims of rape included officers being supportive, attentive, empathetic and thorough putting victim at ease and explained everything clearly.

## **Improving Domestic Abuse & Rape Charge and Conviction Outcomes**

As stated in the Domestic and Sexual Abuse section, Northumbria Police's approach to domestic abuse and sexual offences is managed within two action plans which are scrutinised at Chief Officer and PCC level. The Domestic Abuse Improvement Plan has been continually improved in 2018/19 to improve both the victim experience and improve outcomes. The Rape and Serious Sexual Offence Improvement Plan is in development with the OPCC and will be launched later this year.

## **Improving our response to rape and sexual offences**

To improve our current response to rape and sexual offences, a dedicated performance and crime analyst has been appointed to undertake detailed analysis of all intelligence and data across the victim's journey.

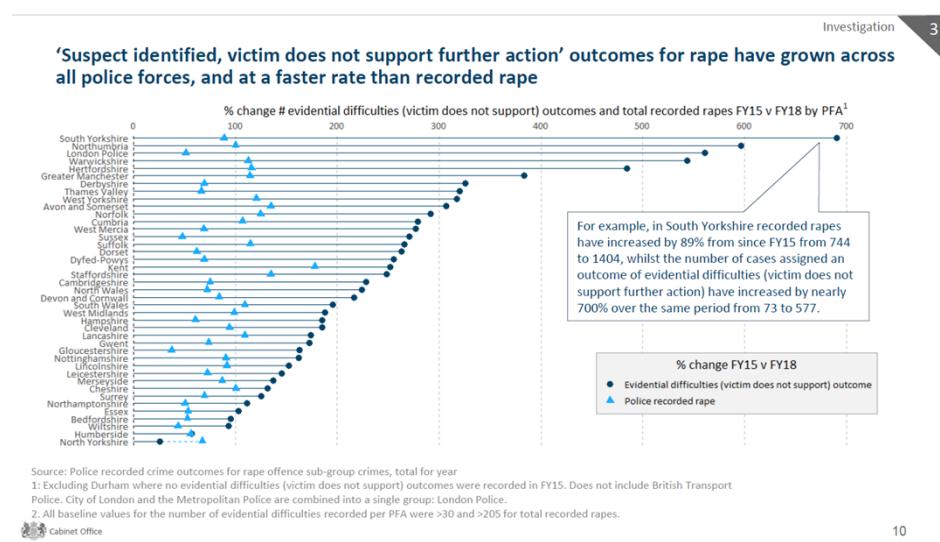
Additional investigative resources have been allocated to assist in the timely investigation of rape and serious sexual offences.

The RASSO improvement plan has been further improved and will focus upon:

- Improving investigative standards, supervisory oversight and file quality.
- Ensuring first response is appropriate and officers have the correct training and capacity.
- Ensuring investigating officers and their supervision have the capability and skill set to ensure that the investigative building blocks are in place to conduct a strong investigative case – this includes strategies for victim, forensic, telecoms, digital forensic recovery, third party material and disclosure.
- Improving VCOP compliance.
- Northumbria Police are working to understand why victims do not always support a prosecution. The work will identify at what stage the victim is likely to withdraw support and consider how police and other agencies can work better together to reduce victim attrition throughout the lifespan of an investigation.

### Cabinet Office information

Cabinet Office Information shows Northumbria is the second worst in England and Wales for the proportion of rape complainants not supporting a prosecution, indicating an urgent need fundamentally to review the way rape complaints are dealt with and supported.



### Improving our response to Domestic Abuse

In February 2019, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) published the fourth in a series of thematic reports which consider the response the police service provides to victims of domestic abuse. The report acknowledges that since their first national report, the service the police give to victims of domestic abuse nationally has improved markedly.

Northumbria Police has been highlighted positively within the report for the implementation of the domestic abuse investigation working group to support improvement in performance and also for the MATAc process and MASH arrangements. However, within Northumbria Police there is recognition that current performance challenges highlight a real need for further improvement in investigative standards; increase in evidence-led prosecutions and increase in charge and conviction rates.

The DA Improvement plan echoes the six national areas for improvement, but also takes cognisance of other areas identified as a result of internal reviews and OPCC Scrutiny panels. The purpose of the improvement plan is to outline proposed activity aimed to specifically address required improvements with regard to the victim journey, from initial response through to criminal justice outcomes. The plan is tactically focused, seeks to deliver performance improvements and in turn better and more positive outcomes for victims.

Key progress against the plan includes:

- To improve investigative standards, a new investigative assessment framework (IAF) has been implemented with a focus on vulnerability, solvability, severity and complexity.
- Extensive training as part of the Raising Investigative Standards for all front line officers.
  
- To improve the quality of case files and to support the quality assurance framework, a file wizard is being developed.
- An enhanced supervision model has been introduced, which ensures ‘live time’, immediate supervisory intervention and oversight from response to the end of the investigation. As a direct result of this approach, recent improvements have been seen in the number of body worn videos worn by officers at DA incidents, the volume of arrests and charges.
- Engagement events have taken place with all frontline supervisors highlighting requirements and expectations in relation to domestic abuse.
- A new performance framework also allows for a more detailed overview of team level performance to guide performance conversations.
- Northumbria Police continues to work closely with CPS to review referral and prosecution rates.

### **Body Worn Video (BWV)**

The use of BWV increases opportunities for capturing and enhancing available evidence, which can be particularly useful in cases of rape, sexual offences and domestic abuse. Evaluations of BWV around the country have demonstrated that the use of BWV can:

- Increase early guilty pleas, reduce court time and speed up the criminal justice process.
- Reduce challenges to evidence in court.
- Reduce the reliance on victim evidence particularly those who may be vulnerable or reluctant to attend court.
- Increase evidence led prosecutions.
- Reduce incidents of violent crime.
- Promote public reassurance.

A further roll-out of almost 900 BWVs has taken place together with associated training to front-line staff to support their appropriate use of the devices and to maximise evidential gathering opportunities.

The ability of responding officers to capture evidence of injuries and crime scenes will be significantly increased following the procurement of 2,300 additional body-worn video devices to enable personal issue. The proportion of DV offences where the use of BWV has been indicated has increased from 42% in April 2018 to 70% in March 2019.

In addition to the increase in BWVs, the effectiveness of investigations is further enhanced by the development of a solution for the force’s smartphones to upload photographic images to the Digital Media Repository (DMR). Northumbria Police remains the only force that is able to share all digital media evidence with the CPS and wider CJS partners.

Northumbria Police has reviewed the Neighbourhood Policing Model, the core principles are aligned with the College of Policing future plans work around ‘Modernising Neighbourhood Policing’. Neighbourhood Policing is focused on protecting vulnerable people within communities and embedding a problem solving culture supported through effective safeguarding, crime prevention and community engagement.

Fewer victims of ASB – though we will continue to encourage reporting			Reducing Anti-Social Behaviour
	Threshold	2017/18	2018/19
59. Recorded levels of anti-social behaviour incidents	Monitor	54,153 148 per day	49,457 135 per day
60. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (4,000 surveyed annually)	15% and below	14% ● +/- 1.0	17% ● +/- 1.1
61. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, commenced Sept 2017)	85% and above	79% ● +/- 2.7	80% ● +/- 2.2
62. Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed)	50% and above	54% ● +/- 4.0	47% ● +/- 3.3

The number of reported ASB incidents has decreased (measure 59); this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

There are a range of good practice operations and problem solving plans; however, there continue to be areas for improvement. Perceptions of ASB have increased in local neighbourhoods according to local resident surveys, with the percentage of people who feel that ASB is a local problem increasing statistically from 14% to 17% (measure 60), remaining above the threshold. The percentage of people experiencing no further incidents following a report of ASB (measure 62) has reduced statistically from 54% to 47%, however, confidence in reporting (measure 61) has shown an improvement from 79% to 80%, but is not yet achieving the threshold of 85%.

Northumbria Police is re-developing its ASB Improvement Plan which will seek to address the performance challenges.

### Operations to tackle ASB

Operation Asteroid was a response to a number of incidents within Sunderland and South Tyneside, where youths travelled on the Metro committing violent offences while being involved in targeted ASB. Partnership work was undertaken with British Transport Police (BTP), local authorities, housing providers, schools and youth offending teams, and included the use of tenancy enforcement, anti-social behaviour powers, criminal enforcement and longer term solutions.

In Ashington, Operation Dignity tackled the causes of ASB and violent crime within Hirst Park. The operation used long term solutions that go beyond prosecution, to include education, family support and activity to help the group understand the impact their actions have on their communities.

The Meadowell World Café event was a response to a rise in ASB in the Meadowell area. At the event residents shared information and feedback which was collated and analysed and a final report was presented at another event with the police and partners to agree actions they were going to undertake to address the issues.

The Platform Outreach Project in Gateshead has delivered outreach work in ASB hotspots, providing advice and guidance around substance misuse to over 450 young people. Further work is ongoing with Tyne and Wear Fire and Rescue Service, including engaging with young men on the cusp of offending, diverting them away from committing ASB.

Wallsend Neighbourhood Team is working alongside partners in North Tyneside to relaunch a Neighbourhood Watch Scheme in the town centre. The scheme is supported by Local Councillors, the local primary school, residents and Wallsend Chamber of Trade.

Following an increase in ASB reports, leading to damage and threats in Amble, Northumbria Police and other agencies met with residents. Actions were agreed around CCTV, Community Protection Warnings and increased patrols, supported by the local housing agency. This has resulted in no further calls for service.

A partnership initiative in Sunderland and South Tyneside aims to resolve ASB at the earliest opportunity. The first stage involves joint visits with Police and ASB Council Officers. If this is unsuccessful action is escalated to involve other measures, such as Community Protection Warnings and Notices, Closure Orders and Community Behaviour Orders (CBO). Sunderland and South Tyneside have recently had successful CBO applications.

A problem solving approach was used to address ASB in Sunnyside and Mowbray Park in Sunderland and Chichester Metro in South Shields. ASB incidents ranged from motorbike disorder to anti-social drinking. Officers dealt with the immediate offences and then implemented longer-term prevention plans in partnership with the local council, housing agencies and Environmental Health.

A joint poster campaign with Nexus to target anti-social behaviour on the Metro was completed. Posters incorporated both the Police and Nexus logos. The posters were placed at various locations on the Metro network, concentrating on the places of highest number of incidents.

Improved satisfaction for victims of ASB		Reducing Anti-Social Behaviour	
	Threshold	2017/18	2018/19
Percentage of ASB victims satisfied with the policing response provided: (1,300 completed per annum, introduced September 2017)			
63. Initial contact	90% and above	93% ● +/- 1.7	94% ● +/- 1.3
64. Response time	90% and above	90% ● +/- 2.6	88% ● +/- 2.6
65. Action taken	85% and above	88% ● +/- 2.9	81% ● +/- 3.1
66. Follow-up	85% and above	68% ● +/- 6.0	62% ● +/- 6.3
67. Treatment	95% and above	97% ● +/- 1.4	95% ● +/- 1.7
68. Whole experience	85% and above	83% ● +/- 2.4	81% ● +/- 2.1

Providing follow-up contact is the key area for improvement according to victim feedback, with 62% of ASB victims who wanted an update satisfied (measure 66). This aspect of service has a significant influence on overall victim satisfaction which is currently 81% (measure 68). Response times, actions taken, follow-up and whole experience satisfaction are all below their respective thresholds. Reasons for dissatisfaction include the timeliness of response, a lack of action and a desire for more updates. ASB satisfaction has been a key focus area in performance meetings and is monitored at the Prevention & Deterrence ODG. Officers are currently exploring how improvements seen in DA and hate crime satisfaction can be considered and used with ASB victims.

## Improved police and partnership response to specific crimes

## Cutting Crime

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multi-agency partnerships established to tackle community safety issues such as crime, antisocial behaviour and domestic abuse. A number of examples from this year are summarised below.

Safer night-time economy		Cutting Crime	
	Threshold	2017/18	2018/19
69. Perceptions of safety of those that use the night time economy (4,000 surveyed annually, introduced June 2017)	Monitor	90% +/- 2.1	89% +/- 2.0
70. Recorded crime levels in night time economy areas	Monitor	6,008 16 per day	6,114 17 per day

The measure of night time economy (NTE) is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the force with a night time economy. The recorded crime in NTE areas has increased by 2% from an average of 16 crimes per day during 2017/18 to 17 crimes per day in 2018/19 (measure 70). Perceptions of safety amongst those who use the NTE are high, with 89% feeling safe whilst out on an evening (measure 69).

Operation Cloak was implemented in response to sexual assaults occurring during the night time economy in Newcastle city centre and is an intelligence led approach to detect predatory behaviour. Outcomes of Operation Cloak have ranged from taking individuals to the Safe Haven, arranging a taxi or reuniting them with friends and relatives and placing them in a place of safety. The operation complements other initiatives to create a safer night time economy, including the "Shout Up" campaign, devised by Newcastle City Council in partnership with Rape Crisis Tyneside and Northumberland. The "Shout Up" campaign is aimed at helping victims report sexual violence or harassment occurring during the NTE and to make it the responsibility of everyone in the venue, e.g. pubs and clubs.

The Force provided vulnerability, crime prevention, and sexual consent sessions for all first year students as part of Fresher's 2018. This was delivered in collaboration with other agencies as part of a Joint Engagement Group. Northumbria Police has improved working relationships with Security Industry Authority staff including formal briefings each weekend.

Fewer offenders, specifically those who cause the most harm to victims			Cutting Crime
	Threshold	2017/18	2018/19
71. Recorded crime	Monitor	152,376 417 per day	161,314 442 per day
72. Recorded crime levels based on the crime severity score published by ONS <sup>5</sup>	Monitor	52,511	56,476
73. Compliance with National Crime Recording Standards	95% and above	96% ● 6,877 under recorded	96% ● 6,590 under recorded
74. Percentage of crimes recorded within 24 hours <sup>6</sup>	90% and above	85% ● 134,766 within 24 hours	86% ● 141,563 within 24 hours

<sup>5</sup> The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

<sup>6</sup> The denominator used in the calculation of crimes recorded within 24 hours is slightly higher than the number of recorded crimes, as it also includes crimes subsequently cancelled.

Total recorded crime (measure 71) and the related crime severity score (measure 72) continue to increase. Recorded crime has increased by 6% in 2018/19 when compared to 2017/18; although the pace of the increase in crime is slowing. This is in part, as a result of improvements with national crime recording standards, which is currently 96% (measure 73). As previously reported to the Police and Crime Panel, there have been actual increases in certain crime types; for example, theft and handling, including aspects of vehicle crime, burglaries that occur within dwellings and crimes as a result of the impact of social media and emergence of cyber-crime. In addition, there remains an element of demand arising from the significant under-reporting of some crime types, such as sexual offences, hate crime, modern slavery, domestic abuse and stalking and harassment.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime. The survey measures crime by asking members of the public, about their experiences of crime over the last 12 months. In this way the survey records all types of crimes experienced by people, including those crimes that may not have been reported to the police. In the 12 months to December 2018, CSEW reports the risks of personal and household crime<sup>7</sup> in Northumbria continue to remain low. The Force is third lowest in the country (6%) for risk of personal crime and fourth lowest for risk of household crime (7%).

### **Local Operations to cut crime**

Operation Granite in Sunderland and South Tyneside aims to prevent burglaries at vacant premises, through partnership working with social housing organisations and private landlords. Officers work with landlords to ensure buildings are secured, including encouraging landlords to remove boilers from their empty premises.

Operation Vienna is a project currently running in Gateshead where Police and the local authority are embedded in to one team. In addition to work being undertaken with private landlords, the team are targeting a much wider aspect of community safety including organised crime, domestic abuse, management of sex offenders, drug supply and ASB.

The “12 Streets Initiative” in Blyth provided the community with the opportunity to determine the priorities for their area. The multi-agency collaboration that followed assisted in reducing crime and disorder within the area.

Operation Ghille was introduced in response to reports of poaching and rural crime in Morpeth. Members of the rural community, such as farmers and game keepers, are part of a group who are provided details of suspect vehicles to keep observations and regularly pass intelligence about poaching and other forms of rural crime. Members of the group have also volunteered to attend specific locations, and alert the police to any suspicious activity.

Operation Jasper was aimed at tackling ASB and crime in Sunderland City Centre, following complaints by businesses and members of the public. As a result of focused partnership working, crime and ASB within the city centre has reduced.

Engaging with key groups in the community identified public transport as an area where people felt they could be a victim of hate crime. Working with Tyne and Wear Citizens and regional transport providers, officers developed a common approach to the issue and, working with Gateshead Council, produced a Hate Crime Charter which has now been adopted by all public transport companies operating in the north east. As part of this charter is an undertaking to ensure training is provided to all staff on identifying and dealing with hate crime.

### **Burglary**

Operation Castle is Northumbria Police’s response to house burglaries, which has resulted in over a 10% reduction in offending over the past year. That is 664 fewer offences over the past twelve months. Northumbria Police is recognised as being in the top 10% of police forces nationally for positive outcomes. Key tactics used are:

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<sup>7</sup> The estimated percentage risk of an adult / household being a victim once or more in the previous 12 months of a personal / household crime (excluding sexual offences) as measured by CSEW

- Fast response to identify, locate and arrest the most wanted burglary offenders.
- The use of the media to highlight significant convictions for house burglary
- Identifying new tactics to combat 2 in 1 burglaries where a victim's car is stolen during a house burglary.

## **Integrated Offender Management (IOM)**

Northumbria Police launched a new model of Integrated Offender Management (IOM) in April 2018. The model seeks to prioritise offender management activity against a Cohort of 300 offenders who pose the highest levels of threat, harm and risk. This assessment is based on the recency, frequency and gravity of their offending. The cohort incorporates youth and adult offenders and each of the 300 have been assigned a police officer responsible for assessing the factors driving their offending and working with other agencies to tackle them.

A governance structure is in place to manage offenders, including a monthly Operational Delivery Group, internal Harm Reduction Chief Inspector meetings, the Local Criminal Justice Board and the Prevention and Rehabilitation subgroup, as well as the partnership working groups for each Local Authority area. A Local Criminal Justice Board Integrated Offender Management subgroup has been established, incorporating Police, National Probation Service (NPS), Community Rehabilitation Company (CRC), HM Courts & Tribunal Service (HMCTS), Crown Prosecution Service (CPS), HM Prison Service (HMPS), Youth Offending Team (YOT) and Local Authorities (a representative from Gateshead).

## **Serious and Organised Crime (SOC)**

A new initiative named Operation Sentinel was launched in January 2019; it saw Northumbria, Cleveland and Durham join forces, alongside the North East Regional Specialist Operations Unit (NERSOU), in a stand against Serious and Organised Crime. As well as targeting offenders who look to profit from the misery of their victims, the operation will also work towards preventing this type of activity from taking place.

Northumbria Police continues to achieve success in its aim to tackle serious and organised crime in 2018/2019. The Force currently has 51 mapped Organised Crime Groups (OCGs). Four OCGs are currently the subject of Tier 1 investigation and include the supply of Class A controlled drugs, including a group engaged in County Lines style supply (Operation Antidote), modern slavery and human trafficking of sex workers (Operation Giovanni), organised acquisitive crime (Operation Matchless) and money laundering (Operation Abbotsly).

Between April 2018 and February 2019, there have been 192 disruptions against OCGs and a total of 142 people were safeguarded including 22 children. Some examples include:

- **Operation Kola** investigated the supply of Class A controlled drugs. The main subject of the operation was arrested and £60K cash and 2 kilograms of cocaine with a street value in the region of £250K were recovered.
- **Operation Crypt** involved offenders being arrested in possession of 5kg of cocaine and over £240K cash. Offender were convicted of conspiracy to supply Class A drugs and resulted in the imprisonment of three individuals for 12 years, 10 years and 7 years.
- **Operation Hydra** was Northumbria Police's response to a large scale courier fraud enquiry concerning a London based OCG. The group targeted elderly vulnerable people nationally, to hand over money to people they believed were police officers. Over £100,000 was stolen from 13 victims in the Northumbria area. Six arrests were made in London.
- **Operation Eton** was an investigation into a dispute between two OCGs in Newcastle, which resulted in firearms being discharged on three occasions. A number of firearms were seized and 10 persons charged. Four offenders received sentences totalling 28 years. Six more defendants were convicted in March 2019 and await sentencing.

- **Operation Orbital** - A number of vehicles owned by OCG members linked to CSE and MDS targeted. The operation resulted in three vehicles seized and three arrests for drug supply. This operation will refresh every six weeks.
- **Operation Beagle** - Following concerns about CSE, a multi-agency visit by Police, Trading Standards, Immigration and local authorities to eight business premises in Newcastle and Northumberland resulted in two arrests for immigration offences, £8,000 worth of illegal cigarettes seized, and a Trading Standards prosecution.

The Get Connected programme is an initiative to prevent young people from becoming involved in crime. Northumbria Police is working with the Enthusiasm Trust to identify those at risk of becoming involved in SOC and divert them away from this path, as well as to train other agencies in delivering diversion services.

The OPCC recently secured funding to tackle youth related serious violence including knife crime. Operation YOLO, which is led by Northumbria Police, seeks to identify young people at risk of committing serious violence and in partnership with other agencies divert them away from offending.

Northumbria Police has held a series of training days for Lead Responsible Officers, OCG plan owners, intelligence units and area command OCG teams to improve knowledge and operational readiness to combat organised criminal groups. Agencies providing training include: Government Agency Intelligence Network (GAIN), the Illegal Money Lending Team, financial investigators, the Foreign National Offending Team, County Lines, Lifetime Offender Management.

### **Raising Investigative Standards**

We recorded over 160,000 crimes in 2018/2019 and this is expected to rise in the future. As we continue to raise investigative standards and put the victim at the heart of the service, we wanted to create a new practical tool to allow better assessment of crimes and improve the recording of rationale. The Investigative Assessment Framework (IAF) was developed with officer feedback – with colleagues shaping it based on their experience and needs. The tool will also provide guidance where supervision is needed or specialist support should be considered.

The Quality Standards Delivery Team (QSDT) as discussed in the Putting Victims First section was introduced in February 2019. The QSDT use the Investigative Assessment Framework (IAF) to allocate crimes. The aims of IAF include:

- Improve identification of vulnerability to ensure safeguarding and support is based on victim need.
- Improvements to investigative plans and therefore overall investigations.
- Improvements to supervisory oversight.
- Proportionate investigation of crimes which are not solvable.
- Ensuring the right resource with the right skills are allocated to the appropriate investigation.

All inspectors and sergeants have attended 'Raising Investigative Standards' training, which reinforced high standards of investigation, the entitlements of the Victims' Code of Practice, as well as performance management and performance development reviews (PDRs). The next phase of training will further develop understanding of standards of investigation and performance management.

Training has also been provided through an interactive magazine, launched in October 2018, which so far has covered initial attendance and investigation of a domestic abuse incident, including alternative ways evidence can be captured.

A recruitment process has taken place for Digital Media Advisors and the first in-house College of Policing accredited training course was completed in February 2019, with a further three courses scheduled throughout 2019. These officers will be subject matter experts across the force and have the ability to provide advice and digital investigative strategies to exploit digital media evidential opportunities. This will improve the force's capability for all investigations with a digital element.

A number of thematic reviews have taken place to review investigation standards, with similar themes across different crime types identified for improvement. A performance framework has been developed to provide information at an individual and team level to identify areas for improvement, as well as good performance, with scrutiny and oversight by chief officer leads.

An increase in supervisory oversight now means all crime types are reviewed to improve standards of investigation. Furthermore, enhanced supervisory oversight for all domestic abuse incidents has seen improvements in outcomes for victims.

Future investigative capability is reviewed and planned to ensure resources are able to meet predicted future demand.

Cut drug use and the crime that is a consequence		Cutting Crime	
	Threshold	2017/18	2018/19
75. Monitor the number of offenders given a conditional caution referred to substance abuse intervention <sup>8</sup>	Monitor	131	78

### Cutting Drug Use

Operation Red Kite, implemented by Gateshead Neighbourhood team, tackled the supply of class A drugs, with the aim of reducing drug related deaths in Gateshead. Over 40 warrants were executed and a number of vulnerable people, who are either in the supply chain or have been part of the purchasing community were identified. Safeguarding and support has been provided to these individuals by multi-agencies.

Officers in Sunderland worked in partnership with drug workers from Wear Recovery to tackle drug misuse within Mowbray Park.

Operation Murus was a multi-agency response to tackle an increase in drug use and homelessness in Byker. Drug suppliers were identified, four drug dealers received custodial sentences and four closure orders were secured.

Operation Arrow is a multi-agency operations concerned with tackling drug abuse within Newcastle City Centre. Officers worked alongside the local authority to manage offenders through pre-defined pathways of support and intervention.

Central Drugs Alliance brings together agencies from both Newcastle and Gateshead to discuss ways of reducing the harm caused by drug misuse and disrupt the supply of drugs. This has been achieved through effective information sharing, resulting in increased actionable intelligence and all key agencies involved in the process having an understanding of each of their responsibilities.

The Blue Light Programme is a multi-agency response to vulnerability in South Shields. The programme looks to address issues caused by alcohol and drug addiction, with input from Police, Social Services, Health, Mental Health, Housing, addiction programmes and charities. The programme has enabled each organisation to understand what the other can provide.

Concerns regarding drug use in North Shields town centre were addressed with officers patrolling with drug workers from North Tyneside Recovery Partnership. A mobile police station was used to encourage drug users to engage with support services.

Operation Akitu was aimed at tackling drug activity and obtaining intelligence on drug activity between Morpeth and Alnwick. The operation identified key individuals and disruption opportunities through the police, housing, probation and partners.

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Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide				Community Confidence
	Threshold	2017/18	2018/19	
76. Percentage of people who believe the police do a good or excellent job in their neighbourhood (4,000 surveyed annually)	85% and above	85% ● +/- 1.1	81% ● +/- 1.3	
77. Percentage of people who feel safe in their local area (4,000 surveyed annually)	95% and above	97% ● +/- 0.4	96% ● +/- 0.6	
78. Percentage of people who believe that the level of visibility in their neighbourhood is about right (4,000 surveyed annually)	55% and above	54% ● +/- 1.5	47% ● +/- 1.6	
Percentage of hate crime victims satisfied with the policing response provided: (300 surveys completed per annum)				
79. Initial contact	95% and above	97% ● +/- 2.0	96% ● +/- 2.2	
80. Response time	90% and above	88% ● +/- 3.6	90% ● +/- 3.2	
81. Action taken	90% and above	83% ● +/- 3.9	84% ● +/- 3.8	
82. Follow-up	90% and above	75% ● +/- 4.9	74% ● +/- 5.5	
83. Treatment	95% and above	92% ● +/- 2.8	95% ● +/- 2.2	
84. Whole experience	90% and above	82% ● +/- 3.9	84% ● +/- 3.8	

Whilst there have been some local reductions in public confidence in policing (measures 76-78), Northumbria Police is placed first of the 43 forces in England and Wales for “police deal with community priorities” and “can be relied upon to be there when needed” (measured December 2018) and has the highest results compared to most similar forces for seven of the eight national measures of public confidence.

The percentage of people who believe the level of visibility is ‘about right’ has continued to show a statistical reduction, from 54% to 47% (measure 78). Most residents feel that a police presence would act as a deterrent or reassurance rather than be needed in response to a specific problem. This is supported by the high perceptions of community safety (measure 77). Survey results are routinely shared with Neighbourhood Teams and Community Safety Partners who use the information as a common platform to understand community concerns.

Recorded hate crime has increased by 6% in 2018-19 compared to 2017-18; with largest numbers of hate crime being racist. While increases in hate crime nationally have been driven by improvements in crime recording, there has been spikes in hate crime following certain events such as the EU Referendum and the terrorist attacks in 2017 (Home Office Report ‘Hate Crime, England and Wales, 2017/18’).

	2017-18	2018-19	Change	
Racial	1679	1747	+68	+4%
Faith	231	223	-8	-3%
Sexual Orientation	280	371	+91	+33%
Transgender	57	70	+13	+23%
Disability	292	269	-23	-8%
<b>Total hate crime</b>	<b>2539</b>	<b>2680</b>	<b>+141</b>	<b>+6%</b>

As a result of focused activity by Northumbria Police, hate crime satisfaction has shown an increase from 82% to 84% (measure 84). Satisfaction with response time, actions taken, and treatment have also improved. Follow up contact remains an area for improvement at 74%, specifically providing updates throughout the lifespan of the investigation.

The Force's Hate Crime Action Plan included a number of actions which have been implemented throughout the year, including:

- A corporate approach to the management of hate crime with oversight provided by Community Engagement Teams (CET), who now receive Continuous Professional Development (CPD) to identify and share best practice.
- CETs proactively building relationships with hard to reach groups to increase reporting and help develop a better understanding of hate crime. Recognition has been achieved nationally with a #No2H8 award.
- Guidance regarding investigation of hate crime has been provided to all frontline supervisors during the Raising Investigative Standards training programme.
- Best Practice has been identified within the Force as part of a regional peer review and the Force is leading on the development of a hate crime training package on behalf of the region.
- Several high profile hate crime events were arranged by Northumbria Police.
- Hate Crime Tension Monitoring groups have been established alongside local authorities and other stakeholders.
- Continued roll-out of Work Place Hate Crime Champions.

The following strategic objectives will be implemented in 2019/20 which seek to address any areas of performance concern:

- **Service Delivery** – focus on the ‘victim’s journey’ from initial contact until resolution.
- **Victim Support** – identify and improve any gaps in service provision and ensure focus on victims throughout the criminal justice system.
- **Criminal Justice** – continue to work alongside criminal justice partners to increase disposal and prosecution rates.
- **National Plans** – Ensure continued focus on areas identified by national plans, a focus on hate crime within NTE and Public Transport.
- **Demand** – understand current and future demand alongside partners.

All activity will be monitored at Chief Officer or Director level and through the Prevention and Deterrence Operational Delivery Group.

Northumbria Police is a Top 100 Employer in the Stonewall Workplace Equality Index and a Stonewall Diversity Champion. This demonstrates that Northumbria Police is seen to be championing the needs of those who are LGBT. It also demonstrates the ongoing commitment to increasing trust and confidence amongst the wider LGBT community.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response			Community Confidence
	Threshold	2017/18	2018/19
85. Percentage of victims that have confidence to report further crime in the future (2,400 surveyed annually, introduced October 2017)	90% and above	91% ● +/- 1.8	92% ● +/- 1.1
86. Percentage of people who feel that cyber-crime is a very or fairly big problem (4,000 surveyed annually)	Monitor	94% +/- 0.9	93% +/- 0.9
87. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (4,000 surveyed annually)	Monitor	81% +/- 1.3	87% +/- 1.1
88. Percentage of people who feel that exploitation is a very or fairly big problem (4,000 surveyed annually)	Monitor	62% +/- 2.6	66% +/- 2.2
89. Perceptions of road safety, including drink driving and use of mobile phones (4,000 surveyed annually)	Monitor	84% +/- 1.2	83% +/- 1.2

## Cybercrime and Fraud

A dedicated domestic abuse cyber stalking and harassment team has been created by the OPCC and Northumbria Police, working with Wearside Women in Need in response to evolving digital threats to victims of domestic abuse. The pilot, made possible due to Home Office funding is currently developing multi-agency domestic abuse cyber stalking and harassment training for safeguarding partners and officers throughout Northumbria.

In September 2018, Northumbria received UCKAS ISO 17025 accreditation for the Imaging of Hard Disk Drives and other media. The Digital Forensic Unit are preparing to extend the scope of their capabilities to cover Mobile Devices and Computers along with CCTV enhancement. Digital Evidence Suites usage has been significant throughout the year with 8,200 mobile devices interrogated over the last 12 months and hundreds of hours of court ready video evidence produced.

Collaboration with the CPS has improved and streamlined forensic reports are now more complete, potentially reducing queries raised by CPS Lawyers.

Two coordinated weeks of action against online child sexual abuse and exploitation took place in June and September 2018 under Operation Capparis. These two weeks were part of national proactive engagement by UK police forces and the National Crime Agency. A total of 533 warrants were executed, resulting in 250 arrests this resulted in 294 children being safeguarded.

The Force Specialist Cyber Crime Team has now been established with dedicated cyber dependent resources in place who pursue offenders and protect local people and businesses from being targeted and victimised. All victims of cyber-dependent fraud receive advice from the specialist cyber team.

The cyber volunteers continue to work with businesses in respect of penetration testing (cyber attacker-simulated testing) and vulnerability assessments (identifying and prioritising cyber security issues) on local business cyber security systems. Over 60 assessments have been completed which has led to significant vulnerabilities being identified and rectified. It is anticipated the demand will rise significantly for this service when other businesses recognise the benefits. Northumbria Police and the regional NERSOU unit were finalists for 2019 International Digital Investigation & Intelligence Awards for "Exceptional Work in the Prevention of Cyber Crime category".

Operation Signature (supporting vulnerable victims of cyber-crime and fraud) has now been live across the force for over a year. Between January 2018 and December 2018, 687 victims were visited as part of the Operation Signature process and provided with protect advice, significantly improving the forces service delivery to potentially vulnerable victims of fraud and preventing further victimisation and offences.

It has now been two years since the commencement of the Banking Protocol. Since its inception Northumbria Police has responded to 236 incidents; 130 victims who might not have come to our attention earlier were subject to adult concern reports and the value of transactions halted is £1,596,077.

## **Effective Roads Policing**

Road safety perceptions are high (measure 89), with 83% of the public thinking roads are safe in their local area. The use of mobile phones is the biggest public concern (57%), followed by speeding and dangerous driving (44%), and drink driving (8%).

Northumbria Police Motor Patrols has conducted a number of road safety campaigns, including an insurance enforcement week in November 2018 and a Christmas Drink and Drug Drive campaign which ran throughout December 2018.

The Christmas initiative was accompanied with a comprehensive social media campaign to ensure that key messages are distributed to a wide audience. Known offenders continue to be targeted. In three days, 218 vehicles were stopped with 155 road side breath tests carried out.

Operation Dragoon delivered their Road Sense Common Sense presentation schools and colleges reaching over 1,000 16-18 year olds. These inputs are emotive and thought provoking with key messages in support of the fatal 4, underpinned by the OPCC priorities. There has also been a similar input to 500 members of the armed services at RAF Boulmer in conjunction with the Ambulance and Fire service.

Motor Patrols continue to target organised criminal use of the road network with notable successes in joint operations with the regional unit. The targeting of sexual and violent offenders continues to be a priority (identified by the MOSOVO team) by the operation Dragoon team who disrupt these offenders on the road.

## **Community Engagement**

During the last 12 months there has been a real focus on how Northumbria Police adapts to better engage with the public it serves. A campaign calendar has been delivered in conjunction with the OPCC which develops, executes and evaluates campaigns which can demonstrate the impact on the community.

Following feedback received from our communities, the Force has re-structured its social media presence (including reducing and renaming the corporate Twitter accounts from 72 to 6 main accounts). The feedback received was that there were too many accounts and communities found it difficult to know which to follow.

Northumbria Police has launched a new website which supports a variety of digital services including detailed advice and information and providing online forms, such as reporting a crime, supplying us with information or sending us dashcam footage. As part of this, Web Chat is available through the website and allows members of the public to speak directly with an operator at a time and place that is convenient for them. We have had positive feedback from users, particularly sexual abuse or domestic violence victims, who had previously not felt able to contact us through the traditional methods.

The Force has re-invigorated its major engagement events to build closer relationships with its communities. One example is the Christmas Carol event which had previously been held at a church and was moved to a school, attended by local primary schools who performed and also designed the Force calendar for the next 12 months. Another example was opening up a category in our annual Pride Awards for the public to pick the winner. The Pride Awards showcase the outstanding work carried out by our officers, staff and volunteers. The winners of category selected for the public vote was PC James Desmond for his 10 year service in protecting staff and service users within St Nicholas Hospital, Gosforth.

The Force is developing a new Engagement Strategy. The strategy will strengthen our delivery against the priorities within the Police and Crime Plan. Through increased understanding of our communities and wider engagement with the public in the areas where we need to target the most, we will be able to demonstrate the impact on public trust and confidence.

This approach will provide a strategic direction to how we deliver engagement activity. It will shape how, when, where and who we will engage based on our understanding of communities. This will help direct our engagement priorities for our organisation.

## Improve the complaints process, reduce appeals and increase satisfaction with how complaints against the force are managed

## Community Confidence

	Threshold	2017/18	2018/19
Monitor level and type of allegations			
90. Incivility, impoliteness or intolerance	35 or below per month	372 allegations ● 31 per month	374 allegations ● 31 per month
91. Other assault	20 or below per month	202 allegations ● 17 per month	188 allegations ● 16 per month
92. Other neglect or failure in duty	67 or below per month	693 allegations ● 58 per month	980 allegations ● 82 per month
Appeals made and upheld			
93. Percentage of appeals made	Monitor	21% 160 appeals	17% 119 appeals
94. Percentage of appeals upheld - Overall	32% or below	20% ● 46 upheld	27% ● 43 upheld
95. Percentage of appeals upheld - Force investigated	13% to 23%	18% ● 14 upheld	6% ● 2 upheld
96. Percentage of appeals upheld - Force locally resolved	9% to 14%	8% ● 2 upheld	10% ● 2 upheld
97. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	21% to 39%	26% ● 10 upheld	55% ● 17 upheld
98. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	22% to 38%	30% ● 20 upheld	35% ● 20 upheld
99. Number of live complaints being managed (as at 31 March)	210 or below	192 ●	221 ●

### Complaint Allegations

The allegation, 'Other neglect or failure in duty' remains the top recorded allegation type (28%) and it has increased compared to the same point in 2017 (23%), taking it closer to the average Most Similar Force (MSF) and national proportions (both 41%). This is due to ongoing improved recording practices from both the 'Other irregularity in procedure' and 'other' categories. Analysis of new allegations received since the last reporting period continue to show that the majority of complaints result from an early belief that a crime investigation has been inadequate and that officers have failed to fully investigate or keep the victim updated.

Managing individual's expectations and not providing clear explanations regarding what action will or will not be taken and why is a clear trend and also linked to victim's satisfaction around action taken and follow up. The triage team resolve at source a large proportion of this complaint category.

The allegation trends and contributory factors are regularly shared and discussed at dedicated meetings and through training sessions to officers.

'Incivility, impoliteness and intolerance' is the second most common allegation type (12%) recorded for Northumbria Police. It is consistent with the same period in 2017 (13%) and comparable to the MSF average (14%) and the national average (12%).

'Other assault' is the third highest recorded allegation type (10%) for Northumbria Police. There has been a 15% reduction in comparison to the same period in 2017 for this category. The figure remains a little higher than the MSF average (8%) and the national average (7%). It is apparent that the application of handcuffs

during arrest remains a significant factor in allegations of this nature. This trend has been highlighted through to officers during their Officer Safety Training and improvement is monitored at the Confidence and Standards Board.

## **Police Integrity Reforms**

A revised structure and operating model for the Professional Standards Department has agreed to ensure that it is fit for purpose and able to meet future pressures and emerging demands brought about by public expectations and legislative changes that will impact on complaints, appeals and misconduct.

A Standards & Performance Section of PSD is now responsible for complaints management, appeals administration, quality assurance, vetting and policy compliance. The section ensures processes and practices are of a high quality, are public focused and in line with national standards.

The section is also responsible for driving improvement via learning, awareness and engagement with internal and external stakeholders in order to improve public service.

A working group has been established comprising of stakeholders from across the organisation. The purpose of the group is to progress appropriate elements of the Police and Integrity reforms that are not reliant on legislative amendments and ensure a smooth transition in respect of all future changes. It will be a particular focus of the group to ensure effective future organisational learning and the effective influencing of behaviour through analysis of complaint investigations. The progress of the working group will be reported to Confidence and Standards Board.

## **Timeliness**

The percentage of complaint cases recorded within 10 days within Northumbria Police (April to December 2018) is 97%, which is higher than the same period in the previous financial year the MSG and the national average which are all 89%.

The average number of days to finalise allegations by local resolution or local investigation within Northumbria Police is lower than both the MSG and national average.

## **IOPC Appeal rates**

The year to date IOPC Data (April to December 2018) rate for Northumbria Police (65%) is higher than both the MSG average (43%) and the national average (38%). The figures include seven complaints linked to one incident in 2013 and have had a notable impact on performance data. The exclusion of these appeals would bring the figures in line with the national average.

The year to date (April to December 2018) IOPC Data for non-recording upheld appeals is at 27% which is lower than the same period in the previous financial year (39%) and lower than both the MSF (40%) and national averages (35%). In Q3 of 2018/19 (1 October to 31 December 2018) there were 10 valid IOPC non recording appeals, of which five (50%) were upheld (mainly partially upheld), which is higher than previous reporting periods. The financial year to date (April 2018 to March 2019) figure for Northumbria Police is (35%); however, that is lower than the MSG average (40%) and the same as the national average (35%).

## **Methodology**

Statistical results that are highlighted in green or red denote a positive or negative change. Uncoloured measures relate to either no change, or a change that could be deemed as both positive and negative (for example an increase in recorded sexual offences). Statistically significant changes should be used as a starting point in considering the meaning and significance of the change. In other word, a significant statistical reduction does not necessarily necessitate an organisational response, but should be used in context with other evidence to inform decision making.

All survey results include a confidence interval (e.g. +/- 1.2%) which is a margin of error in the sample when representing the greater population from which the sample was drawn. For example, a 90% satisfaction result from a sample with a confidence interval of 1% means that the result within the whole population that is being represented could fall anywhere between 89% and 91% (one percent either way).

## **MSG – Most Similar Group of Forces**

Northumbria Police is considered by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) to be most similar to the following forces:

- South Wales Police
- West Yorkshire Police
- Lancashire Police
- South Yorkshire Police
- Humberside Police
- Gwent Police
- Cleveland Police

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## Appendix 1: Recorded crime by local authority area

Sunderland	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	32,359	33,379	+1,020 + 3%	121.3	125.5	7
Violence against the person	9,342	10,022	+ 680 + 7%	36.6	44.0	5
Violence against the person - With injury	2,616	2,559	- 57 - 2%	8.9	13.3	2
Violence against the person - Without injury	6,726	7,463	+ 737 + 11%	27.7	30.7	7
Other violence	384	464	+ 80 + 21%	1.6	2.5	2
Harassment & assault	6,342	6,999	+ 657 + 10%	26.1	28.2	7
Robbery	135	139	+ 4 + 3%	0.5	1.4	2
Sexual offences	858	953	+ 95 + 11%	3.4	3.8	7
Rape	322	340	+ 18 + 6%	1.3	1.4	6
Other serious sexual offences	357	430	+ 73 + 20%	1.5	1.5	10
Other sexual offences	179	183	+ 4 + 2%	0.6	0.8	4
Vehicle crime	1,949	1,901	- 48 - 2%	7.2	9.1	6
Criminal damage	5,293	5,360	+ 67 + 1%	19.3	16.9	13
Burglary	1,891	1,897	+ 6 + 0%	7.0	8.5	5
Theft and handling	7,226	6,749	- 477 - 7%	24.2	23.1	11
Shoplifting	2,877	2,852	- 25 - 1%	10.1	9.2	11
Theft from the person	207	224	+ 17 + 8%	0.9	1.1	9
Theft of a pedal cycle	336	340	+ 4 + 1%	1.2	1.3	7
Other theft and handling	3,806	3,333	- 473 - 12%	12.1	11.4	12
Drug crime	491	518	+ 27 + 5%	1.9	2.6	5
Fraud and forgery	47	75	+ 28 + 60%	0.3	0.2	13
Public disorder	4,742	5,343	+ 601 + 13%	19.3	14.3	13
Miscellaneous crime	385	422	+ 37 + 10%	1.5	1.7	7

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
Hate Crime	513	434	-79 -15%	341	296	-45 -13%	46	42	-4 -9%	68	55	-13 -19%	11	5	-6 -55%	47	36	-11 -23%

South Tyneside	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	15,047	16,156	+1,109 + 7%	107.8	118.3	5
Violence against the person	4,891	5,382	+ 491 + 10%	35.8	40.5	5
Violence against the person - With injury	1,282	1,342	+ 60 + 5%	9.0	12.1	3
Violence against the person - Without injury	3,609	4,040	+ 431 + 12%	26.8	28.4	5
Other violence	202	260	+ 58 + 29%	1.6	2.4	5
Harassment & assault	3,407	3,780	+ 373 + 11%	25.2	26.0	6
Robbery	59	52	- 7 - 12%	0.4	1.6	1
Sexual offences	463	494	+ 31 + 7%	3.2	3.4	7
Rape	160	193	+ 33 + 21%	1.2	1.3	7
Other serious sexual offences	225	197	- 28 - 12%	1.3	1.4	7
Other sexual offences	78	104	+ 26 + 33%	0.7	0.7	7
Vehicle crime	707	710	+ 3 + 0%	4.6	9.5	1
Criminal damage	2,631	2,657	+ 26 + 1%	17.9	15.9	11
Burglary	734	756	+ 22 + 3%	5.0	9.1	1
Theft and handling	2,896	3,137	+ 241 + 8%	21.0	21.6	10
Shoplifting	1,172	1,334	+ 162 + 14%	8.8	9.1	11
Theft from the person	80	84	+ 4 + 5%	0.7	0.9	3
Theft of a pedal cycle	199	205	+ 6 + 3%	1.3	1.1	11
Other theft and handling	1,445	1,514	+ 69 + 5%	10.2	10.5	7
Drug crime	256	243	- 13 - 5%	1.7	2.4	3
Fraud and forgery	33	22	- 11 - 33%	0.1	0.1	11
Public disorder	2,199	2,493	+ 294 + 13%	16.7	12.6	10
Miscellaneous crime	178	210	+ 32 + 18%	1.5	1.6	5

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
Hate Crime	225	176	-49 -22%	142	107	-35 -25%	18	11	-7 -39%	27	21	-6 -22%	5	11	+6 +120%	33	26	-7 -21%

Gateshead	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	20,543	21,432	+ 889 + 4%	106.4	118.8	5
Violence against the person	5,793	6,531	+ 738 + 13%	32.4	42.1	2
Violence against the person - With injury	1,581	1,759	+ 178 + 11%	8.7	12.1	1
Violence against the person - Without injury	4,212	4,772	+ 560 + 13%	23.8	30.0	3
Other violence	294	353	+ 59 + 20%	1.8	2.1	8
Harassment & assault	3,918	4,419	+ 501 + 13%	22.0	27.9	2
Robbery	122	122	+ 0 + 0%	0.6	1.3	3
Sexual offences	654	649	- 5 - 1%	3.1	3.6	3
Rape	246	230	- 16 - 7%	1.2	1.3	5
Other serious sexual offences	263	296	+ 33 + 13%	1.4	1.5	6
Other sexual offences	145	123	- 22 - 15%	0.6	0.8	2
Vehicle crime	1,278	1,399	+ 121 + 9%	6.6	8.2	4
Criminal damage	3,490	3,272	- 218 - 6%	16.3	16.6	7
Burglary	1,402	1,294	- 108 - 8%	6.5	8.0	4
Theft and handling	4,433	4,379	- 54 - 1%	21.6	21.2	10
Shoplifting	1,865	1,734	- 131 - 7%	8.3	8.9	9
Theft from the person	137	134	- 3 - 2%	0.8	1.0	7
Theft of a pedal cycle	185	164	- 21 - 11%	0.8	1.1	6
Other theft and handling	2,246	2,347	+ 101 + 4%	11.8	10.2	13
Drug crime	366	455	+ 89 + 24%	2.2	2.5	7
Fraud and forgery	45	42	- 3 - 7%	0.2	0.1	12
Public disorder	2,699	2,972	+ 273 + 10%	15.1	13.4	9
Miscellaneous crime	261	317	+ 56 + 21%	1.6	1.7	9

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
	340	411	+71 +21%	216	239	+23 +11%	59	73	+14 +24%	28	42	+14 +50%	6	10	+4 +67%	31	47	+16 +52%

North Tyneside	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	18,901	20,886	+1,985 + 11%	102.2	97.7	11
Violence against the person	5,886	6,659	+ 773 + 13%	32.7	32.9	9
Violence against the person - With injury	1,599	1,595	- 4 - 0%	7.8	10.2	1
Violence against the person - Without injury	4,287	5,064	+ 777 + 18%	24.9	22.7	10
Other violence	302	367	+ 65 + 22%	1.8	1.7	9
Harassment & assault	3,985	4,697	+ 712 + 18%	23.2	21.0	10
Robbery	94	91	- 3 - 3%	0.4	1.1	1
Sexual offences	526	623	+ 97 + 18%	3.1	2.9	11
Rape	216	242	+ 26 + 12%	1.3	1.1	13
Other serious sexual offences	209	243	+ 34 + 16%	1.2	1.2	7
Other sexual offences	101	138	+ 37 + 37%	0.7	0.6	11
Vehicle crime	886	1,042	+ 156 + 18%	5.0	7.6	2
Criminal damage	3,093	2,991	- 102 - 3%	14.6	12.8	13
Burglary	1,078	1,117	+ 39 + 4%	5.4	7.0	2
Theft and handling	3,891	4,225	+ 334 + 9%	20.6	19.8	9
Shoplifting	1,701	1,877	+ 176 + 10%	8.9	8.4	11
Theft from the person	91	97	+ 6 + 7%	0.6	1.0	2
Theft of a pedal cycle	249	278	+ 29 + 12%	1.3	1.7	8
Other theft and handling	1,850	1,973	+ 123 + 7%	9.8	8.6	14
Drug crime	273	329	+ 56 + 21%	1.6	2.7	3
Fraud and forgery	34	35	+ 1 + 3%	0.2	0.1	12
Public disorder	2,903	3,508	+ 605 + 21%	17.3	9.2	15
Miscellaneous crime	237	266	+ 29 + 12%	1.3	1.4	6

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
	289	284	-5 -2%	182	107	-75 -41%	21	11	-10 -48%	32	21	-11 -34%	5	11	+6 +120%	49	26	-23 -47%

Newcastle	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	40,432	43,334	+2,902 + 7%	146.8	121.8	13
Violence against the person	11,022	12,322	+1,300 + 12%	41.6	38.9	9
Violence against the person - With injury	3,524	3,824	+ 300 + 9%	12.6	12.9	8
Violence against the person - Without injury	7,498	8,498	+1,000 + 13%	29.0	26.0	9
Other violence	602	773	+ 171 + 28%	2.4	2.5	7
Harassment & assault	6,896	7,725	+ 829 + 12%	26.6	23.5	9
Robbery	291	356	+ 65 + 22%	1.2	2.0	4
Sexual offences	1,226	1,421	+ 195 + 16%	4.8	3.9	13
Rape	498	585	+ 87 + 17%	2.0	1.5	14
Other serious sexual offences	560	632	+ 72 + 13%	2.1	1.6	15
Other sexual offences	168	204	+ 36 + 21%	0.6	0.8	6
Vehicle crime	1,977	2,212	+ 235 + 12%	7.3	9.1	5
Criminal damage	5,713	5,848	+ 135 + 2%	19.6	14.3	14
Burglary	2,332	2,341	+ 9 + 0%	8.0	8.9	6
Theft and handling	10,987	11,128	+ 141 + 1%	37.6	26.9	15
Shoplifting	4,722	4,523	- 199 - 4%	15.3	10.4	14
Theft from the person	767	792	+ 25 + 3%	2.9	2.5	12
Theft of a pedal cycle	945	834	- 111 - 12%	2.6	2.9	7
Other theft and handling	4,553	4,979	+ 426 + 9%	16.8	11.1	14
Drug crime	1,123	1,331	+ 208 + 19%	4.6	3.7	12
Fraud and forgery	90	109	+ 19 + 21%	0.4	0.2	14
Public disorder	5,265	5,764	+ 499 + 9%	19.8	12.1	14
Miscellaneous crime	406	502	+ 96 + 24%	1.8	1.8	8

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
Hate Crime	953	1121	+168 +18%	669	801	+132 +20%	79	71	-8 -10%	94	132	+38 +40%	27	26	-1 -4%	84	91	+7 +8%

Northumberland	2017-18	2018-19	Change compared to 2017/18 average	Comparison with most similar CSP		Rank 1 = fewest crimes 15 = most crimes
				Per 1,000 population	MSG (CSP) average	
Total crime	24,788	25,644	+ 856 + 3%	81.7	69.3	12
Violence against the person	7,877	8,396	+ 519 + 7%	26.5	25.4	9
Violence against the person - With injury	2,333	2,344	+ 11 + 0%	7.2	8.6	4
Violence against the person - Without injury	5,544	6,052	+ 508 + 9%	19.3	16.8	12
Other violence	318	364	+ 46 + 14%	1.1	1.2	7
Harassment & assault	5,226	5,688	+ 462 + 9%	18.2	15.6	12
Robbery	72	94	+ 22 + 31%	0.3	0.3	6
Sexual offences	753	842	+ 89 + 12%	2.8	2.6	12
Rape	250	276	+ 26 + 10%	0.9	0.8	13
Other serious sexual offences	355	391	+ 36 + 10%	1.3	1.1	12
Other sexual offences	148	175	+ 27 + 18%	0.6	0.6	8
Vehicle crime	1,172	1,347	+ 175 + 15%	4.4	3.5	12
Criminal damage	4,559	4,145	- 414 - 9%	13.3	10.1	15
Burglary	1,821	1,709	- 112 - 6%	5.5	4.7	12
Theft and handling	4,701	4,837	+ 136 + 3%	15.3	13.7	12
Shoplifting	1,768	1,981	+ 213 + 12%	6.1	5.9	12
Theft from the person	90	102	+ 12 + 13%	0.4	0.4	9
Theft of a pedal cycle	249	219	- 30 - 12%	0.7	0.9	8
Other theft and handling	2,594	2,535	- 59 - 2%	8.0	6.5	13
Drug crime	337	362	+ 25 + 7%	1.1	2.1	1
Fraud and forgery	86	82	- 4 - 5%	0.2	0.2	14
Public disorder	3,060	3,463	+ 403 + 13%	11.2	5.5	15
Miscellaneous crime	350	367	+ 17 + 5%	1.2	1.2	7

Note – Comparison with most similar CSP relates to the period 12 months to February 2019

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change	17/18	18/19	Change
	222	262	+40 +18%	129	139	+10 +8%	8	16	+8 +100%	31	66	+35 +113%	3	5	+2 +67%	51	36	-15 -29%



**REPORT TO THE POLICE AND CRIME PANEL**

**4 JUNE 2019**

**REPORT OF THE CHIEF OF STAFF AND MONITORING OFFICER**

**COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER ANNUAL  
REPORT – APRIL 2018 TO MARCH 2019**

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**1. Purpose of the Report**

- 1.1 To provide the Police and Crime panel with the annual report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2018 and March 2019.

**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 Office for Police Complaints (IOPC).
- 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. This annual report therefore provides a full list of all complaints received between April 2018 and March 2019, none of which were upheld. It is worth the Panel noting that in some cases complainants are historic and correspondence has been taking place for a number of years.

<b>Received</b>	<b>Nature of Complaint</b>	<b>Recorded / Action Taken</b>
2nd May 2018	<p>The Complainant wrote to the Chief Constable, stating that he was complaining about him. The Chief Constable referred the matter to the PCC, as by law it is only the PCC who can deal with such matters.</p> <p>The Complainant disagreed with this action and said that the PCC should never have dealt with the matter as it was a complaint to the Chief Constable.</p>	<p>The complaint was not upheld as it was correctly forwarded to the PCC. The Police and Crime Act 2017 states that all expressions of dissatisfaction are regarded as complaints. The complainant was made aware of the legislation and the reasons behind the decisions taken.</p> <p><b>Not upheld</b></p>
20 <sup>th</sup> August 2018	<p>The Complainant wrote to the Deputy Chief Constable, raising a number of concerns regarding an investigation. The Complainant asserted that there was collusion between Northumbria Police, the PCC and other parties and the evidence was being sourced against the complainant.</p>	<p>The Chief of Staff requested that the Deputy Chief Constable address these concerns and he reported back that there was no evidence or information to support the complainant's allegations.</p> <p><b>Not Upheld</b></p>
19 <sup>th</sup> September 2018	<p>The Complainant referred a complaint to the Home Office which was directed back to the Chief of Staff in her role as Monitoring Officer for the Police and Crime Panel. The complainant made many complaints about various people, electoral fraud and allegations about various people. At face value there are a number of expressions of dissatisfaction, however in relation to the PCC, the complainant merely makes comments about his views about the Commissioner</p>	<p>A response to the complainant has been sent advising him that the complaint has not been upheld and that if he believes any crime has been committed that he should report it to the police.</p> <p><b>Not Upheld</b></p>

	and does not provide any substantive complaint.	
30 <sup>th</sup> January 2019	The complainant has made numerous complaints about Northumbria Police's handling of reported crimes. The complaint about the PCC was that she has ignored forensic experts in relation to investigation.	A response to the complainant has been sent advising that the complaint has not been upheld as the Commissioner is not involved in the investigation of any crime.  <b>Not upheld.</b>
6 <sup>th</sup> March 2019	The complainant alleged that the PCC did not deal with his Subject Access Review (SAR) in a timely manner.	The complainant was informed that due to the vast size of his request, and further subsequent requests it was not possible to meet the deadline.  It was clear that the SAR would fall outside of the legal timeframe. The complainant was advised of this and the reasons for the delay on many occasions.  <b>Not upheld.</b>

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