



# ***NORTHUMBRIA POLICE AND CRIME PANEL AGENDA***

**Tuesday, 10 September 2019 at 2.00 pm at the Gateshead Civic Centre**

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From the Clerk, Sheena Ramsey

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Item	Business
1.	<b>Apologies</b>
2.	<b>Minutes</b> (Pages 3 - 8)  The Panel is asked to approve the minutes of the last meeting held on 30 July 2019 (attached).
3.	<b>Appointment of Independent Members</b> (Pages 9 - 10)  Report of the Clerk to the Panel (attached).
4.	<b>Themed Report - Rape and Serious Sexual Offences</b> (Pages 11 - 14)  Report of Northumbria Police (attached).
5.	<b>Feedback from National and Regional Events</b>  Members are asked to give feedback on issues relevant to the Panel.
6.	<b>Police and Crime Commissioner - Progress Report/Key issues in the next Quarter</b> (Pages 15 - 22)  Report of the PCC (attached).
7.	<b>Delivery of the Police and Crime Plan - April - June 2019: Thresholds and Performance</b> (Pages 23 - 42)  Report of the PCC (attached).
8.	<b>Complaints Against the Police and Crime Commissioner - July to August 2019</b> (Pages 43 - 44)  Report of the Chief of Staff and Monitoring Officer (attached).

**9. | Date and Time of the Next Meeting**

Tuesday, 10 December 2019 at 2.00pm in Gateshead Civic Centre

Contact: Brian Wilson, Tel: 0191 4332145, Date: E mail: [brianwilson@gaeshead.gov.uk](mailto:brianwilson@gaeshead.gov.uk)



## NORTHUMBRIA POLICE AND CRIME PANEL

30 July 2019

### PRESENT:

<b>Sunderland City Council</b>	Councillor M Mordey (In the Chair)
<b>Gateshead Council</b>	Councillors S Hawkins
<b>Newcastle City Council</b>	Councillors C Penny-Evans and K Webster
<b>North Tyneside Council</b>	Councillors J Mole and T Mulvenna
<b>Northumberland County Council</b>	Councillors R Moore and J Riddle
<b>South Tyneside Council</b>	Councillors A Strike and J Welsh
<b>Independent Co-opted Member</b>	Mr S Isaacson

### ALSO IN ATTENDANCE:

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

K McGuinness	- Police and Crime Commissioner for Northumbria
R Durham	- Chief of Staff
M Tait	- Chief Finance Officer
D Felton	- Temporary Assistant Chief Constable, Northumbria Police

#### Gateshead Council

S Ramsey	- Chief Executive
M Aynsley	- Democratic Services

**APOLOGIES:** Councillors A Douglas (Gateshead Council), D MacKnight (Sunderland City Council) and Mrs J Guy (Independent Member)

### 13. MINUTES

- RESOLVED -
- (i) That the minutes of the last meeting held on 4 June 2019 be approved as a correct record.
  - (ii) That an update be given at the next meeting on the contributions from the constituent authorities towards the annual subscription for the National Association of Police Fire and Crime Panels.

#### **14. WELCOME AND INTRODUCTION OF THE NEW POLICE AND CRIME COMMISSIONER FOR NORTHUMBRIA**

The Panel welcomed the new Police and Crime Commissioner, Kim McGuinness, to her first meeting of the Panel. The PCC stated that although she had been in office for only seven days her first week had been very busy. She had met the Chief Constable on two occasions and had been listening to the views of local people. She added that her approach would be to work with people in the local area and in partnership with the local authorities. She anticipated that this would be the start of good working relationships with all of these and that together a real difference would be achieved.

The PCC would be open and transparent with the Panel and she hoped that members would be able to help support her work as PCC.

The Chair advised members that this was a good opportunity to consider the future approach of the Panel. He hoped that members would be able to support the PCC and assist the PCC with the development of her priorities.

The PCC indicated that she was open to a more discussion led approach to the Panel's business and, in particular, consideration of the themed reports.

RESOLVED - That the information be noted.

#### **15. THEMED REPORT – RAISING INVESTIGATIVE STANDARDS**

Temporary Assistant Chief Constable David Felton gave an update on the Raising Investigative Standards (RIS) Programme, including why the RIS work was initiated, an overview of the main activity undertaken within the programme and progress to date.

A member asked whether there were any mechanisms in place to free up more specialist support 24/7 for vulnerable people. The Panel was advised that a lot of work was being undertaken on this area and this would be linked to demand.

Another member enquired about support for people with mental health issues who commit crimes. The Panel was informed that mental health triage work was undertaken which deployed mental health specialists to ensure these individuals were directed to the appropriate services.

The PCC stated that there were too many cases where emergency services had to deal with people with mental health issues rather than them being dealt with by the appropriate services. She had already raised this matter with the Chief Constable and discussions needed to take place with other sectors to ensure that these individuals were moved away from Police intervention and towards the services which could provide the necessary help and support.

The PCC was asked about possible involvement with Health and Wellbeing Boards. She indicated that this was an issue she intended to raise with the Boards in each local authority area.

The Panel asked to be kept informed of the development of the RIS work.

- RESOLVED - (i) That the information be noted.
- (ii) That a further report be presented to the Panel meeting in December on the new operating model for RIS.

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

The Panel received an update from Councillor Welsh on her attendance at the Annual Police and Crime Panels Workshop on 11 July and the National Association of Police, Fire and Crime Panels (NAPFCP) meeting held the same day.

Councillor Welsh had just received the following papers and it was agreed that these should be circulated to Panel members:

- Minutes of the NAPFCP meeting held on 11 July 2019
- A paper on 'Police and Crime Panels – What Are They All About'
- A letter to the Policing Minister from the Chair of the NAPFCP

The PCC advised members that guidance had been issued by the Local Government Association for Police and Crime Panels on Policing and Fire Governance. It was also agreed that this document would also be circulated to members.

RESOLVED – That the above documents be circulated to all members of the Panel.

## **17. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – QUARTERLY ANNUAL REPORT APRIL TO JUNE 2019**

In accordance with the agreed procedure, an update report about the complaints and purported complaints against the PCC and every conduct matter recorded by the Monitoring Officer between April and June 2018 was submitted.

RESOLVED - That the information be noted.

## **18. STATEMENTS OF ACCOUNTS 2018/19 AND THE EXTERNAL AUDITORS CONCLUSIONS**

The 2018/19 Statement of Accounts were to be published on 31 July 2019 along with the External Auditor's Completion Report and opinion. They were prepared in line with the CIPFA Code of Practice on Local Authority Accounting in the United Kingdom 2018/19 and in accordance with International Financial Reporting Standards.

The 2018/19 revenue budget was approved at £266.245m based upon:

- Increases in pay and prices of £7.500m; budget pressures of £2.900m and an increase in capital financing costs of £0.100m.
- Budget savings of £6.700m in 2018/19.

- A balanced budget with no planned use of reserves.
- An increase of £12 on the Council Tax precept in 2018/19.

The PCC delegated a budget of £256.801m to the Chief Constable for 2018/19 to enable the discharge of the activities under his control. The outturn position against the Chief Constable's revenue budget was £254.022m, reflecting an underspend of £2.779m.

The 2018/19 approved budget for the Office of the Police and Crime Commissioner was £2.061m, which included £0.750m for the Commissioner's Community Fund. The overall outturn position is £1.764m, an underspend of £0.297m.

The 2018/19 capital financing budget, which is under the PCC's direction, was £7.383m, comprising interest on borrowing and investments and the minimum revenue provision for repayment of borrowing. The outturn position of £7.022m reflected an underspend of £0.361m, primarily due to a reduction in planned capital spend, securing improved interest rates on new long-term borrowing, and additional investment income received due to the base rate increase in August 2018.

The PCC incurs expenditure on capital related items, including acquisition of fixed assets, building alterations, information and communications technology, vehicles and other major items of plant and equipment. The total capital investment for 2017/18 was £7.351m.

The General Reserves are a key strategic resource to assist with the management of the MTFs and meet unexpected costs. At 31 March 2019, the General Reserves were £9.728m, subject to any final changes as a result of the statutory audit. Based on the outturn, the PCC will be able to maintain the General Reserves at a level above the 2% minimum (£5.000m) threshold, in accordance with the reserves policy. Thus, enabling them to continue to support the MTFs as intended.

Regulations require public bodies to produce an Annual Governance Statement (AGS) that provides an assessment of the adequacy of the governance arrangements and their effectiveness. This separate statement accompanies the Statement of Account for each body. The PCC and Chief Constable Governance Monitoring Group have undertaken a review of the governance and internal control arrangements and have prepared an AGS for each body. These were reported to, and scrutinised by, the Joint Independent Audit Committee on 22 July 2019 and subsequently authorised by the PCC and Chief Constable. The process did not identify any weaknesses in the governance arrangements.

The audit of the Statements of Accounts and Annual Governance Statements for both the PCC and Chief Constable is now complete. The external auditor Mazars has issued an unqualified opinion, without modification, on both the Statements of Accounts. The unqualified Value for Money conclusion also confirms that both organisations have made proper arrangements to secure economy, efficiency and effectiveness in their use of resources.

- RESOLVED -
- (i) That the preparation of the 2018/19 Statements of Accounts and Annual Governance Statements be noted.
  - (ii) That the 2018/19 financial outturn position be noted.

- (iii) That the arrangements for the scrutiny and certification, leading to the publication of the final Statements of Accounts by 31 July 2019 be noted.
- (iv) That the issuing of an unqualified opinion, without modification on the Statements of Accounts and Value for Money assessments for both the PCC and Chief Constable be noted.

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

Tuesday, 10 September 2019 at 2.00pm in Gateshead Civic Centre

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## **NORTHUMBRIA POLICE AND CRIME PANEL**

### **PANEL MEETING ON 10 SEPTEMBER 2020**

#### **SUBJECT – APPOINTMENT OF INDEPENDENT MEMBERS**

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

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

- 1.1 The Panel is asked to consider the process for the appointment of the Panel's two Independent Members.

### **2. Background**

- 2.1 The terms of office of the Panel's current independent members comes to an end on 7 May 2020. One of the independent members, Shlomi Isaacson, has indicated that he intends to retire with effect from today's meeting.
- 2.2 The process for selecting independent members is determined by each individual Panel.

### **3. Proposal**

- 3.1 It is proposed that an advert be placed in the local press seeking applicants for these positions. All of the constituent councils would also be requested to place the advert on their websites. It is also suggested that each council should be asked to circulate the advert to relevant partners, organisations and individuals who might be interested in applying for the positions.
- 3.2 It is further proposed that the Clerk should be authorised, following consultation with the Chair and Vice Chair, to finalise the timetable for the appointment process. It is also suggested that the Chair, Vice Chair and another member of the Panel should form a Group to shortlist the applicants and to undertake the subsequent interviews. The Group will then recommend its preferred candidates for appointment to the Panel which will make the final decision.
- 3.3 All members of the Panel will be kept up to date with progress during the appointment process.

### **4. Recommendation**

- 4.1 The Panel is asked to approve the process outlined above and to receive a progress report at its next meeting.

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## POLICE AND CRIME PANEL

10<sup>TH</sup> SEPTEMBER 2019

### REPORT OF ASSISTANT CHIEF CONSTABLE RACHEL BACON, CITIZEN FOCUS - PRESENTED BY DETECTIVE CHIEF INSPECTOR CLAIRE WHEATLEY

## RAPE AND SERIOUS SEXUAL OFFENCES

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### 1. PURPOSE

- 1.1 The purpose of this report is to describe the performance of Northumbria Police in relation to Rape and Serious Sexual Offence (RaSSO) investigations. Significant activity has been undertaken leading to demonstrable improvements which are highlighted in the performance data. Future plans to ensure continued improvement are outlined.

### 2. BACKGROUND

#### PERFORMANCE

- 2.1 The Police and Crime plan and Violence against Women and Girls Strategy both highlight that preventing violence and abuse, the provision of services, effective partnership working, the pursuit of offenders and protecting the vulnerable are our main priorities. Vulnerability with a focus on prevention sits at the heart of the Force's 2025 strategy.
- 2.2 A summary of the most recent RaSSO (Rape and Serious Sexual Offences) performance is shown below and is reported on the relevant sections of the RaSSO improvement plan.
- 2.3 RaSSO volumes have increased (see table at 2.5) and are above the national average. Northumbria Police has improved Rape charge rates overall since September 2018 (5.8% to 6.5%) and is above the national figure for charge rates (national: 4.5%) and report to conviction rate (Northumbria: 3.4%, national 2.9%). Whilst there had been an increase in the conviction rate, this has reduced in recent months (currently 53%) and the Force is below the national position (63.8%). The average time between charge and trial is at least one year, therefore many of the cases where work has been undertaken to improve investigative standards have not yet reached trial. Onward monitoring of the conviction rate will be required to ensure that this improves.
- 2.4 The comparison to national average rates helps to positively set the current performance achievements within realistic comparators due to the changes in crime recording and prosecution rates.

#### DEMAND CHALLENGES

- 2.5 Since 2015, sexual offences have increased by 95%. More recently there has been a 23% increase in the current year compared to the 12 months to July 2017, however in the most recent 12 months to July 2019 there has been a small decrease overall of -1% (see table at

2.5). This reduction has been mainly due to a decrease in Rape offences in the first four months of 2019/20 in comparison to the same period in 2018/19.

	Rape	Sexual offences (excl rape)	All SO
12 months to July 2017	1,429	2,420	3,849
12 months to July 2018	1,825	2,958	4,783
12 months to July 2019	1,713	3,006	4,719
Change on 12 months to July 2017	20%	24%	23%
Change on 12 months to July 2018	-6%	2%	-1%

- 2.6 This currently equates to 1.2 Rape crimes per 1,000 population and the force remains the 4<sup>th</sup> highest nationally (based on 12 months to June 2019). The Force Management Statement (FMS) predicts a further 7% increase in demand per annum.
- 2.7 Despite the unprecedented increase in demand in relation to RaSSO, Northumbria Police have improved performance and working in partnership with a range of agencies to prevent sexual abuse, ensure the earliest identification and best possible support for victims, to enable them to cope and recover and to ensure perpetrators are held to account for their actions, which will result in improved criminal justice outcomes.

#### **ACTIVITY UNDERTAKEN**

- 2.8 A number of measures have been introduced to improve performance which is overseen by Assistant Chief Constable, Citizen Focus:
- Movement of Police Officers into Safeguarding to assist with increasing demand;
  - Recruitment of Police Staff Investigators (PSI) PIP Level 2 into Safeguarding to assist with increasing demand;
  - Improved partnership working with the Crown Prosecution to improve efficiency of processes, understanding of roles, and quality of evidence;
  - Improved partnership working in the development of Rape Scrutiny Panels and the sharing of valuable recommendations;
  - The development of Rape Victim Survey and the use of finding to improve service delivery;
  - Visits conducted to well performing police forces to improve Northumbria Police practice;
  - Improved understanding of victim pathways and partnership working with Victims First Northumbria (VFN) to provide increased support to victims;
  - Development of the multi-agency victim teams and the interface between the victim teams and Independent Sexual Violence Advisors (ISVA's) to ensure improved support for RaSSO victims;
  - Repeat victim analysis for assessment resulting in improved safety planning of vulnerable victims;
  - Review of the Multi-Agency Risk Assessment Conference process to assist in supporting domestic related RaSSO offences;
  - The introduction of key wording in the recording of RaSSO, Modus operandi (MO's) to allow a meaningful analysis to improve understanding of demand;
  - Repeat perpetrator analysis for assessment to assist in multi-agency prevention and disruption opportunities;
  - Increased management of sex offenders by neighbourhood teams;
  - Raising investigative standards programme aimed at all front line officers and detectives;

- Appointed staff within the Safeguarding Strategic Team dedicated to identifying individual and organisational learning to improve Northumbria Police's response to RaSSO offences from point of contact throughout the Criminal Justice process.

## **PRIORITY AREAS FOR 2019/2020**

2.9 There are six key areas for focus in 2019/2020 that have been identified through the analysis of rape and serious sexual offences reported to the Police, victim feedback, performance reviews, rape scrutiny panel findings, internal reviews and review of national strategies and reports. The key focus areas are:

### **Victims**

**Ensure partnership working is in place to ensure the support offered to those who have experienced sexual violence is effective and sustainable.**

- To work with partners to reduce the volume of victims who do not support prosecution.
- To increase Police Officer and Police Staff understanding of VCoP (Victims Code of Practice).
- To consider the feedback from victim satisfaction reports and address areas for development.
- To improve service delivery by working with partners and utilising rape survey findings.

**To continue to and improve the service and support to vulnerable and complex people at risk of sexual exploitation, abuse and for those involved in sex work.**

- To work with Changing Lives and designated liaison officers to support the safety of women and girls.
- To understand the needs of complex victims.
- To increase awareness of sexual violence with alcohol and drug agencies.

### **People**

**Staff are equipped to tackle sexual violence and support/ maximise partnerships.**

- To work with partners to identify and address improvements throughout victims pathway.
- To have a clear understanding of rape crime and to utilise the analysis to understand issues such as victim attrition.
- To develop a clearer understanding of performance and the prevalence of sexual violence.
- To ensure that there are manageable caseloads for officers working in Safeguarding.
- To provide Police Officers and staff with continuous professional development in investigations covering aspects of the investigation from initial report to court.

### **Partners**

**Work with partners to increase awareness of sexual violence within the community.**

- To increase collaboration with agencies to promote awareness of sexual violence and improve awareness in vulnerable and hard to reach groups.
- Continue working with LSCB to ensure that sexual violence is a priority for schools and colleges. To ensure that children and young people are being informed of safe and healthy relationships and increase disclosures and referrals by schools to Police.

## **Criminal Justice Outcomes**

**To identify priority areas and work jointly with Criminal Justice agencies to improve Criminal Justice outcomes.**

- To ensure all investigators follow standard investigation procedures – Raising investigation standards and policy procedures.
- To ensure appropriate supervision of RaSSO investigations which drive the investigative strategy.
- To continue partnership work with the CPS to allow early identification and the resolution of issues, and to increase the number of appropriate challenges to ensure more cases result in the right outcome.
- To work with the CPS to provide training to Police to improve knowledge and understanding of disclosure and third party material.

## **Targeting Offenders**

**To work with agencies to develop a process to identify individuals that pose a high risk of sexual harm and are non-convicted in order to share information with agencies to help manage risk.**

- To work with agencies to improve information sharing to identify perpetrators at the earliest possible stage.



**Report to Police and Crime Panel – September 2019.**

Welcome to my latest report for members of the Police and Crime Panel. I have endeavoured to provide a mixture of the work I have been doing as well as my community engagement work – I hope this format will generate discussion and I will get a better understanding of the particular interests that members have. I will be referring to police data, but if you would like to read the comprehensive performance data it can be found on my website at [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk) under the Police and Crime Plan section.

**Police Funding: Home Secretary.**

Following the Prime Minister’s announcement that there will be 20,000 new police officers on the streets of England and Wales, I contacted the Home Secretary to ask how much funding Northumbria would secure, when it would be available and how many new police officers are to be committed to our force.

Since 2010, Northumbria’s budget has been cut by more than 30%, which has resulted in 1,106 less police officers – so you will appreciate why I am keen to get the information from government to start recruiting.

I have also sought a commitment from the Home Secretary that the cost of the new police officers does not fall to hard working council tax payers through the police precept. The government must ensure that the next Comprehensive Spending Review includes the full costs of these police officers. After a decade of austerity and uncertainty, the Home Secretary must not move the cost of these new police officers from central government to council tax payers.

Whatever number of officers we are allocated, we can start the recruitment immediately. I want local people recruited as these are the people who know our communities well and are proud to serve the region they live in. In addition to this, I will be looking at our spending commitments to see how many police officers we can add **on top** of what is being allocated through the Home Office.

I will continue to keep panel members updated on this matter.



MIND – Washington



Belsay – Northumberland



VFN – North Tyneside

### Tackling Hate Crime.

One of my pledges during the election campaign was to take a zero tolerance stance in relation to hate crime.

I recently met with the Community Engagement team to discuss putting my pledge in to action. To build a picture around the work already happening on hate crime and to see how it is tackled I spoke with officers and staff whose role it is to engage and communicate directly with communities.



It is vital that communities feel heard and have the confidence to report any incident of hate crime. I will not tolerate someone facing abuse because of who they are – it is totally unacceptable. Victims need to feel reassured that they are being listened to and that police and partners are doing everything possible to tackle the issues they are faced with. Hate crime can have a devastating effect on victims, and I will stand together with Northumbria Police, our partners and the community to stop this type of prejudice.

Meeting with officers and staff today has been incredibly beneficial in helping me understand where we currently stand in the fight against hate crime, and how we can proactively move forward to build confidence in victims, prevent further incidents and ensuring those responsible are brought to justice.

We also work closely with Victims First Northumbria and other partners to provide help for victims throughout the criminal justice process and beyond to ensure they are fully supported. I will continue to encourage all victims of hate crime to report any incidents to police directly or to a local support service.

Hate crime will not be tolerated in Northumbria – I'm here to make sure of it. I will continue to work with our partners including Paul Giannasi, (National Police Hate Crime Advisor) Citizens UK and the Law Commission to tackle these issues.

### Delivering for Northumbria.

Part of my role is to ensure that the Chief Constable delivers the Police and Crime plan. This is the document that determines the priorities of the force, but more importantly is set by the public. In addition to this, I have included the promises that I made to local residents when I was elected as Police and Crime Commissioner in July 2019.



I meet with Chief Constable Winton Keenen on a regular basis. At our meetings we discuss force performance, local and national issues and it is an opportunity for me to focus thinking on the delivery of the Police and Crime Plan.

Our police officers and staff do a great job, but I know we can be even better than we are. I want us to be an outstanding force, the Chief Constable shares my vision and we are committed to delivering improvements. Local residents are rightly proud of their police force and together 'Team Northumbria' will improve further.

### **Violence Reduction Unit (VRU)**

The Home Office recently announced funding for Violence Reduction Units and I was pleased £1.6 million was secured for Northumbria.

Whilst this money is welcome, it must be remembered how such problems in part came about. Nine years of sustained austerity and cuts from central government have stripped away vital public services and violent crime has risen as a result. The Northumbria VRU will support our police officers to deal with violent crime on the ground. We know that the police can't tackle this on their own. We need to work with local authorities, health, housing, charities and a range of others to tackle the real causes of violent crime and get to the root causes.

The benefits to communities and the criminal justice system of addressing health inequality and deprivation and improving people's lives to reduce crime are proven to work. This funding will allow us to kick start this work, to bring the right partners together and we will set out clearly what needs to be done – ranging from addressing the chronic lack of youth provision and early years intervention through schemes like Sure Start, to tackling drugs and alcohol and social issues that cause people to commit violent crime.

The funding is available until March 2020, when the programme will be concluded. I am determined that the Northumbria VRU will be a success, however, it is disappointing that the Government have only committed to this programme until March 2020- money has to be spent and programmes delivered and completed by then. We can't arrest our way out of the complex issues that lead to violent crime, we need a long term programme that addresses the causes and provides solutions, and this can't happen in just nine months. I hope government will show continued support for this proven method of preventing crime by announcing a long term funding strategy for this initiative so we can make a real difference, not just this year or next but for this generation and the next generation of young people. That's the right thing to do.

We are currently in the process of recruiting experienced staff to set up and establish the VRU, this will ensure that we have the right people in post, delivering a service that will make a difference in every community of Northumbria – from rural Northumberland to our towns and cities.

### **Northumbria Police – seeing the work they do first hand.**

I recently visited the communications team at Northumbria Police – these are the people who deal with all 101 and 999 calls. When you consider the stressful environment they work in, the job they do is amazing.

The empathy and compassion the team give to callers is second to none. If you would like to see the work our call handlers do when dealing with emergency calls, let me know and I will facilitate a visit.

**Commissioners Community Fund.**

Over the last few weeks I have been visiting groups across the Northumbria Force area who were awarded funding from my Commissioners Community Fund to tackle hate crime and support mental health services.

One of the groups I visited was the Sunderland Bangladesh Centre who received a £2,000 grant to support their ongoing work in the local community tackling hate crime.

I also met with staff and youngsters at Wooler Drop in Centre for Young People, they provide a range of services for younger members of the community.

The photographs to the side of this article are just a small range of the groups I visited. It was great to see first-hand how local community groups are making a real difference across Northumbria.

Whether it was Sunderland or Wooler and everywhere in-between, it was so rewarding to see local people making a positive difference in their community. By coming together we achieve so much. The Commissioner’s Community Fund may only award small grants, it makes such a difference. We know in our region, people look out for their neighbours and these projects focus on tackling hate crime, reducing anti-social behaviour and making sure residents feel safer and more secure, which is crucial.

I’ll certainly be staying in touch with all the groups awarded funding. The Commissioner’s Community Fund awards grants to neighbourhoods and communities across Wearside, Tyneside and Northumberland who run activities or projects that support tackling hate crime, reducing anti-social behaviour and increasing community confidence. Details of all grants awarded can be found at [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)



**Wooler Drop-In – Northumberland**



**Age Concern – South Tyneside**



**Sporting Chance – Newcastle**



**Peace of Mind – Gateshead**



**Bangladesh Centre – Sunderland**



**North Tyneside Disability Forum**

### **Scrutiny Performance.**

Every month I meet with the Chief Constable and relevant senior officers to discuss the performance of the force.

At our August meeting we focused on performance for quarter one of 2019 / 2020. The areas that we focused on included –

- Domestic and Sexual Abuse
- Putting Victims First
- Effective Criminal Justice System
- Reducing Anti-Social Behaviour
- Cutting Crime
- Community Confidence

There is much the Force is doing well at and you can read more on my website under Police and Crime Plan. At our meeting I focused on the 101 system. I want to make sure it is working for local residents. The wait times at peak periods are too long for my liking. When you need to contact the police I want local people to get the most appropriate response that meets their needs and situation.

Tackling anti-social behaviour remains an important issue, whilst they may not be affected by it, they want to know action will follow if they report such crimes. I will continue to monitor how Northumbria Police tackle reports of ASB and how they link in with local authorities to provide a seamless partnership approach.

We also discussed custody arrangements in the force, focusing on the treatment and conditions of those detained. The work of our independent custody visitors is invaluable in supporting my drive to ensure those in custody are treated with dignity and respect.

No-one should be a victim of crime simply because of who they are. Taking a zero tolerance stance to hate crime is a priority and I will be monitoring closely how the force deal with such crimes.

Other areas of discussion included ensuring that the approach taken by Northumbria Police to make sure people with mental health problems receive the extra support they need, and where appropriate they are given healthcare support.

I will continue to robustly challenge Northumbria Police to ensure they continue to deliver the needs of local residents. Where they get it right, I will offer congratulations and ensure we continue to deliver at that level, where Northumbria Police fall short I will expect to see a plan put in place to change standards and for the Chief Constable to keep me updated regularly.

### **Priorities for the next quarter.**

- Establishing the Violence Reduction Unit and appointing key staff.
- Working with partners, including local authorities, health and education in developing the vision and priorities of the Violence Reduction Unit.
- The final changes relating to legislation of how complaints are dealt with should receive Royal Assent over the winter and the changes will be introduced January / February 2020. The major change for the Office of the Police and Crime Commissioner will be that the responsible for dealing with appeals that were previously dealt with by the Chief Constable, will come to the OPCC.
- Recruitment of the new police officers following the announcement by the Prime Minister of 20,000 new police officers. At the time of writing this report, we are awaiting the numbers / finances allocated to Northumbria. It is important to note, that in addition to this, locally we continue to recruit new officers above and beyond the government announcement.
- Preparing for the Comprehensive Spending Review announcement, which will come towards the end of the year and will influence the police precept for Northumbria.
- Continuing to engage with local communities to hear their views on policing in Northumbria – what works well and what could be improved.
- Increased focus on crimes affecting rural communities and businesses.
- Reviewing the Late Night Levy to ensure what the funding is spent on is relevant to partners (Newcastle Council and the venues which pay the Late Night Levy).

### **Keeping in contact:**

I have committed to keeping partners and constituents updated about by work by producing a monthly newsletter. This will be emailed to people and uploaded on my website.

It is always good to hear your thoughts at panel meetings, if you would like to contact me between panel meetings, I can be contacted the following ways –

**Email** – [kim.mcguinness@northumbria-pcc.gov.uk](mailto:kim.mcguinness@northumbria-pcc.gov.uk)

**Twitter** - @northumbriapcc

**Facebook** – KiMcGuinness

**Telephone** – 0191 221 9800.

## **Out and About**

Since the last Police and Crime Panel meeting, I have met the following groups / visits. It's always good to hear first-hand from local residents what the police are doing well, and where improvements could be made. I would like to thank all the people I met for the warm welcome I was given:

- **Visit to Victims First Northumbria, North Tyneside.**
- Met with wildlife police officer Lee Davison, Northumberland.
- **Visit to local businesses in Wooler, Northumberland.**
- Meeting police officers and staff to see first-hand the work they undertake in various departments across the Force.
- **Sunderland, Newcastle and Northumberland. Meeting with Paul Giannasi, (National Police Hate Crime Advisory), Newcastle.**
- Catch up with Show Racism the Red Card team, Newcastle.
- **Celebrating the 40<sup>th</sup> Anniversary of North East Chinese Association, Newcastle.**
- Visit to Sunderland Bangladeshi Centre, Sunderland.
- **Meeting with staff and volunteers from MIND Washington, Sunderland.**
- Catch up meetings with the Chief Constable, North Tyneside.
- **Attended the formal opening of new play area at HMP Northumberland, Northumberland.**
- Visit to Wooler's Young Peoples drop in centre, Northumberland.
- **Met with Cyber Volunteers at Byker Police Station, Newcastle.**
- Visit to Hexham Police Station, Northumberland.
- **Presentation of laptops to Foundation Futures in Byker, Newcastle.**
- Catch up with North Tyneside Disability Forum members, North Tyneside.
- **Meeting with representatives from the Crown Prosecution Service, Force wide.**
- Visit to Sporting Chance, Cowgate.
- **Visit to Peace of Mind, Gateshead.**
- Met with the team at ACTS, South Tyneside.
- **Meeting with Chief Fire Officer Chris Lowther.**
- CoCo Charity event, Newcastle.
- **Meeting with Linda Bush of Youth Justice Board, Force wide.**
- Newcastle United Kicks Project, Wallsend.
- **Meeting Police Federation members at Whickham Police Station, Gateshead.**
- Meeting with Police Unison Members (Force wide).
- **Operation Encompass update, North Tyneside.**
- Walkabout of the Sunderland night time economy, Sunderland.

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# POLICE & CRIME PLAN

## QUARTERLY PERFORMANCE REPORT

Building Safer Communities and Effective  
Justice

Quarter 1, 2019/20

## Domestic and Sexual Abuse

### Key points

- Increasing reported domestic abuse incidents.
- High domestic abuse satisfaction.

Pages 2 to 3

## Putting Victims First

### Key points

- Recent deterioration in 101 calls answered and time taken to answer.
- Improved quality of call handling.
- Time taken to attend incidents, particularly grade 2.
- Reducing volume crime victim satisfaction with action taken and follow up.

Pages 4 to 7

## Effective Criminal Justice System

### Key points

- Improving post-charge failure rate.
- Rape charge and conviction rate below agreed thresholds improvement plan now in place.
- Domestic Abuse charge and conviction rate below agreed thresholds and improvement plan now in place.

Pages 8 to 10

## Reducing Anti-Social Behaviour

### Key points

- Increasing community perceptions of ASB.
- Seasonal increase in ASB.
- Reducing ASB satisfaction

Pages 11 to 12

## Cutting Crime

### Key points

- Activity against serious and organised crime and drug supply.
- Slight reduction in crimes related to the Night Time Economy, and high perceptions of safety.
- Range of activity to raise investigative standards.

Pages 13 to 15

## Community Confidence

### Key points

- Reduction in community confidence, but safety perception remains high.
- Hate crime – follow-up and action taken satisfaction is a focus for improvement.
- Recent increase in allegations of Other neglect or failure in duty.

Pages 16 to 18

A reduction in sexual and domestic abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
1. Recorded sexual offences	Monitor	1,319 14 per day	1,211 13 per day	1,170 13 per day	1,219 14 per day	1,200 13 per day	4,743 13 per day	4,800 13 per day
2. Recorded domestic abuse incidents	Monitor	8,766 96 per day	9,294 101 per day	9,200 100 per day	9,017 100 per day	9,261 102 per day	34,104 93 per day	36,772 101 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	43% 3,474 repeat victims	43% 3,506 repeat victims	42% 3,578 repeat victims	43% 3,447 repeat victims	42% 3,699 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	9% 255 repeat victims	9% 249 repeat victims	9% 260 repeat victims	9% 258 repeat victims	9% 264 repeat victims

	Threshold	Rolling 12 month data to...			12 months to...	
		April 2018	July 2018	October 2018	January 2018	January 2019
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders <sup>1</sup>	New measure	75% (141/188)	69% (123/179)	70% (136/195)	71% (138/194)	70% (137/197)

<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, Gravity, and Frequency of their offending to give an indication of the current level of harm caused, also taking into account the number of victims offended against.

**Sexual Offences**

The number of sexual offences recorded remains consistent in the 12 months to June 2019 compared the 12 months to June 2018 at 13 per day (measure 1). Represented as a rate per 1,000 population, the Force recorded the 7th highest sexual offence rate in England and Wales during the 12 months to March 2019 and the 4th highest for rape.

All victims reporting two or more sexual offences are risk assessed and reviewed by safeguarding specialists to ensure interventions and referrals to support agencies have been undertaken.

In response to predicted increases in both domestic and sexual abuse reporting, Northumbria Police has planned investment in its investigative capacity, including initial investment of Police Staff Investigators.

**Rape Victim Survey**

For the 12 months to June 2019, satisfaction amongst victims of rape with the overall service provided is 89%.

Recent feedback from victims to improve the service provided includes responding to the report sooner or keeping the victim updated on when a response will be, as well as keeping victims more up to date with the investigation.

Positive feedback from victims of rape included officers putting the victim at ease and explaining everything clearly.

**Domestic Abuse (DA)**

During the 12 months to June 2019, the Force responded to an average of 101 reports about DA each day, this is an increase from an average of 93 per day during the 12 months to June 2018 (measure 2); equating to an increase of 8%.

The Domestic Abuse Improvement Plan and the Rape and Serious Sexual Offence Improvement Plan have been developed to improve both the victim experience and criminal justice outcomes. They are discussed in more detail in the Effective Criminal Justice Section.

**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 January 2019, 197 subjects were discharged from MATAC. After six months of being discharged the level of DA offending is assessed using the RFG score. Of the 197, the offending score is lower for 70% (137 offenders).

The project funding for the Barnardo’s programmes came to an end at the end of March 2019. From August 2019, all local authorities will be funding the main Barnardo’s Domestic Abuse prevention programmes. Funding is in place for 12 months for the 1:1 programmes linked to MATAC perpetrators.

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	Rolling 12 month data to...			12 months to...		
		September 2018	December 2018	March 2019	June 2018	June 2019	
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)							
6. Initial contact	95% and above	97% ● +/- 1.6	97% ● +/- 1.6	98% ● +/- 1.3	96% ● +/- 1.7	99% ● +/- 0.9	
7. Response time	90% and above	91% ● +/- 2.4	92% ● +/- 2.3	92% ● +/- 2.4	91% ● +/- 2.4	92% ● +/- 2.3	
8. Action taken	90% and above	88% ● +/- 2.6	88% ● +/- 2.6	89% ● +/- 2.6	87% ● +/- 2.7	89% ● +/- 2.6	
9. Follow-up	90% and above	87% ● +/- 2.8	87% ● +/- 2.7	89% ● +/- 2.6	85% ● +/- 3.0	87% ● +/- 2.8	
10. Treatment	95% and above	95% ● +/- 1.7	94% ● +/- 1.7	95% ● +/- 1.8	94% ● +/- 1.8	95% ● +/- 1.7	
11. Whole experience	90% and above	92% ● +/- 2.1	92% ● +/- 2.1	92% ● +/- 2.2	92% ● +/- 2.2	91% ● +/- 2.3	
<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	94% ● +/- 1.9	94% ● +/- 1.9	96% ● +/- 1.6	93% ● +/- 2.1	95% ● +/- 1.8	
13. Percentage who felt safer following police response	Monitor	66% +/-3.9%	66% +/-3.9%	69% +/-3.9%	NA	66% +/- 4.1	

Domestic Abuse victims continue to have high levels of satisfaction with 91% satisfied, and many victims providing positive feedback about the support received from officers.

Satisfaction with the actions taken has marginally improved from 87% to 89%, as has follow-up from 85% to 87%; however, both remain

below the agreed threshold of 90%. Common reasons for dissatisfaction are: expecting a quicker response, a perceived lack of action or appropriate intervention against the offender and a lack of updates throughout the investigation. Improving follow-up satisfaction is a performance priority for the Force.

Two-thirds (66%) of DA victims felt safer following police response and confidence in reporting DA remains high at 95%.

More accurate recording of domestic and sexual abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
14. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	97% ● 35 under recorded	95% ● 61 under recorded	98% ● 28 under recorded	98% ● 27 under recorded	96% ● 47 under recorded	97% ● 164 under recorded	97% ● 162 under recorded
15. Percentage of rape offences recorded within 24 hours <i>Revised methodology from Jun-19 onwards*</i>	90% and above	89% ● 386 within 24 hours	89% ● 399 within 24 hours	88% ● 362 within 24 hours	88% ● 381 within 24 hours	90% ● 356 within 24 hours	89% ● 1,379 within 24 hours	89% ● 1,498 within 24 hours
16. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	75% ● 7 inappropriately cancelled	81% ● 6 inappropriately cancelled	92% ● 3 inappropriately cancelled	86% ● 7 inappropriately cancelled	90% ● 4 inappropriately cancelled	88% ● 12 inappropriately cancelled	88% ● 20 inappropriately cancelled

\* From June 2019, the methodology for this measure changed from reviewing all reported rapes to a 50% sample, therefore estimated volumes are used after from this date.

At 97%, NCRS compliance for sexual offences remains above the threshold (measure 14). The timeliness of recording rape offences has remained consistent with 89% recorded within 24 hours, but remains below the 90% threshold (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 20 inappropriately cancelled crimes in the 12 months to June 2019 (13 were administration errors and 7 were

non-compliant cancelling); compliance of 88% is lower than the 95% threshold (measure 16). In addition to direct feedback, guidance on the cancellation process has been provided and further training is planned.

## Putting Victims First

Improved victim satisfaction and police response (1 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
17. Attendance rate for priority 1 incidents (Urban)	<b>10 minutes</b>	14 mins 0 secs ● 71% attended within threshold	14 mins 50 secs ● 69% attended within threshold	15 mins 19 secs ● 67% attended within threshold	15 mins 39 secs ● 64% attended within threshold	15 mins 20 secs ● 66% attended within threshold	<b>13 mins 47 secs ●</b> 73% attended within threshold	<b>15 mins 15 secs ●</b> 66% attended within threshold
18. Attendance rate for priority 1 incidents (Rural)	<b>20 minutes</b>	25 mins 30 secs ● 79% attended within threshold	27 mins 43 secs ● 75% attended within threshold	27 mins 21 secs ● 77% attended within threshold	26 mins 07 secs ● 79% attended within threshold	25 mins 50 secs ● 79% attended within threshold	<b>25 mins 38 secs ●</b> 79% attended within threshold	<b>26 mins 46 secs ●</b> 77% attended within threshold
19. Attendance rate for priority 2 incidents	<b>60 minutes</b>	1 hr 37 mins ● 81% attended within threshold	2 hrs 32 mins ● 72% attended within threshold	2 hrs 24 mins ● 73% attended within threshold	2 hr 31 mins ● 71% attended within threshold	2 hr 40 mins ● 69% attended within threshold	<b>1 hr 19 min ●</b> 84% attended within threshold	<b>2 hr 33 mins ●</b> 71% attended within threshold
Percentage of calls dealt with meeting call handling standards: 2018/19 - Q2 is based on a sample of 349, 2018/19 - Q4 is based on a sample of 276, and 2019/20 - Q1 is based on a sample of 340								
20. Correct greeting and overall politeness	<b>95% and above</b>	No data	99% ●	No data	99% ●	98% ●		
21. An explanation of response was given	<b>73% and above</b>		78% ●		63% ●	59% ●		
22. All information was recorded	<b>87% and above</b>		89% ●		91% ●	95% ●		
23. Contact handler reassured the caller	<b>90% and above</b>		92% ●		92% ●	96% ●		
24. Contact handler resolved the caller's request	<b>90% and above</b>		94% ●		95% ●	99% ●		

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Attendance rates for priority 1 and 2 incidents remain an area of focus as attendance rates continue to increase. The increasing time can be largely attributed to a reduction in resource and an increase in demand.

- There has been a 9% reduction in the number of resources available to attend to incidents (officers within response) from 1,196 as at June 2018 to 1,092 as at June 2019 (full time equivalents).

- There has been a 10% increase in demand from an average of 510 priority 1 and 2 incidents per day in the 12 months to June 2018 to 563 per day in the 12 months to June 2019. This is partly through improvements in identification of vulnerability and the revision to the grading system to remove priority 3.
- Future demand of priority 1 and 2 incidents is predicted to increase by 2% annually.
- The Force's new operating model will be introduced in November 2019 and will maximise the use of resources, its impact on attendance rates will be closely monitored.

- The Force is also increasing investment in mobile technology to improve officer efficiency including greater availability of laptops and body worn video to frontline officers.

Measure 21, an explanation of response was given has reduced to 59% and is below the threshold. This reduction can be attributed to staff adjusting to considerable changes to Force processes with introduction of PIC and removal of priority 3 as well as deteriorating priority 2 attendance performance.

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
Average time to answer calls								
25. Emergency calls	<b>0 mins 10 secs</b>	0 mins 13 secs ●	0 mins 15 secs ●	0 mins 09 secs ●	0 mins 07 secs ●	0 mins 11 secs ●	<b>0 mins 16 secs ●</b>	<b>0 mins 10 secs ●</b>
26. 101 – Non-Emergency calls	<b>1 min 0 secs</b>	0 mins 42 secs ●	1 min 10 secs ●	0 mins 55 secs ●	0 mins 35 secs ●	1 min 22 secs ●	<b>1 min 23 sec ●</b>	<b>1 min 01 secs ●</b>
27. 101 – Secondary calls	<b>1 min 0 secs</b>	1 mins 21 secs ●	2 mins 12 secs ●	0 mins 37 secs ●	0 mins 28 secs ●	1 mins 22 secs ●	<b>2 min 10 secs ●</b>	<b>1 mins 21 secs ●</b>
Percentage of calls answered								
28. Emergency calls	<b>98% and above</b>	99% ● 58,645 calls	99% ● 63,895 calls	100% ● 60,509 calls	100% ● 54,988 calls	100% ● 61,958 calls	<b>97% ● 230,833 calls</b>	<b>99% ● 241,350 calls</b>
29. 101 – Non-Emergency calls	<b>90% and above</b>	95% ● 88,184 calls	89% ● 81,820 calls	91% ● 77,574 calls	95% ● 79,145 calls	88% ● 81,439 calls	<b>88% ● 336,763 calls</b>	<b>91% ● 319,978 calls</b>
30. 101 – Secondary calls	<b>90% and above</b>	90% ● 23,322 calls	82% ● 12,799 calls	89% ● 5,988 calls	95% ● 7,275 calls	82% ● 5,120 calls	<b>75% ● 76,167 calls</b>	<b>86% ● 31,182 calls*</b>

\*Please note the secondary calls have reduced in volume as the Customer Services Centre has been implemented and reduced demand

Call handling performance has improved from the position 12 months ago; with reduced average answer times and increased answer rates. However, performance in 2019/20 Q1 deteriorated compared to the previous two quarters and the comparative Q1 in 2018/19; especially for 101 calls.

Increased seasonal demand is a known risk to performance during the summer. Resources are used dynamically during busy periods to prioritise the service to 999 calls. The Force has implemented new processes to speed up flexing of contact handlers to meet these demand fluctuations. In 2019/20 Q1 performance for emergency calls improved significantly in comparison to 2018/19 Q1; despite 3,313 more emergency calls answered, the average answer time was 11

seconds compared to 13 seconds. A negative consequence of this is the impact on 101 call handling performance.

A number of process changes introduced in 2019/20 Q1 have lengthened the average call handling time from just under 7 minutes per call to 7 minutes 30 seconds.

- Staff have needed to become familiar with the revision from five priority grades to four, it is anticipated the additional call duration will gradually reduce.
- The introduction of the Primary Investigation Centre has generated demand on contact handlers to identify appropriate appointments and populate schedules.
- The introduction of the Primary Investigation Centre has also generated demand on contact handlers to identify whether

forensic opportunities exist that could be lost while awaiting a Telephone Investigation Unit (TIU) appointment.

Opportunities exist to improve performance by addressing inefficiencies in processes, reducing demand and providing alternative means of communication with the public, such as social media.

The Force is considering options for a more flexible approach to the recruitment of contact handlers and resource controllers. National benchmarking identified that all forces struggle to balance comparatively high turnover of control room staff compared to other police staff roles and significant timescales required to train contact handlers.

Improved victim satisfaction and police response (3 of 3)		Putting Victims First				
	Threshold	Rolling 12 month data (since October 2017) to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
31. Satisfaction levels for victims of crime, with a specific sample for those that are considered repeat victims	<b>New measure</b>	No data, survey commenced June 2018			N/A	<b>77%</b> +/-4.0%
<b>Percentage of crime victims satisfied with the policing response provided: (2,400 surveys completed per annum)</b> This survey was revised in August 2017 and does not include crimes resolved by the Telephone Investigation Unit.						
32. Initial contact	<b>95% and above</b>	96% ● +/- 1.0	95% ● +/-1.0	96% ● +/-0.9	<b>96% ●</b> +/- 1.1	<b>96% ●</b> +/- 1.0
33. Response time	<b>90% and above</b>	89% ● +/- 1.4	88% ● +/- 1.4	88% ● +/- 1.3	<b>90% ●</b> +/- 1.6	<b>88% ●</b> +/- 1.4
34. Action taken	<b>85% and above</b>	83% ● +/- 1.7	82% ● +/- 1.7	81% ● +/- 1.6	<b>84% ●</b> +/- 1.9	<b>80% ●</b> +/- 1.7
35. Follow-up	<b>85% and above</b>	70% ● +/- 2.6	69% ● +/- 2.6	69% ● +/- 2.6	<b>72% ●</b> +/- 2.8	<b>65% ●</b> +/- 2.8
36. Treatment	<b>90% and above</b>	94% ● +/- 1.1	94% ● +/- 1.0	94% ● +/- 1.0	<b>95% ●</b> +/- 1.5	<b>93% ●</b> +/- 1.1
37. Whole experience	<b>85% and above</b>	83% ● +/- 1.7	83% ● +/- 1.6	84% ● +/- 1.5	<b>84% ●</b> 1.8	<b>82% ●</b> +/- 1.6
<b>Percentage of victims satisfied with the Resolution Without Deployment (RWD) policing response provided: (600 surveys completed per annum)</b> A new Telephone Investigation Unit (TIU) was introduced in April 2019. This replaces the RWD survey and will be reported next quarter once a reliable sample is achieved.						
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	April 2018	April 2019
38. Action taken	<b>90% and above</b>	90% ● +/- 2.7	90% ● +/- 2.8	90% ● +/- 2.8	<b>92% ●</b> +/- 2.4	<b>89% ●</b> +/- 2.9
39. Victim thought their incident was taken seriously	<b>90% and above</b>	85% ● +/- 2.8	86% ● +/- 2.8	86% ● +/- 2.8	<b>88% ●</b> +/-2.7	<b>86% ●</b> +/- 2.8
40. Whole experience	<b>85% and above</b>	83% ● +/- 2.9	83% ● +/- 3.0	83% ● +/- 3.0	<b>85% ●</b> +/- 2.7	<b>83% ●</b> +/- 3.0

Initial findings from the repeat victim survey show that 77% of victims were satisfied with the overall service provided (measure 31). Positively, 83% of repeat victims felt their report was taken seriously and 84% were happy with police support. Feedback from victims regarding what could have been done to prevent repeat victimisation includes installing prevention equipment, such as CCTV, and more visible patrols in the affected area.

The volume crime survey provides detailed information about the victim experience. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (80% and 65% respectively; measures 34 and 35). Analysis of victim surveys identified victim experience could be improved by:

- Managing victim expectations more effectively, including when the report will be responded to and what action will be taken.
- Agreeing and recording how often, and by what means, victims would like to be updated, and keeping to the commitment.

Improving follow-up for volume crime victims is a priority for the Force, and is monitored across a number of Operation Delivery Groups.

#### Resolution Without Deployment (RWD) Satisfaction

The Telephone Investigation Unit (TIU) was introduced in April 2019, which replaces RWD and deals with a higher proportion of crime. The Primary Investigation Centre (PIC) provides a face to face /

telephone response to all incident types (and, where applicable, related crimes), where an assessment has been applied and the threat / harm/risk is low and the likelihood or reoccurrence is also assessed to be low, thus meaning that an immediate or prioritised response is not required. Results provided to April 2019 are for RWD service only. Initial satisfaction results for TIU will be reported in the next quarter.

Whole experience satisfaction (measure 40) has been decreasing since March 2017 and is currently at 83% compared to 85%, previously. Actions taken (measure 38) has also reduced, from 92% to 89%, and victims agreeing their incident was taken seriously (measure 39), from 88% to 86%.

**Victims are supported to cope and recover from their experience of crime**

**Putting Victims First**

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
41. Percentage of victims with a satisfactory needs assessment	<b>85% and above</b>	83% ● of 28,895 victims	84% ● of 28,764 victims	85% ● of 28,156 victims	86% ● of 25,584 victims	88% ● of 26,296 victims	84% ● of 110,870 victims	87% ● of 108,800 victims
42. Percentage of needs assessments completed within 48 hours.	<b>80% and above</b>	86% ● of 28,895 victims	86% ● of 28,764 victims	86% ● of 28,156 victims	89% ● of 25,584 victims	76% ● of 26,296 victims	87% ● of 110,870 victims	85% ● of 108,800 victims

The percentage of victims with a satisfactory needs assessment has improved since last year (measure 41). However, the timeliness of conducting a needs assessment has decreased (measure 42), with the most recent quarter falling below the threshold.

The introduction of the TIU has increased the number of victims spoken to through a scheduled telephone call; this is sometimes outside the 48 hour window to conduct a needs assessment. As the TIU matures and becomes more efficient, this effect is expected to lessen.

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

**Putting Victims First**

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
43. Attendance rates at incidents with vulnerable victims (priority 2)	<b>60 minutes</b>	1 hr 25 mins ● 82% attended within threshold	2 hr 12 mins ● 70% attended within threshold	2 hr 21 mins ● 71% attended within threshold	2 hr 36 mins ● 67% attended within threshold	2 hr 48 mins ● 65% attended within threshold	1 hr 13 mins ● 85% attended within threshold	2 hr 32 mins ● 68% attended within threshold
Percentage of calls dealt with meeting call handling standards: 2018/19 - Q2 is based on a sample of 349, 2018/19 - Q4 is based on a sample of 276, and 2019/20 - Q1 is based on a sample of 340								
44. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded	<b>90% and above</b>	No data	92% ●	No data	89% ●	92% ●		
45. Allocated the most appropriate response	<b>90% and above</b>		90% ●		73% ●	93% ●		

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As reported on page 4, attendance rates remain beyond the 60 minute threshold. The attendance rate to priority 2 incidents where the victim is vulnerable (measure 43) is lower than the overall attendance rate in the last two quarters (measure 19).

This is not the case for each type of incident. Reports of vulnerable missing persons receive a quicker response than non-vulnerable

missing persons; concerns for public safety and welfare receive the same response rate, irrespective of vulnerability; but vulnerable victims of crime receive a slower response than non-vulnerable victims of crime.

In 2019/20 Q1, 37% of priority 2 incidents were assigned a vulnerability marker. The profile of these incidents is different from the overall

priority 2 profile. Concerns for safety account for 24% of all priority 2 incidents, but 37% for those flagged as vulnerable. Missing person incidents account for 10% of priority 2 incidents but account for 19% of those flagged as vulnerable.

Increased number of guilty pleas at first hearing							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
46. Percentage of guilty pleas at first hearing	<b>70% and above</b>	67% ● 1,705 guilty pleas	66% ● 1,604 guilty pleas	66% ● 1,703 guilty pleas	66% ● 1,600 guilty pleas	65% ● 1,429 guilty pleas	63% ● data unavailable	66% ● 6,336 guilty pleas

The percentage of guilty pleas at first hearing (measure 46) is 66%; an improvement on the previous 12 months, but lower than the threshold of 70%.

In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance

sub-group is working with criminal justice agencies to reduce the volume of fail to appear (FTA) cases.

Prevention of first time and repeat offending							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
47. Appropriate use of out of court disposals where a charge is the normal outcome*	<b>Monitor</b>	54%	58%	55%	68%	61%	63%	61%

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	December 2017	December 2018
48. Monitor the number of first time entrants to the criminal justice system**	<b>Monitor</b>	2,861	2,952	2,896	2,767	2,847

\* 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.

\*\* 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.

**Out of Court Disposals (OCD)**

For the period April to June 2019, a total of 50 conditional cautions have been issued, compared to 82 conditional cautions the previous year, with 92% of offenders completing the course. The table below shows that Women’s Hub, V Aware and Alcohol/Drugs Triage continue to be the best performing pathways.

**Compliance Rates:** Finalised during April to June 2019

Women’s Hub	100% (+15%)
Veterans	None finalised
ABC Course	None finalised
Triage – Alcohol/Drugs	91% (+26%)
V Aware – (interactive programme)	83% (no change)
Unpaid Work	None issued
<b>Force</b>	<b>92% (+19%)</b>

Northumbria University has finalised an independent evaluation of the Revised Conditional Caution Framework with findings expected in the next quarter.

**First Time Entrants to the Criminal Justice System**

The number of first time entrants to the criminal justice system has increased by 3% over the past 12 months. Seven forces have reported an increase, but the overall national trend is a reduction (-10%). The rate per 1,000 population is 2<sup>nd</sup> highest in the Force’s Most Similar Group (MSG), and 9<sup>th</sup> highest nationally.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
49. Percentage of post-charge failures	<b>32% and below</b>	33% ● 453 failures	33% ● 478 failures	32% ● 394 failures	29% ● 359 failures	30% ● 320 failures	No data, data only available since September 2017	<b>31% ●</b> 1,551 failures

	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
Charge rate for:								
50. Rape	<b>9% and above</b>	5% ● 23 charges	5% ● 24 charges	10% ● 44 charges	7% ● 28 charges	5% ● 22 charges	<b>6% ●</b> 114 charges	<b>7% ●</b> 118 charges national charge rate: 4%
51. Sexual offences	<b>12% and above</b>	7% ● 57 charges	11% ● 79 charges	10% ● 76 charges	8% ● 67 charges	7% ● 60 charges	<b>10% ●</b> 283 charges	<b>9% ●</b> 282 charges national charge rate: 8%
52. Domestic abuse	<b>22% and above</b>	14% ● 861 charges	13% ● 875 charges	11% ● 756 charges	12% ● 860 charges	12% ● 798 charges	<b>13% ●</b> 3,215 charges	<b>12% ●</b> 3,289 charges national charge rate: 15%

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
Conviction rate for:*						
53. Rape	<b>58% and above</b>	58% ●	60% ●	59% ●	<b>58% ●</b>	<b>53% ●</b> national conviction rate: 64%
54. Sexual offences	<b>83% and above</b>	81% ●	84% ●	84% ●	<b>82% ●</b>	<b>85% ●</b> national conviction rate: 82%
55. Domestic abuse	<b>76% and above</b>	70% ●	70% ●	71% ●	<b>71% ●</b>	<b>71% ●</b> national conviction rate: 77%
Report to conviction rate for:						
56. Rape	<b>5% and above</b>	3% ●	4% ●	4% ●	<b>4% ●</b>	<b>4% ●</b>
57. Sexual offences	<b>10% and above</b>	8% ●	8% ●	8% ●	<b>8% ●</b>	<b>8% ●</b>
58. Domestic abuse	<b>17% and above</b>	9% ●	9% ●	9% ●	<b>9% ●</b>	<b>8% ●</b>

\* Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.

### Post Charge Failures

Performance data for file quality shows a post charge failure rate below the threshold for the last three quarters (measure 49).

Plans to continue to improve post charge failures continue into the next quarter and include:

- The launch of the Digital Case File application.
- Further training for sergeants.

- A process to improve Crown Court case file before review.
- Inspector briefings on file quality.

### Rape Charge Rate

The current charge rate (7%) is under the threshold of 9% and has decreased since last quarter; however Northumbria remains above the national average of 4% (measure 50). The national charge rates for rape and sexual offences have reduced over the past five years:

### National charge rates

	Rape	Sexual Offences
2013/14	21%	25%
2014/15	15%	19%
2015/16	16%	17%
2016/17	11%	14%
2017/18	7%	11%
2018/19	4%	8%

### **Domestic Abuse Charge Rate**

The reporting and recording of domestic abuse crimes has increased and the current charge rate is at 12%, which is under the threshold of 22%, the national rate of 15% and is a reduction from the previous year (measure 52).

### **Improving our Response**

Northumbria Police has Improvement Plans for Domestic Abuse and Rape and Serious Sexual Offences.

Across both domestic abuse and rape and serious sexual offences the Force is working to improve criminal justice outcomes by improving investigative standards, supervisory oversight and file quality. The Raising Investigative Standards Programme includes a focus on:

- Increasing the arrest rate.
- Improving the effective use of body worn videos and seeking more evidence led prosecutions.

- Continued close working with CPS to review referral and prosecution rates.

A key focus is understanding why victims do not always support an investigation after reporting it and at what stage the victim is likely to withdraw to see what additional support can be offered.

Rape and Serious Sexual Offences actions include:

- Increasing awareness of sexual violence in the community.
- Improving support for victims including victim pathway mapping to identify areas for increased effectiveness.
- Identifying priority areas and working jointly with criminal justice agencies to improve outcomes.
- Continuing to improve the service and support to vulnerable and complex people at risk of sexual exploitation, abuse and involvement in sex work.
- Dedicated crime and performance analysts working across both DA and Rape and Serious and Sexual offences

Further information about the Raising Investigative Standards Programme is summarised in the 'Cutting Crime' section of this report.

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

The conviction rates for rape have been consistently meeting threshold, however the most recent rate has dropped below threshold of 58% (measure 53). The conviction rates for other sexual offences have improved since last year (measures 54) and is above threshold and national average. The conviction rate for offences of domestic abuse has remained the same as last year and continues to be below the threshold (measure 55).

The successful prosecution of offenders requires an effective joined up response across the criminal justice system. Northumbria Police and CPS hold bi-monthly review panels and the Local Criminal Justice Board brings together a range of agencies.

## Reducing Anti-Social Behaviour

### Fewer victims of ASB – though we will continue to encourage reporting

### Reducing Anti-Social Behaviour

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
59. Recorded levels of anti-social behaviour incidents	<b>Monitor</b>	14,093 155 per day	13,325 145 per day	11,172 121 per day	10,871 121 per day	12,299 135 per day	<b>53,116</b> 146 per day	<b>47,667</b> 131 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
60. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	<b>15% and below</b>	16% ● +/- 1.1	17% ● +/- 1.1	17% ● +/- 1.1	<b>15%</b> ● +/- 1.0	<b>18%</b> ● +/- 1.2
61. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, commenced Sept 2017)	<b>85% and above</b>	79% ● +/- 2.1	79% ● +/- 2.2	80% ● +/- 2.2	No data, survey commenced September 2017	<b>80%</b> ● +/- 2.2
62. Percentage of victims of long term ASB who experienced no further incidents since their report (600 surveyed)	<b>50% and above</b>	47% ● +/- 3.5	46% ● +/- 3.3	47% ● +/- 3.3	<b>50%</b> ● +/- 3.8	<b>47%</b> ● +/- 3.4

The number of reported ASB incidents has decreased (measure 59). Although the number of ASB incidents in 2019/20 - Q1 is higher than the previous two quarters, this is due to the seasonal nature of ASB and is lower than the same quarter last year.

Perceptions of ASB have increased in local neighbourhoods according to local resident surveys; from 15% to 18% (measure 60), taking it above the threshold.

The majority who comment that ASB is a problem have either experienced or witnessed it themselves. Some say they are aware of it happening locally as it has happened to people they know or to a lesser degree from what they have read or heard in local news and social media.

The percentage of people experiencing no further incidents following a report of ASB (measure 62) has decreased from 50% to 47%, however, confidence in reporting (measure 61) has improved over time to 80%, but is not yet achieving the threshold of 85%.

A new approach to ASB is being piloted in Northern Area Command (North Tyneside and Northumberland), to improve the service delivered to vulnerable and repeat victims of anti-social behaviour. This launched in May 2019, and involves PCSOs reviewing all incidents to ensure the appropriate response has been provided, including a call back with the victim.

The call back will take a Vulnerable, Investigation and Problem Solving (VIP) approach which includes explaining what activity the

Neighbourhood Team are undertaking, intelligence gathering, expectation setting and other support.

A survey of victims subject to this new approach is being conducted, with results expected after September 2019 to understand the impact on victims.

**Improved satisfaction for victims of ASB**

**Reducing Anti-Social Behaviour**

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2018	June 2018	June 2019
Percentage of ASB victims satisfied with the policing response provided: (1,300 completed per annum) This is a new survey that was launched in September 2017 so there is no previous year's comparison						
63. Initial contact	90% and above	93% ● +/- 1.3	94% ● +/- 1.3	94% ● +/- 1.3	No data, survey commenced September 2017	93% ● +/- 1.4
64. Response time	90% and above	90% ● +/- 2.2	89% ● +/- 2.4	88% ● +/- 2.6		85% ● +/- 2.8
65. Action taken	85% and above	86% ● +/- 2.6	83% ● +/- 2.9	81% ● +/- 3.1		79% ● +/- 3.3
66. Follow-up	85% and above	68% ● +/- 5.1	64% ● +/- 5.6	62% ● +/- 6.3		59% ● +/- 6.6
67. Treatment	95% and above	96% ● +/- 1.4	95% ● +/- 1.6	95% ● +/- 1.7		95% ● +/- 1.7
68. Whole experience	85% and above	81% ● +/- 2.0	82% ● +/- 2.1	81% ● +/- 2.1		80% ● +/- 2.2

Providing follow-up contact remains a key area for improvement according to victim feedback (measure 66) with fewer victims satisfied with this aspect of service (59%) and further reductions seen since the last quarterly update. There has also been a general deterioration in response time and actions taken, which have caused a slight reduction in whole experience satisfaction.

Reasons for dissatisfaction include the timeliness of response, a perceived lack of action and a desire for more updates.

Safer night-time economy

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
69. Recorded crime levels in night time economy areas	<b>Monitor</b>	1,471 16 per day	1,461 16 per day	1,699 18 per day	1,429 16 per day	1,364 15 per day	<b>6,054</b> 17 per day	<b>5,953</b> 16 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
70. Perceptions of safety of those that use the night time economy (5,000 surveyed annually)	<b>Monitor</b>	90% +/- 1.9	90% +/- 1.9	89% +/- 2.0	<b>90%</b> <b>+/- 1.9</b>	<b>88%</b> <b>+/- 2.2</b>

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. Recorded crime in NTE areas has reduced by 2% from an average of 17 to 16 crimes per day (measure 69).

Perceptions of safety amongst those who use the NTE remain high, with 88% feeling safe whilst out on an evening (measure 70). Whilst this has seen a two percentage point reduction year-on-year, the change is not statistically significant.

The Force continues to collaborate effectively with partners in tackling NTE related crime and disorder. Officers work in close partnership with Street Pastors, Taxi Marshalls, North East

Ambulance Service, NE1 BID and the local authority to deliver a safe and enjoyable environment alongside licensed premises and other venues in the city. The night time levy income for the most recent period was finalised as £196,000 and this money is utilised to support street pastors, taxi marshals, the Safe Haven (alongside the NEAS support) and policing operations with a focus on visibility and prevention.

Northumbria Police is working in partnership with the local authority and universities to address licences who continue to serve alcohol to intoxicated people. Problem locations have been identified and issues resolved; the activity will continue throughout Freshers' week.

The use of new technology continues to be utilised including within education and engagement activities. A virtual reality programme takes the participant through a NTE scenario and points out vulnerability and risk which they may have missed. This is planned for use during Freshers' events and during public engagements.

Operations are also running to combat serious violence (knife crime) and drug supply within the NTE. Recent drug seizures have been valued at £130,000 and related to organised supply to the student population.

Fewer offenders, specifically those who cause the most harm to victims							Cutting Crime	
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
71. Recorded crime	<b>Monitor</b>	40,815 449 per day	40,963 445 per day	40,102 436 per day	38,475 428 per day	38,692 425 per day	<b>156,902</b> 430 per day	<b>158,232</b> 434 per day
72. Recorded crime levels based on the crime severity score published by ONS*	<b>Monitor</b>	59,774	57,737	54,525	53,114	54,287	<b>55,166</b>	<b>55,229</b>
73. Compliance with National Crime Recording Standards	<b>95% and above</b>	97% ● 1,176 under recorded	95% ● 2,086 under recorded	95% ● 2,226 under recorded	97% ● 1,031 under recorded	96% ● 1,417 under recorded	<b>97% ●</b> 5,693 under recorded	<b>96% ●</b> 6,923 under recorded
74. Percentage of crimes recorded within 24 hours**	<b>90% and above</b>	86% ● 36,225 within 24 hours	85% ● 35,540 within 24 hours	86% ● 35,884 within 24 hours	87% ● 33,914 within 24 hours	85% ● 33,247 within 24 hours	<b>86% ●</b> 140,787 within 24 hours	<b>86% ●</b> 138,585 within 24 hours

\* The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

\*\* 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.

Long term increases in total recorded crime (measure 71) and the related crime severity score (measure 72) have stopped and are starting to show small reductions. Appendices 1 and 2 show the change in recorded crime by offence type and trends.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime by asking members of the public about their experiences of crime over the last 12 months. This includes crimes that may not have been reported to the police. According to the survey, the risks of personal and household crime in Northumbria continue to reduce. The Force is second lowest in the country (8.1%) for risk of personal crime and the risk of household crime (5.3%).

**Rural Crime**

Operation Checkpoint is a multi-force operation that uses the support of other agencies and volunteers to target offenders who operate in rural areas, largely committing acquisitive crime. Using an intelligence led approach, possible offenders are proactively identified and targeted. Wildlife crime and increasing feelings of safety are also a priority in rural areas.

**Serious and Organised Crime (SOC)**

Northumbria Police tackle SOC under the 4P approach of Protect, Pursue, Prepare and Prevent.

**Protect**

Operation Sentinel is now embedded as the Force’s multi agency approach to combatting SOC, bringing partners together in

coordinating operational activity. A media campaign has been delivered to provide crime prevention advice about organised acquisitive crime to the public to inform about methods used in courier frauds.

**Pursue**

A range of activity is ongoing to pursue those involved in organised crime. Notable outcomes include six arrests in connection with Operation Hydra, tackled courier fraud which involved 109 victims and £100,000 cash. Operation Antidote saw a number of arrests in relation to ‘county lines’ drug supply activity. 93% of the local community surveyed, agreed that the police activity was effective in dealing with drug use and supply.

**Prepare**

Preparation for Brexit continues, particularly in relation to the disruption to intelligence sharing and enforcement mechanisms.

Funding has been obtained from the private sector which allows expansion of Automatic Number Plate Recognition capacity and infrastructure in Northumberland. At least 18 new cameras will be installed, funded through a variety of third party and private sector organisations including local authorities, two private residential developers, and a coalition of landowners.

**Prevent**

Diversion work continues to develop and key to this is the ‘Get Connected’ programme – which is designed to divert the siblings of

Organised Crime Group (OCG) members and their close associates who are at significant risk of being drawn into Serious Organised Crime.

The Get Connected programme has now completed five workshops attended by over 50 people from 30 Newcastle based organisations. Topics included identifying Serious and Organised Crime, Gangs, County Lines and understanding the voice of the child and adverse child experiences.

**Raising Investigative Standards (RIS)**

The ‘Raising Investigative Standards’ programme of work continues activity includes:

- The introduction of a Digital Case File .
- Training to all constables, sergeants, inspectors and relevant police staff.
- The Force has implemented the new Primary Investigation Centre which aims to improve the allocation, quality of recording, and efficiency in ensuring the most appropriate resource is allocated from the outset of a crime.
- Improvements in THRIVE assessments have increased the number of incidents which are correctly identified as vulnerable.
- Increasing the use of body worn cameras in domestic abuse incidents. As a result, use has increased from 43% to 72% as of April 2019. The volume of arrests has also increased along with victim satisfaction.

Areas for continued improvement include increased supervisory oversight following the initial response, increased recording standards, providing agreed updates to victims and a planned approach to reduce victim attrition.

Cut drug use and the crime that is a consequence							Cutting Crime	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
75. Monitor the number of offenders given a conditional caution referred to substance abuse intervention <sup>7</sup>	<b>Monitor</b>	25	17	9	13	17	<b>156*</b>	<b>56</b>

<sup>7</sup> New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

\* Conditional cautions were launched in October 2017, figures to June 2018 relate to nine months October 2017 to June 2018.

### Out of Court Disposals (OCD)

Northumbria Police continue to tackle the root cause of offending behaviour by using conditional cautions where appropriate. In the last 12 months, there have been 56 referrals for substance abuse interventions to drug or alcohol triage and the Alcohol Behaviour Change (ABC) programme.

### Cutting Drug Use

Northumbria Police has continued to target the supply and use of illegal drugs. Recent examples include:

- Operation Kola – the arrests of two drugs couriers connected to a Tyneside Organised Crime Group which involved £110, 000 cash, six kilograms of cocaine, amphetamine and cannabis.
- Operation Corvette – supply of class A drugs from Liverpool to the Northumbria Police area. Two kilograms of cocaine was seized along with £80,000 cash.

The Serious Organised Crime Divert Project incorporates a 'Schools Voice' element which is used to better safeguard young people. The

areas discussed with young people include organised crime, gangs, drugs, violence, exploitation, social media and online gaming

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide				Community Confidence		
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
76. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% and above	83% ● +/- 1.2	82% ● +/- 1.3	81% ● +/- 1.3	85% ● +/- 1.2	79% ● +/- 1.4
77. Percentage of people who feel safe in their local area (5,000 surveyed annually)	95% and above	97% ● +/- 0.5	97% ● +/- 0.5	96% ● +/- 0.6	97% ● +/- 0.5	96% ● +/- 0.6
78. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	55% and above	50% ● +/- 1.6	48% ● +/- 1.6	47% ● +/- 1.6	52% ● +/- 1.5	44% ● +/- 1.6
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)						
79. Initial contact	95% and above	95% ● +/- 2.3	96% ● +/- 2.1	96% ● +/- 2.2	97% ● +/- 2.0	96% ● +/- 2.5
80. Response time	90% and above	89% ● +/- 3.2	89% ● +/- 3.2	90% ● +/- 3.2	88% ● +/- 3.4	90% ● +/- 3.4
81. Action taken	90% and above	86% ● +/- 3.5	86% ● +/- 3.5	84% ● +/- 3.8	86% ● +/- 3.6	85% ● +/- 4.0
82. Follow-up	90% and above	76% ● +/- 5.0	74% ● +/- 5.3	74% ● +/- 5.5	76% ● +/- 5.0	73% ● +/- 6.0
83. Treatment	95% and above	94% ● +/- 2.3	95% ● +/- 2.2	95% ● +/- 2.2	94% ● +/- 2.4	94% ● +/- 2.6
84. Whole experience	90% and above	84% ● +/- 3.7	85% ● +/- 3.6	84% ● +/- 3.8	82% ● +/- 3.9	85% ● +/- 3.9

The percentage of people who believe the police do a good job has reduced statistically, from 85% to 79%, and is below the threshold of 85% (measure 76). It is likely this is linked to public awareness of police funding cuts as participants frequently comment about this. Feelings of safety remain high at 96% (measure 77).

Whilst there have been local reductions in measure 76, the Crime Survey for England and Wales, which compares 43 forces across a range of public confidence measures, places Northumbria Police in the top five forces for public confidence, and first for reliability and dealing with community priorities.

The percentage of people who believe the level of visibility is 'about right' has continued to reduce statistically, from 52% to 44% and is below the threshold of 55% (measure 78). In most cases, residents feel that a police presence would act as a deterrent or reassurance rather than in response to a specific neighbourhood problem.

**Hate Crime**

Recorded hate crime has increased by 7% over the past 12 months; with largest increases in homophobic and transphobic crimes, although there have been higher recorded volumes of race crime.

	12 months to June 2018	12 months to June 2019	Change	
Racial	1709	1726	+17	+1%
Faith	211	227	+16	+8%
Sexual Orientation	291	405	+114	+39%
Transgender	54	75	+21	+39%
Disability	286	296	+10	+3%
<b>Total hate crime</b>	<b>2551</b>	<b>2729</b>	<b>+178</b>	<b>+7%</b>

Hate crime satisfaction has shown recent improvement from the 82% in the previous period to 85% currently (measure 84). However, most aspects of service remain below the thresholds. The most common reasons for dissatisfaction is the time taken to respond and not being kept up to date on the investigation.

A number of initiatives to improve the response to hate crime are ongoing.

Northumbria Police has provided hate crime awareness sessions to schools. This includes the extended roll out of the Hate Crime Champion Scheme to students (both secondary and university).

Training has been undertaken with all sergeants regarding enhanced service standards for victims of Hate Crime.

Northumbria Police is working with Victims First Northumbria to increase referrals and provide dedicated support to victims of hate crime, improve victim care with the aim of reducing attrition rates. Funding has now been secured to provide a dedicated hate crime worker.

The Workplace Hate Crime Champion Scheme continues to increase representatives from both public and private sectors. Further work is ongoing to expand the network into GP surgeries.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response					Community Confidence	
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
85. Percentage of victims that have confidence to report further crime in the future (2,400 surveyed annually)	<b>90% and above</b>	92% ● +/-1.2	92% ● +/-1.1	92% ● +/-1.1	No data, survey commenced October 2017	<b>91% ●</b> +/-1.2

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
86. Perceptions of road safety (5,000 surveyed annually)	<b>Monitor</b>	83% +/- 1.2	84% +/- 1.1	83% +/- 1.2	<b>84%</b> +/- 1.1	<b>83%</b> +/- 1.3

Confidence amongst victims to report further crimes remains high at 91% (measure 85).

Public perceptions that roads are safe remain high at 83% (measure 86). The use of mobile phones is the biggest public concern, followed by speeding and dangerous driving, whilst drink driving is less of a public concern.

**Cybercrime and Fraud**

In response to the HMICFRS 'Time to Choose' report and recommendations released in April 2019, key stakeholders have been consulted and a fraud working group created to identify current gaps and to devise and implement an improvement plan. A plan is in place to improve the service provided to those victims who are dealt with by Action Fraud to ensure vulnerable victims are

identified at an early stage, with a focus on reducing repeat victimisation.

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

Community Confidence

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/2020 – Q1	June 2018	June 2019
Monitor level and type of allegations								
87. Incivility, impoliteness or intolerance	<b>35 or below per month</b>	99 Allegations ● 33 per month	87 Allegations ● 29 per month	82 Allegations ● 27 per month	106 Allegations ● 35 per month	125 Allegations ● 42 per month	<b>365 Allegations ●</b> 30 per month	<b>400 Allegations ●</b> 33 per month
88. Other assault	<b>20 or below per month</b>	51 Allegations ● 17 per month	42 Allegations ● 14 per month	36 Allegations ● 12 per month	58 Allegations ● 19 per month	54 Allegations ● 18 per month	<b>201 Allegations ●</b> 17 per month	<b>190 Allegations ●</b> 16 per month
89. Other neglect or failure in duty	<b>67 or below per month</b>	222 Allegations ● 74 per month	242 Allegations ● 81 per month	180 Allegations ● 60 per month	336 Allegations ● 112 per month	408 Allegations ● 136 per month	<b>728 Allegations ●</b> 61 per month	<b>1,166 Allegations ●</b> 97 per month

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
Appeals made and upheld						
90. Percentage of appeals made	<b>Monitor</b>	29% 230 appeals	26% 194 appeals	24% 174 appeals	<b>30%</b> 232 appeals	<b>27%</b> 188 appeals
91. Percentage of appeals upheld - Overall	<b>32% or below</b>	22% ● 45 upheld	22% ● 40 upheld	28% ● 44 upheld	<b>18% ●</b> 40 upheld	<b>32% ●</b> 53 upheld
92. Percentage of appeals upheld - Force investigated	<b>13% to 23%</b>	17% ● 14 upheld	12% ● 8 upheld	9% ● 4 upheld	<b>16% ●</b> 13 upheld	<b>21% ●</b> 11 upheld
93. Percentage of appeals upheld - Force locally resolved	<b>9% to 14%</b>	13% ● 3 upheld	14% ● 4 upheld	9% ● 2 upheld	<b>9% ●</b> 2 upheld	<b>21% ●</b> 11 upheld
94. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	<b>21% to 39%</b>	38% ● 15 upheld	47% ● 16 upheld	55% ● 17 upheld	<b>20% ●</b> 7 upheld	<b>60% ●</b> 18 upheld
95. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	<b>22% to 38%</b>	23% ● 12 upheld	23% ● 11 upheld	35% ● 20 upheld	<b>29% ●</b> 18 upheld	<b>40% ●</b> 19 upheld
96. Number of live complaints being managed	<b>210 or below</b>	217 ●	181 ●	221 ●	<b>171 ●</b>	<b>215 ●</b>

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**Complaints**

Northumbria Police consistently performs better (FY 2018/19) than the Force’s MSG and national average for timeliness data in respect of the recording and investigation of complaints.

The Force has received an increasing number of allegations concerning ‘Other neglect or failure in duty’ (measure 89), particularly in April and May 2019. The increase relates to both triaged allegations and recordable complaints. Some of the increase relates to a number of complaints comprising of a larger than normal number of allegations (each complaint can be made up of several individual allegations). There has not been any significant change in the departments that are subject of these allegations.

**Raising Awareness**

Presentations have been delivered to key partners about indicators of corruption, abuse of authority for sexual purpose and a new community engagement strategy. This included the Mental Health Trust Strategic Police and Partner Board and Safeguarding Boards, the presentation aims to raise awareness and promote confidence in reporting concerns regarding police behaviour.

**Service Feedback**

The Professional Standards Department, supported by the Police Community Engagement Teams, carried out a series of mystery

shopper tests to assess the suitability of Northumbria Police’s online complaints procedure. In order to gain a better understanding of our community’s needs a wide selection of ‘shoppers’ were engaged from diverse backgrounds, including over 65’s, young people, individuals with learning difficulties and those for whom English is a second language.

Initial feedback has proven to be insightful and will result in changes to the Internet page and how the public access the complaints process.

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## **POLICE AND CRIME PANEL**

**10<sup>th</sup> September 2019**

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

### **COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – JULY TO AUGUST 2019.**

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

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

#### **2. Background**

- 1.2 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent 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.
- 2.4 A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer
- 2.5 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes. In this instance there have been two complaints received between July and August 2019 neither of which were upheld.

<b>Received</b>	<b>Nature of Complaint</b>	<b>Recorded / Action Taken</b>
5th August 2019	<p>The complainant alleged that the PCC had criminal intention to conceal a crime and refused to carry out her duties under the PRA (2002) in relation to a complaint made against the Chief Constable. The complainant also alleged that the PCC did to preserve evidence of a crime.</p>	<p>Not upheld It is not the role of the PCC to investigate any reports of crime. This was explained in the reply.</p> <p>In relation to the complaint against the Chief Constable, he had followed protocol by referring the complaint involving police officers to PSD.</p>
10 <sup>th</sup> August 2019	<p>Complainant is in dispute with their neighbour. The complainant believed that no action was happening from police as the neighbour was a relative of the PCC.</p> <p>The complainant also listed a number of complaints re how the case was handled by police officers.</p>	<p>Not upheld. The PCC is not related to any person concerned in any dispute regarding this case.</p> <p>The issues relating to how the police handled matters has been dealt with by an Inspector and the Complaints Team based at the OPCC.</p>