

NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

Tuesday, 20 October 2020 at 2.00 pm

The meeting will be held virtually

From the Clerk, Sheena Ramsey

Item Business

1. Membership of the Northumbria Police and Crime Panel

Councillor Paul Stewart has replaced Councillor Michael Mordey as a representative of Sunderland City Council on the Panel.

2. Apologies

3. Appointment of Vice-Chair of the Panel

4. Minutes (Pages 3 - 8)

The Panel is asked to approve the minutes of the last meeting held on 11 August 2020 (attached).

5. Themed Report - Anti-social behaviour in local communities

Presentation by Chief Superintendent Janice Hutton, Northumbria Police

6. Feedback from National and Regional Events

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

7. Complaints against the Police and Crime Commissioner - August to September 2020 (Pages 9 - 10)

Report of the Chief of Staff and Monitoring Officer (attached).

8. Delivery of the Police and Crime Plan - Quarterly Performance Report April - June 2020 (Pages 11 - 36)

Report of the PCC (attached).

9. Police and Crime Commissioner Update Report (Pages 37 - 44)

Report of the PCC (attached)

10. **Police and Crime Plan Consultation 2021-25** (Pages 45 - 48)

Report of the PCC (attached).

11. **Date and Time of the Next Meeting**

Tuesday, 8 December 2020 at 2.00pm

Contact: Brian Wilson, e mail: brianwilson@gateshead.gov.uk



NORTHUMBRIA POLICE AND CRIME PANEL

Virtual Meeting held on 11 August 2020

PRESENT:

Gateshead Council	Councillors A Douglas (Chair) and S Hawkins
Newcastle City Council	Councillors C Penny-Evans and K Webster
North Tyneside Council	Councillors J Mole and T Mulvenna
Northumberland County Council	Councillor M Swinburn
South Tyneside Council	Councillor J Welsh
Sunderland City Council	Councillor M Mordey
Independent Co-opted Member	Mrs J Guy

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 and Monitoring officer
M Tait	- Chief Finance Officer
Superintendent K Wilson	- Northumbria Police

Gateshead Council

G Morton	- Representing the Clerk to the Panel
B Wilson	- Democratic Services

APOLOGIES: Councillors D MacKnight (Sunderland City Council) and J Riddle (Northumberland County Council)

10. MINUTES

RESOLVED - That the minutes of the last meeting held on 9 June 2020 be approved as a correct record.

11. THEMED REPORT – HATE CRIME

Further to Minute 8 – 2020/21, Superintendent Wilson, Northumbria Police, provided an update on hate crime performance and highlighted areas of good practice.

The force continually monitors hate crime performance and the hate crime action plan.

Hate crime and incidents continue to rise increasing by 9% in 2019/20 compared to 2018/19. There have been increases in Northumberland (29%), South Tyneside (27%), North Tyneside (25%), Gateshead (17%), and Sunderland (3%). Newcastle has decreased by 4%.

Hate crimes targeted at disability has increased by 44% compared to 14% nationally. Increases in sexual orientation (17%), faith motivated hate crime (5%) and racial offences (2%) are in line or below the national picture for 2018-19.

The force had the 9th highest number of hate crimes per 10,000 populations in England and Wales (18.7 compared to 17 nationally).

The greatest proportion of hate crimes in Northumbria in 2019-20 are related to public disorder (60%), violence against the person (16%) and harassment offences (14%).

8% of all hate crime in 2019/20 was committed online compared to 4% in 2018/19. Harassment and public order offences committed online included: disability hate crimes (17%), transphobic (18%) and against a person's sexual orientation (9%). In response, the community engagement teams are providing crime prevention advice to community groups who are potential victims of online crime.

The positive disposal rate for hate crimes has remained at 13%. The conviction rate is 86%, above the national picture of 85%.

At force level, hate crime victim satisfaction with the whole experience of service has decreased in the 12 months to February 2020, from 84.9% to 82.5%. This performance is monitored by the local policing board. Actions are in place under the hate crime action plan to address this with training planned for all frontline staff.

The force continues to drive awareness of hate crime, ensuring visibility at community events eg Pride and Hate Crime Awareness week.

Community Engagement Teams continue to work alongside community groups and partners building trust and confidence and addressing any hate crime concerns. Significant engagement has been undertaken throughout the pandemic due to targeting of the Chinese community.

The hate crime workplace champions scheme was in the process of being delivered to private and public sector organisations to increase awareness and understanding of the impacts of hate crime prior to Covid 19. It is supported by the PCC and the Home Office and has received very positive feedback from agencies involved.

Hate crime tension monitoring groups are now embedded across the six Councils. This ensures a partnership approach with statutory and third sector agencies to increase intelligence and seek to prevent hate crime occurring.

There is ongoing work alongside the Crown Prosecution Service, Victims First Northumbria and third sector agencies to enhance support for hate crime victims and improve satisfaction for victims involved in the Criminal Justice System.

The Panel raised the following issues:-

It was asked how the force considered that the increase in hate crime offences was positive because of increased confidence to report offences and not that there had been an increase in the number of hate crime offences being committed. It was acknowledged that the force had done a lot of work but it had the 9th highest number of hate crimes per 10,000 populations in England and Wales compared to 7th in 2018/19. Also, the hate crime victim satisfaction with the whole experience of service had decreased from 84.9% to 82.5% up to February 2020. It was replied that through the partnership approach with the six Council groups and the force's community engagement teams, there was greater engagement with community groups, etc with honest feedback that was not data driven. The force was working to reduce and prevent hate crime offences. Also, the force contacts reported hate crime victims within 72 hours, there is a low drop off rate and it is improving victim follow up under the new force operating model to hopefully improve victim satisfaction levels.

The PCC thanked the force for its good work and good community relations. The six Councils had been very supportive and the Violence Reduction Unit was looking at prevention schemes. Feedback to victims was an issue that should be focused on.

- RESOLVED -
- (i) That the information be noted.
 - (ii) That the following themed topics for future meetings be agreed:-

20 October 2020 – perception of anti-social behaviour in local communities

8 December 2020 – provision of better equipment for police officers

12. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS

The National Association of Police, Fire and Crime Panels' findings of the Police Fire and Crime Panel survey were submitted.

RESOLVED – That the information be noted.

13. POLICE AND CRIME COMMISSIONER REVIEW

The Government is launching a review of the Police and Crime Commissioner Model. The terms of reference of the review, stakeholder briefing and key research questions were submitted. The Local Government Association is to submit a response to the review and is seeking comments, suggestions and evidence from all Panels on any issues.

RESOLVED – That a Member's Focus Group be set up to consider the Panel's response to the Government's review of the Police and Crime Commissioner Model.

14. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – APRIL TO JULY 2020

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 April to July 2020 was submitted.

RESOLVED - That the information be noted.

15. DRAFT ANNUAL REPORT 2019-20

The PCC's draft annual report 2019-20 was presented. The Police Reform and Social Responsibility Act 2011 specifies that a PCC must produce an annual report on the exercise of their functions in each financial year, including the progress made in meeting the priorities in the police and crime plan.

It is the role of the Panel under section 28(4) of the Act to review the annual report and make a report or recommendations to the PCC.

The PCC's 2017-21 police and crime plan was launched in April 2017 by the previous PCC. The draft annual report includes progress on the plan and the current PCC's key priority issues since July 2019.

The annual report will be distributed online and available on the PCC's website.

Panel Members made the following suggestions for the annual report:-

Anti-social behaviour had reduced during lock down but it was increasing again with loud music and people drinking outside of houses which the police were aware of.

It was suggested that in the section over the last 12 months, it should be included that people feel more confident in reporting crimes to the police and the reasons why.

Also, the typing errors in the report should be corrected and abbreviations used eg. NHP team should be more clearly explained.

The annual report was user friendly and well laid out and should be distributed more widely through social media. It was replied that the distribution of the annual report would predominantly be digital using newspaper and media channels and social media. The PCC will be unable to distribute hard copies of the annual report in community buildings, doctors' surgeries, etc as done in previous years.

RESOLVED - That the PCC be advised that in accordance with Section 28(4) of the Police Reform and Social Responsibility Act 2011, the Panel agreed with the format and content of the draft annual report 2019/20, subject to the suggestions outlined above.

Mrs Guy declared a personal and non pecuniary interest in the above matter because she is a Trustee of Victims First Northumbria.

16. POLICE AND CRIME COMMISSIONER REPORT

The PCC presented her report which covered the following:-

Violence Reduction Unit
Recruitment
Tackling burglary
Improving lives
Protecting Places of Worship
Independent Sexual Violence Advisors
Independent Custody Visitors
Developing the coronavirus response
Supporting victims of domestic abuse
Review of PCCs

The Panel raised the following issues:

It was agreed that Violence Reduction Units needed longer term funding certainty in order for them to continue to be effective and it was hoped that the representations to the Government would be successful.

It was disappointing that the force's crime reduction plans in its recent bid to the Government's £25m Safer Streets fund, including burglary prevention funding to support households in Hendon, had been unsuccessful. The PCC had written to the Policing Minister as she was not happy with the decision made.

It was asked if more funding in some areas to support victims of domestic abuse was needed. It was replied that an increase in funding was needed in all areas. The two successful bids for additional funding had been used to help new and currently commissioned services and organisations as outlined during the current pandemic. Work continued throughout the force area to tackle domestic abuse and identify new and innovative ways to do this

RESOLVED – (i) That the information be noted.
(ii) That the PCC's letter to the Policing Minister and the response received be sent to the Panel Members.

17. DATE AND TIME OF NEXT MEETING

Tuesday, 20 October 2020 at 2.00pm

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REPORT TO THE POLICE AND CRIME PANEL

20th October 2020

REPORT OF THE CHIEF OF STAFF AND MONITORING OFFICER

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – AUGUST 2020 to SEPTEMBER 2020

1. Purpose of the Report

- 1.1 To provide the Police and Crime Panel with a report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between August 2020 and October 2020

2. Background

- 2.1 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Office for Police Complaints (IOPC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel's powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled. A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer.
- 2.4 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.
- 2.5 There was one complaint received between August 2020 and October 2020.

Received	Nature of Complaint	Recorded / Action Taken
5 th August 2020	Complained that the PCC was responsible for a number of police actions in relation to his arrest and detention.	The complainant was advised that the Police and Crime Commissioner has no role in operational policing. NOT UPHELD

3 Recommendation

3.1 Members are asked to note the report..

POLICE & CRIME PLAN

QUARTERLY PERFORMANCE REPORT

Building safer communities and effective justice

Quarter 1 – April to June 2020

Contents	Pages
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Reducing Anti-Social Behaviour	4
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Domestic and Sexual Abuse	8
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Note on the Operating Environment Q1 2020

As a result of the COVID-19 pandemic, the UK went into lockdown on 23 March 2020 with some restrictions lifting on the 13th May and 1st June. This resulted in a number of changes to demand for operational policing and has impacted on a number of performance metrics during the first quarter of this financial year. Throughout the report there are references to the impact of this in the relevant sections.

1. Putting Victims First

Contact Management

- 1.1 Call volumes have reduced by 16% in April to June 2020 compared to the same period the previous year (129,569 compared to 154,471) as a result of COVID-19. Emergency (999) calls were 18% lower (-11,047 calls), whilst non-emergency (101) calls were 15% lower (-13,855 calls) than the same period the previous year. Call demand returned to typical levels from June 2020. Over a rolling 12 months the average time to answer emergency calls was 9 seconds, with 87% of calls answered within 10 seconds. In the period April to June 2020, 90% of calls (90th percentile) were answered between 16 and 18 seconds.
- 1.2 Non-emergency (101) calls have an average time to answer of 72 seconds, with 77% answered within 60 seconds. The average answer time improved in April and May 2020 as demand reduced. During COVID-19, staff within the Communications Department were used flexibly to help deal with call demand, with staff who were shielding or self-isolating taking 101 calls from home, where appropriate. In the period April to June 2020, 90% of non-emergency calls (90th percentile) were answered between 2:20 and 2:30 minutes.

Table 1 – Call demand

	Q1 2019/20	Q1 2020/21
Emergency Calls – 999	62,239	51,192
Non-Emergency Calls – 101	92,232	78,377

- 1.3 Whilst call volumes reduced during the lockdown for COVID-19 there was an increase in the number of calls for service reported using on-line reporting tools. For the period April to June 2020, approximately 10% of demand was reported on-line; this compares to 2% typically. This has provided further opportunity to utilise on-line channels to reassure the public and share examples of proactive police work. An on-line Public Confidence survey was conducted in May and 94% of respondents were satisfied with using online reporting. 60% of survey participants said they would use this method again, with 10% expressing a preference for live web-chat.
- 1.4 As part of the Transformation Programme, the Force has a 'Modernising Public Contact' project to improve understanding of telephone and digital demand and develop a new targeted operating model for the Communications Department. The online Public Confidence survey has provided further support for the investment in digital services. This project has commenced and includes a full review of demand, efficiencies and structure, as well as the current digital provision and satisfaction with online reporting.

Responding to Incidents

- 1.5 Incident demand has broadly been the same over the period April to June 2020. There was a reduction during the early stages of COVID-19; however, demand returned to typical levels during late April/early May.

- 1.6 The response rates to grade 1 (urban and rural) and grade 2 incidents for the 12 months to June 2020 are slightly above the levels recorded for the previous year. A new Force operating model was introduced in November 2019 to better align resources to demand. In the last two quarters response rates have improved.
- 1.7 For the period April to June 2020, the percentage of grade 1 incidents (urban) responded within threshold has increased from 66% to 75%, whilst the response to grade 1 incidents (rural) has increased from 79% to 82% compared to the same period the previous year. The response to grade 2 incidents within threshold has increased from 69% to 80%. These improvements are as a result of a combination of reduced demand due to COVID-19 and the change to a revised interim shift pattern to ensure appropriate resources to respond to demand in a period where demand levels have been uncertain and subject to rapid change.

Assessing Vulnerability

- 1.8 THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) is a process used to assess the threat of any situation to develop a working strategy or develop a desirable solution to the problem. An assessment has been completed to determine the effectiveness of the THRIVE process and whether risk and vulnerability are being appropriately determined. The assessment identified that 91% of incidents included evidence that the call handlers used THRIVE to assess risk and consider the needs of the victim/caller and recorded rationale. Call handlers were polite, reassuring and acted in accordance with Force policies and guidance. The assessment also identified some areas for improvement; management of callers' expectations with regard to response, recording and documentation of supervisory oversight, risk management and decision making with rationale and consistent use of the escalation protocols. An action plan has been developed to further improve in this area.

Victim Satisfaction

- 1.9 Victim satisfaction remains consistent over time. Satisfaction with the policing response for initial contact and treatment remains high, and above the thresholds of 95% and 90%, respectively. Satisfaction with follow-up has improved slightly, but remains below the threshold of 85%. Satisfaction with response times and action taken remain below the thresholds of 90% and 85%, respectively. None of the changes are statistically significant. Further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and action.

Table 2 – Percentage of crime victims satisfied with the policing response provided

Satisfaction	12 months to June 2019	12 months to June 2020
Initial Contact	96%	95%
Response Time	88%	87%
Action Taken	80%	79%
Follow-up	66%	67%
Treatment	93%	93%

2. Reducing Anti-Social Behaviour

Anti-Social Behaviour Incidents

- 2.1 The number of anti-social behaviour (ASB) incidents has increased by 24% for the 12 months to June 2020 compared to the previous year (+11,629 incidents). For the period April to June 2020, ASB increased by 101%, when compared to the same period last year (+12,485 incidents). COVID-19 led to a significant increase in ASB attributable to COVID-19 breaches and reports. The National Police Chiefs' Council provided direction in April 2020 to all forces to record all COVID-19 related incidents as ASB. Consequently, COVID-19 incidents made up 46% of all ASB incidents during the period, with notable spikes in incident volumes on the Good Friday and VE Day bank holidays. Since lockdown restrictions have eased ASB volumes have started to reduce during June, however throughout July and August still remain 9.5% higher than the same period in 2019.

Table 3 – Total ASB incident and COVID-19 related ASB

	Q1 2019/20	Q1 2020/21
Total anti-social behaviour incidents	12,299	24,784
COVID-19 related ASB incidents	n/a	11,311

Perceptions of ASB

- 2.2 The percentage of ASB victims who are confident to report further incidents to the police has increased from 80% to 83%; however, the perception of people who feel that ASB is a very or fairly big problem in their neighbourhood has also increased over the 12 months to June 2020. To establish a clearer understanding of the factors that influence perceptions of ASB and identify where policing can influence public perceptions, an on-line survey was launched in May 2020 to gather more in-depth information from residents about their perceptions of policing and crime in their local area. This is being used to inform local engagement and will focus on use of social media platforms for engagement and reassurance opportunities with proactive intervention. In addition, the Force will continue to focus on risk areas linked to ASB through multi-agency problem solving and partnership working.

Victim Satisfaction

- 2.3 The percentage of ASB victims satisfied with the whole service provided has reduced from 80% to 78%. Other aspects of services to ASB victims have improved, with satisfaction with response times, action taken and follow-up increasing. Satisfaction with initial contact and treatment remain the same; however, both are above the threshold. Follow-up and action taken continue to be areas for improvement. The increase in satisfaction with response time is statistically significant. The changes in all other aspects of service are not statistically significant. Further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and action.

Table 4 – Percentage of ASB victims satisfied with the policing response provided

Satisfaction	12 months to June 2019	12 months to June 2020
Initial Contact	93%	93%
Response Time	85%	91%

Action Taken	79%	83%
Follow-up	59%	66%
Treatment	95%	95%

Problem Solving

- 2.4 There is continued focus on problem solving in communities to help develop a better understanding of the priority issues at neighbourhood level. To support evaluation of problem solving plans, a rating has been developed to assess completed plans and provide constructive feedback to staff. In addition, development of a problem solving intranet site to improve awareness and accessibility continues and the Force is developing a range of training products that are bespoke to roles. A package for Neighbourhood Policing Teams is under development to be delivered virtually, and a separate training package for Response Policing Teams is being prepared.

3. Cutting Crime

Recorded Crime

- 3.1 Total recorded crime has reduced by 10% in the 12 months to June 2020; equivalent to 16,000 fewer crimes recorded compared to the previous 12 month period (139,109 compared to 155,268). Over that same period, volume crime has reduced by 10% (-15,468 crimes); major crime has reduced by 8% (-31 crimes) and serious crime has reduced by 6% (-444 crimes), whilst total recorded crime has reduced in all six local authority areas.
- 3.2 The majority of crime categories have reduced for the 12 months to June 2020 compared to the previous year, with the exception of theft from the person (+4%, 50 crimes) and drug crime (+2%, 56 crimes). There are reductions in crime for many other crime categories at a local authority level.
- 3.3 During April to June 2020, there has been a significant reduction in recorded crime, with 22% fewer crimes (-8,235 crimes) recorded compared to the same period the previous year (see Table 5 – Changes in recorded crime). There have been reductions in crime for the majority of crime categories. In particular, crime in the night time economy reduced by 76% (-1,021 crimes), sexual offences reduced by 22% (-248 crimes), burglary fell by 25% (-487 crimes) and vehicle crime reduced by 31% (-675 crimes).

Table 5 – Changes in recorded crime

Crime Category	Q1 2019/20	Q1 2020/21	Percentage change
Total recorded crime	37,857	29,622	-22%
Crimes in the NTE	1,341	320	-76%
Violence against person	12,269	10,767	-12%
Sexual offences	1,148	900	-22%
Burglary	1,959	1,472	-25%
Theft and handling	7,749	4,431	-43%
Vehicle crime	2,187	1,512	-31%
Criminal damage	5,616	4,583	-18%
Other (including drugs, public disorder and miscellaneous)	6,929	5,957	-14%

Resolved Rate

- 3.4 The resolved rate for total recorded crime remains at 16%; this is consistent with the previous year. For the 12 months to June 2020 the resolved rates for serious crime, sexual offences and vehicle crime have improved by 2 percentage points to 20%, 15% and 9%, respectively.

Hate Crime

- 3.5 The trend for hate-related incidents and hate crimes continues to increase. This trend is in-line with the national position; there has been an increase nationally of 9% for 2019/20 compared to 2018/19. For Northumbria, recorded levels of hate crime have increased by 3% in the 12 months to June 2020, compared to the previous period (2,834 crimes compared to

2,750 crimes). Extensive engagement continues across all communities to ensure specific issues/concerns are captured. Recent examples during COVID-19 include: supporting the on-line Pride Events following concerns raised from the LGBT+ community regarding an on-line threat to the events from an opposition group; and extensive engagement and increased patrols in the Asian community on the lead-up to Ramadan to address concerns relating to false reporting in the media on the communities' use of Mosques during prayer times. The Force continues to raise awareness of hate crime, ensuring visibility at a large number and diverse range of community events, examples such as Pride and Hate Crime Awareness week. Hate Crime Tension monitoring groups are also now embedded across six local authorities. This ensures a partnership approach to increase intelligence and seek to prevent hate crime occurring.

Victim Satisfaction – Hate Crime

3.6 Satisfaction of hate crime victims with the whole experience of service has reduced in the 12 months to June 2020, from 85% to 83%. There have also been reductions in satisfaction for response times, action taken and follow-up. The reduction in satisfaction with action taken is statistically significant. The changes in all other aspects of service are not statistically significant. A Hate Crime action plan is in place to improve the service and response to hate crime victims. As referenced earlier, further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and actions.

Table 6 – Percentage of hate crime victims satisfied with the policing response provided

Satisfaction	12 months to June 2019	12 months to June 2020
Initial Contact	96%	96%
Response Time	90%	86%
Action Taken	85%	78%
Follow-up	73%	68%
Treatment	94%	93%

4. Domestic and Sexual Abuse

Sexual Offences and Domestic Abuse

- 4.1 Sexual offences have reduced by 9.6% (-451 crimes) for the 12 months to June 2020, compared to the previous year. Similarly, in the last quarter sexual offences have reduced by 20.5% (-236 crimes) compared to the same period the previous year.
- 4.2 Domestic abuse incidents have increased by 4% (+1,407 incidents) for the 12 months to June 2020. There has also been a 4% (+728 incidents) increase for the period April to June 2020 compared to the same period the previous year. Incidents of domestic abuse increased in May and June 2020. This increase is in-line with national trends and has been exacerbated during the lockdown for COVID-19, with more cases coming forward as restrictions ease. Increases have continued into quarter 2 and are being monitored.

Table 7 – Recorded sexual offences and domestic abuse incidents

	Q1 2019/20	Q1 2020/21
Sexual Offences	1,149	913
Domestic Abuse Incidents	9,261	9,989

Victim Satisfaction

- 4.3 Satisfaction levels for domestic abuse victims remain consistent; follow-up and action taken remain areas for improvement. Satisfaction with the whole experience of service has reduced from 91% to 88%. There have been reductions in satisfaction for response time, action taken and follow-up. The reduction in satisfaction with action taken is statistically significant. Changes in all other aspects of service are not statistically significant. Further analysis on domestic abuse satisfaction trends was completed in May and used to inform the Safeguarding and Area Command performance plan as referenced below.

Table 8 – Percentage of domestic abuse victims satisfied with the policing response provided

Satisfaction	12 months to June 2019	12 months to June 2020
Initial Contact	99%	99%
Response Time	92%	91%
Action Taken	89%	84%
Follow-up	87%	84%
Treatment	95%	95%

- 4.4 There are a number of activities being delivered to further improve performance:
- Specialist Domestic Abuse Support Advisers, funded by the PCC, have been appointed to work in the Communications Department to provide safeguarding advice to victims, signposting to support organisations and making appropriate referrals where necessary.
 - Domestic Abuse Cyber Stalking Harassment training content has been developed and will be delivered electronically to applicable officers.

- A Victims' Journey Pathway Review is supporting work to improve the reach and positive impact of support services.
- A Joint DA Safeguarding and Area Command performance plan is in place and monitored via the Force's Vulnerability Board.

5. Effective Criminal Justice

Rape Offences

- 5.1 The charge rate for rape offences has increased in the last two quarters; 7% for the 12 months to March 2020 and 10% for the 12 months to June 2020. The Force's charge rate remains above the national average of 4.9%, and currently the charge rate places the Force 2nd nationally.
- 5.2 The rape conviction rate has improved for the 12 months to June 2020, 64% compared to 53% for the previous 12 months. However, the conviction rate remains below the national average of 71%. Currently, the Force is placed 35th nationally for the rape conviction rate for the period 12 months to June 2020, an improving position.
- 5.3 Overall, the Force is meeting the thresholds for all three aspects: charge, conviction and report to conviction.

Domestic Abuse

- 5.4 The domestic abuse charge rate remains consistent year-on-year at 12%. The national average is 11%. The conviction rate has improved from 71% to 76% (compared to a national average of 78%).

Criminal Justice System

- 5.5 COVID-19 has reduced the court capacity both in the Magistrates' Court and Crown Court, with significant delays in the volume of live cases increasing by 60% (1,861 more live cases). This is a national issue and will affect victim attrition and confidence. Work is ongoing to improve case files and use of Victims' Code of Practice to reduce attrition as part of the recovery plan for Criminal Justice. Newcastle Crown Court is expected to recommence jury trials in September, which will start to clear outstanding cases.
- 5.6 First time entrants into Criminal Justice System have reduced by 7.4% (data to September 2019 only) compared to the previous 12 months; no further data has been published by Ministry of Justice due to COVID-19.

Victims' Code of Practice

- 5.7 There is an ongoing focus on improving compliance with the Victims' Code of Practice and as a result, improvements have been made in some of the key measures for the period April to June 2020. The percentage of victims informed when the suspect is arrested, charged, bailed or assessed for no investigation have all increased. There have been further significant improvements in June 2020. Although this doesn't currently form part of the framework for this report, it is being closely monitored.

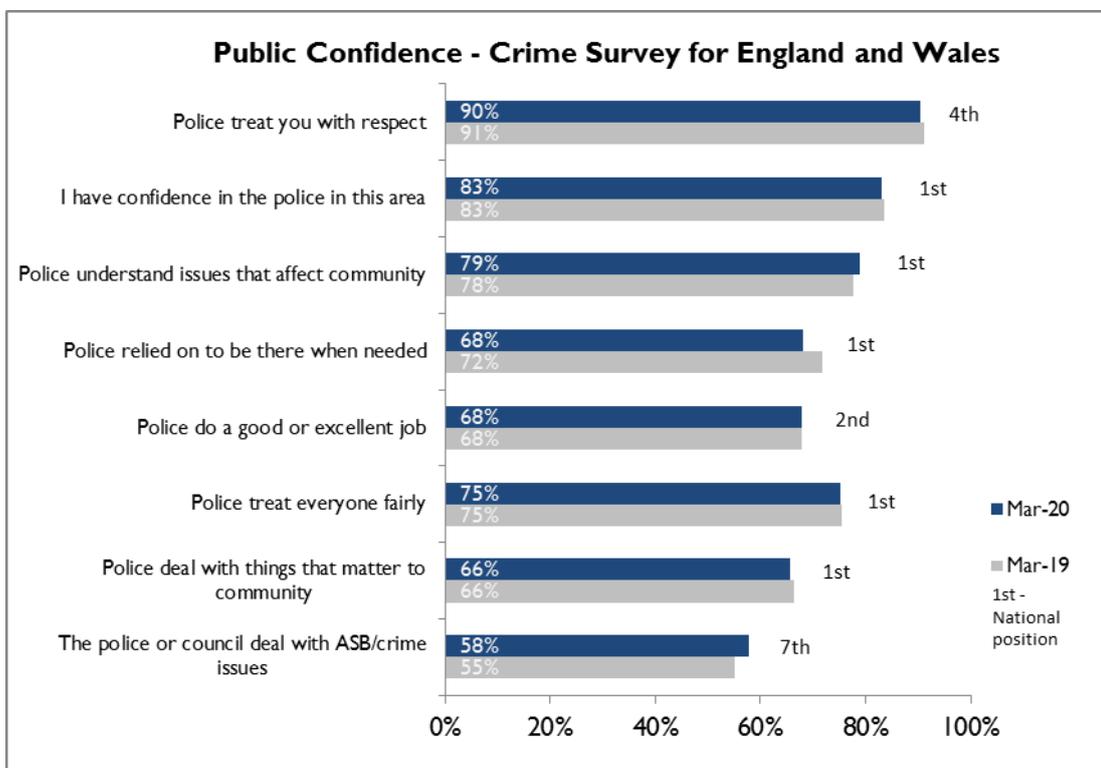
Table 9 – Victims' Code of Practice Compliance

Victim is informed when suspect is	Rolling 12 months baseline	Q1 2020/21
Arrested	49%	59%
Charged	52%	56%
Bailed	64%	74%
Assessed for no investigation	88%	89%

6. Community Confidence

Confidence and Public Perceptions

6.1 Confidence levels continue to remain high. Data from the Crime Survey for England and Wales (CSEW) places the force first nationally for many of the confidence and public perception measures.



Complaints

6.2 Complaints data available in force is currently limited due to changes to the recording systems used. The total number of new complaints between 1 April 2019 and 31st March 2020 was 1,927.

6.3 Between 1 April 2019 and 31 March 2020, 30.4% of allegations were locally resolved compared to 33.5% in the same period the previous financial year. Northumbria Police Triage process continues to resolve over half of all new complaints (52%) and this has a corresponding impact on the Force's overall performance relating to the number of matters finalised as locally resolved.

- 6.4 Phase 3 of the Police Integrity Reforms was implemented on 1st February 2020 and an increase in the number of complaints recorded was anticipated as a result of the changes to the complaint definition and the removal of dissatisfaction reports. The reforms have also changed how complaints are categorised; new complaints are provided a category and sub-category along with national and local factors which provide additional context. The new categories do not comfortably map across from the previous complaint categories; this makes comparison of pre and post reform data complex and less meaningful.
- 6.5 The Independent Office for Police Conduct (IOPC) collate data on a quarterly basis allowing comparison between forces; however due to the changes to the complaints system quarter one and quarter two data will not be collected until September 2020, the Force will not receive updates from the IOPC until end of October or start of November 2020.

Table 10 – Number of complaints and allegations

	Q1 2019/20	Q1 2020/21
Complaints	476	763
Allegations	931	1,113

- 6.6 The above totals combine all complaints received, whether resolved by triage without recording or recorded on Centurion (the Force’s complaints system). This can be broken down further into complaints recorded of the Force’s complaints system and those resolved by triage.

Table 11 – Number of complaints and allegations recorded by type

		Q1 2019/20	Q1 2020/21	% change
Recorded on Centurion	Complaints	219	290	32%
	Allegations	605	577	-4.5%
Resolved by Triage	Complaints	257	473	84%
	Allegations	326	536	64%

- 6.7 Overall, the significant majority of the increase in complaints and allegations are as a result of the new Police Integrity Reforms. Previously, many of these complaints would have been dealt with through the service satisfaction procedures in place. There has been a small number of recorded complaints as a result of COVID-19 and recent protests.

Forcewide	12 months to Jun-19	12 months to Jun-20	Change	
Total crime	155,268	139,109	-16,159	- 10%
Violence against the person	48,507	46,701	-1,806	- 4%
Violence against the person - With injury	13,436	13,293	- 143	- 1%
Violence against the person - Without injury	35,071	33,408	-1,663	- 5%
Other violence	2,354	2,267	- 87	- 4%
Harassment & assault	32,621	31,080	-1,541	- 5%
Modern day slavery	96	61	- 35	- 36%
Robbery	832	779	- 53	- 6%
Sexual offences	4,681	4,230	- 451	- 10%
Rape	1,744	1,499	- 245	- 14%
Other serious sexual offences	2,034	1,934	- 100	- 5%
Other sexual offences	903	797	- 106	- 12%
Vehicle crime	8,639	7,916	- 723	- 8%
Criminal damage	23,328	21,489	-1,839	- 8%
Burglary	8,776	7,375	-1,401	- 16%
Theft and handling	32,521	26,905	-5,616	- 17%
Shoplifting	13,780	10,890	-2,890	- 21%
Theft from the person	1,292	1,342	+ 50	+ 4%
Theft of a pedal cycle	1,872	1,634	- 238	- 13%
Other theft and handling	15,577	13,039	-2,538	- 16%
Drug crime	3,236	3,292	+ 56	+ 2%
Fraud and forgery	295	193	- 102	- 35%
Public disorder	22,486	18,293	-4,193	- 19%
Miscellaneous crime	1,967	1,936	- 31	- 2%

Sunderland	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	32,563	29,679	-2,884	- 9%	105.7	113.7	7
Violence against the person	9,871	9,655	- 216	- 2%	34.1	42.9	3
Violence against the person - With injury	2,590	2,762	+ 172	+ 7%	9.9	12.0	4
Violence against the person - Without injury	7,281	6,893	- 388	- 5%	24.1	30.9	3
Other violence	414	422	+ 8	+ 2%	1.5	2.5	1
Harassment & assault	6,851	6,458	- 393	- 6%	22.7	28.4	5
Modern day slavery	16	13	- 3	- 19%	0.0	0.1	1
Robbery	157	165	+ 8	+ 5%	0.6	1.2	4
Sexual offences	886	790	- 96	- 11%	2.7	3.5	2
Rape	310	273	- 37	- 12%	0.9	1.2	4
Other serious sexual offences	397	373	- 24	- 6%	1.3	1.4	4
Other sexual offences	179	144	- 35	- 20%	0.5	0.8	2
Vehicle crime	1,800	1,748	- 52	- 3%	6.2	8.0	4
Criminal damage	5,285	5,185	- 100	- 2%	18.5	15.4	12
Burglary	1,884	1,755	- 129	- 7%	5.4	7.3	5
Theft and handling	6,613	5,519	-1,094	- 17%	20.6	18.4	12
Shoplifting	2,861	2,297	- 564	- 20%	8.9	7.6	11
Theft from the person	167	172	+ 5	+ 3%	0.6	0.9	4
Theft of a pedal cycle	307	276	- 31	- 10%	0.9	0.9	8
Other theft and handling	3,278	2,774	- 504	- 15%	10.1	9.0	13
Drug crime	526	507	- 19	- 4%	1.8	3.0	3
Fraud and forgery	56	40	- 16	- 29%	0.1	0.1	10
Public disorder	5,097	3,910	-1,187	- 23%	14.1	12.2	11
Miscellaneous crime	388	405	+ 17	+ 4%	1.4	1.6	6

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Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change
Hate Crime	447	403	-44 -10%	297	247	-50 -17%	37	19	-18 -49%	60	74	+14 +23%	7	3	-4 -57%	46	60	+14 +30%

South Tyneside	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	15,927	14,136	-1,791	- 11%	94.7	110.9	5
Violence against the person	5,473	5,322	- 151	- 3%	35.5	41.8	6
Violence against the person - With injury	1,427	1,381	- 46	- 3%	9.4	11.5	2
Violence against the person - Without injury	4,046	3,941	- 105	- 3%	26.1	30.3	7
Other violence	263	233	- 30	- 11%	1.5	2.6	3
Harassment & assault	3,775	3,700	- 75	- 2%	1.5	2.6	3
Modern day slavery	8	8	+ 0	+ 0%	0.0	0.1	2
Robbery	54	78	+ 24	+ 44%	0.5	1.3	1
Sexual offences	499	452	- 47	- 9%	3.1	3.2	8
Rape	202	169	- 33	- 16%	1.1	1.2	8
Other serious sexual offences	189	189	+ 0	+ 0%	1.3	1.3	9
Other sexual offences	108	94	- 14	- 13%	0.7	0.7	7
Vehicle crime	702	633	- 69	- 10%	4.3	8.1	2
Criminal damage	2,599	2,436	- 163	- 6%	16.4	14.9	11
Burglary	703	557	- 146	- 21%	3.1	7.4	1
Theft and handling	2,954	2,197	- 757	- 26%	14.9	17.1	7
Shoplifting	1,283	743	- 540	- 42%	5.4	7.1	5
Theft from the person	75	66	- 9	- 12%	0.4	0.7	2
Theft of a pedal cycle	183	141	- 42	- 23%	0.9	0.8	8
Other theft and handling	1,413	1,247	- 166	- 12%	8.3	8.4	6
Drug crime	254	301	+ 47	+ 19%	1.9	3.3	4
Fraud and forgery	27	16	- 11	- 41%	0.1	0.1	10
Public disorder	2,446	1,953	- 493	- 20%	13.4	11.9	9
Miscellaneous crime	216	191	- 25	- 12%	1.3	1.6	6

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change
	213	201	-12 -6%	125	121	-4 -3%	15	15	0 0%	24	21	-3 -13%	12	3	-9 -75%	37	41	+4 +11%

Gateshead	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	20,476	19,328	-1,148	- 6%	94.2	110.3	2
Violence against the person	6,343	6,459	+ 116	+ 2%	31.0	41.5	1
Violence against the person - With injury	1,709	1,840	+ 131	+ 8%	8.9	11.2	2
Violence against the person - Without injury	4,634	4,619	- 15	- 0%	22.1	30.4	2
Other violence	326	361	+ 35	+ 11%	1.6	2.0	6
Harassment & assault	4,302	4,241	- 61	- 1%	20.5	28.3	3
Modern day slavery	6	17	+ 11	+183%	0.1	0.1	4
Robbery	108	101	- 7	- 6%	0.5	1.1	1
Sexual offences	641	634	- 7	- 1%	3.2	3.3	8
Rape	237	232	- 5	- 2%	1.2	1.2	9
Other serious sexual offences	278	285	+ 7	+ 3%	1.4	1.4	7
Other sexual offences	126	117	- 9	- 7%	0.6	0.7	6
Vehicle crime	1,401	1,431	+ 30	+ 2%	7.1	7.3	8
Criminal damage	3,108	2,863	- 245	- 8%	14.0	15.0	6
Burglary	1,188	1,138	- 50	- 4%	4.8	7.2	2
Theft and handling	4,222	3,625	- 597	- 14%	18.4	17.6	10
Shoplifting	1,803	1,465	- 338	- 19%	7.6	7.5	8
Theft from the person	132	133	+ 1	+ 1%	0.7	0.8	5
Theft of a pedal cycle	171	180	+ 9	+ 5%	0.9	0.9	7
Other theft and handling	2,116	1,847	- 269	- 13%	9.3	8.4	11
Drug crime	425	437	+ 12	+ 3%	2.2	3.0	4
Fraud and forgery	34	31	- 3	- 9%	0.2	0.1	10
Public disorder	2,704	2,308	- 396	- 15%	11.2	12.4	6
Miscellaneous crime	302	301	- 1	- 0%	1.4	1.7	4

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change
	384	474	+90 +23%	210	272	+62 +30%	74	93	+19 +26%	44	41	-3 -7%	13	6	-7 -54%	43	62	+19 +44%

North Tyneside	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	20,506	18,473	-2,033	- 10%	90.1	95.8	6
Violence against the person	6,717	6,221	- 496	- 7%	30.1	36.4	4
Violence against the person - With injury	1,651	1,618	- 33	- 2%	7.9	10.3	1
Violence against the person - Without injury	5,066	4,603	- 463	- 9%	22.2	26.0	7
Other violence	356	320	- 36	- 10%	1.6	2.0	7
Harassment & assault	4,702	4,281	- 421	- 9%	20.7	24.0	7
Modern day slavery	8	2	- 6	- 75%	0.0	0.1	1
Robbery	84	99	+ 15	+ 18%	0.5	1.0	2
Sexual offences	584	508	- 76	- 13%	2.5	3.0	4
Rape	225	178	- 47	- 21%	0.8	1.1	5
Other serious sexual offences	223	212	- 11	- 5%	1.0	1.3	5
Other sexual offences	136	118	- 18	- 13%	0.6	0.7	6
Vehicle crime	1,194	1,179	- 15	- 1%	6.1	6.4	8
Criminal damage	2,866	2,813	- 53	- 2%	13.7	12.1	12
Burglary	1,086	863	- 223	- 21%	3.9	5.6	2
Theft and handling	3,996	3,466	- 530	- 13%	17.3	16.2	8
Shoplifting	1,837	1,611	- 226	- 12%	8.1	6.9	11
Theft from the person	82	123	+ 41	+ 50%	0.6	0.8	5
Theft of a pedal cycle	247	217	- 30	- 12%	1.1	1.4	9
Other theft and handling	1,830	1,515	- 315	- 17%	7.6	7.1	8
Drug crime	325	332	+ 7	+ 2%	1.6	3.6	1
Fraud and forgery	30	25	- 5	- 17%	0.1	0.1	11
Public disorder	3,365	2,741	- 624	- 19%	13.2	9.8	15
Miscellaneous crime	259	226	- 33	- 13%	1.1	1.4	4

Hate Crime	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Jun-19	Jun-20	Change		Jun-19	Jun-20	Change		Jun-19	Jun-20	Change		Jun-19	Jun-20	Change		Jun-19	Jun-20	Change		Jun-19	Jun-20	Change	
	323	346	+23	+7%	195	221	+26	+13%	12	18	+6	+50%	60	46	-14	-23%	11	5	-6	-55%	45	56	+11	+24%

Newcastle	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	40,961	34,292	-6,669	- 16%	116.0	112.0	9
Violence against the person	11,801	10,647	-1,154	- 10%	35.8	39.1	6
Violence against the person - With injury	3,735	3,414	- 321	- 9%	11.8	11.5	8
Violence against the person - Without injury	8,066	7,233	- 833	- 10%	24.0	27.5	5
Other violence	649	591	- 58	- 9%	1.9	2.6	3
Harassment & assault	7,373	6,628	- 745	- 10%	22.0	24.9	5
Modern day slavery	44	14	- 30	- 68%	0.1	0.2	3
Robbery	342	265	- 77	- 23%	0.9	1.6	3
Sexual offences	1,326	1,073	- 253	- 19%	3.7	3.7	10
Rape	526	386	- 140	- 27%	1.4	1.4	9
Other serious sexual offences	606	510	- 96	- 16%	1.8	1.6	11
Other sexual offences	194	177	- 17	- 9%	0.6	0.7	4
Vehicle crime	2,302	1,954	- 348	- 15%	6.8	7.9	5
Criminal damage	5,467	4,612	- 855	- 16%	15.6	12.5	14
Burglary	2,255	1,635	- 620	- 27%	4.9	6.9	2
Theft and handling	10,112	7,982	-2,130	- 21%	27.7	22.2	12
Shoplifting	4,079	2,954	-1,125	- 28%	10.3	8.5	11
Theft from the person	737	731	- 6	- 1%	2.6	2.2	13
Theft of a pedal cycle	762	691	- 71	- 9%	2.2	2.4	7
Other theft and handling	4,534	3,606	- 928	- 20%	12.6	9.0	14
Drug crime	1,356	1,308	- 48	- 4%	4.5	4.2	10
Fraud and forgery	68	46	- 22	- 32%	0.2	0.2	10
Public disorder	5,493	4,327	-1,166	- 21%	14.5	11.9	11
Miscellaneous crime	439	443	+ 4	+ 1%	1.5	1.8	7

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change
Hate Crime	1083	1042	-41 -4%	748	704	-44 -6%	80	68	-12 -15%	141	160	+19 +13%	27	21	-6 -22%	87	89	+2 +2%

Northumberland	12 months to Jun-19	12 months to Jun-20	Change		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	24,835	23,201	-1,634	- 7%	72.5	71.0	10
Violence against the person	8,302	8,397	+ 95	+ 1%	26.0	28.6	4
Violence against the person - With injury	2,324	2,278	- 46	- 2%	7.2	8.1	6
Violence against the person - Without injury	5,978	6,119	+ 141	+ 2%	18.9	20.5	6
Other violence	346	340	- 6	- 2%	1.0	1.6	4
Harassment & assault	5,618	5,772	+ 154	+ 3%	17.8	1.0	6
Modern day slavery	14	7	- 7	- 50%	0.0	0.0	5
Robbery	87	71	- 16	- 18%	0.2	0.3	5
Sexual offences	745	773	+ 28	+ 4%	2.4	2.7	6
Rape	244	261	+ 17	+ 7%	0.8	0.8	6
Other serious sexual offences	341	365	+ 24	+ 7%	1.2	1.2	10
Other sexual offences	160	147	- 13	- 8%	0.5	0.6	3
Vehicle crime	1,240	971	- 269	- 22%	3.0	3.3	9
Criminal damage	4,003	3,580	- 423	- 11%	11.4	9.8	13
Burglary	1,660	1,427	- 233	- 14%	3.9	4.1	8
Theft and handling	4,624	4,116	- 508	- 11%	13.3	11.6	12
Shoplifting	1,917	1,820	- 97	- 5%	5.8	4.9	12
Theft from the person	99	117	+ 18	+ 18%	0.4	0.3	11
Theft of a pedal cycle	202	129	- 73	- 36%	0.4	0.7	7
Other theft and handling	2,406	2,050	- 356	- 15%	6.7	5.7	12
Drug crime	350	407	+ 57	+ 16%	1.3	2.4	1
Fraud and forgery	80	35	- 45	- 56%	0.1	0.1	13
Public disorder	3,381	3,054	- 327	- 10%	9.6	6.8	14
Miscellaneous crime	363	370	+ 7	+ 2%	1.2	1.3	5

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Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change	Jun-19	Jun-20	Change
Hate Crime	286	352	+66 +23%	152	177	+25 +16%	12	14	+2 +17%	79	96	+17 +22%	8	10	+2 +25%	35	55	+20 +57%

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Putting Victims First									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q1	2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	Jun-19	Jun-20	
1	Attendance rate for priority 1 incidents (Urban)	10 minutes	15 mins 27 secs ● 66% attended within threshold	16 mins 08 secs ● 63% attended within threshold	15 mins 33 secs ● 66% attended within threshold	15 mins 44 secs ● 65% attended within threshold	13 mins 22 secs ● 75% attended within threshold	15 mins 20 secs ● 66% attended within threshold	15 mins 17 secs ● 67% attended within threshold
2	Attendance rate for priority 1 incidents (Rural)	20 minutes	25 mins 50 secs ● 79% attended within threshold	28 mins 46 secs ● 73% attended within threshold	27 mins 04 secs ● 76% attended within threshold	28 mins 37 secs ● 73% attended within threshold	23 mins 24 secs ● 82% attended within threshold	26 mins 43 secs ● 77% attended within threshold	27 mins 07 secs ● 76% attended within threshold
3	Attendance rate for priority 2 incidents	60 minutes	2 hr 42 mins ● 69% attended within threshold	3 hr 37 mins ● 64% attended within threshold	2 hr 50 mins ● 68% attended within threshold	2 hr 31 mins ● 71% attended within threshold	1 hr 41 mins ● 80% attended within threshold	2 hr 33 mins ● 71% attended within threshold	2 hr 35 mins ● 71% attended within threshold
Average time to answer calls:									
4	Emergency calls	0 mins 10 secs	0 mins 11 secs ● 82% answered with 10 sec	0 mins 14 secs ● 79% answered with 10 sec	0 mins 8 secs ● 87% answered with 10 sec	0 mins 7 secs ● 89% answered with 10 sec	0 mins 8 secs ● 88% answered with 10 sec	0 mins 11 secs ● 84% answered with 10 sec	0 mins 09 secs ● 87% answered with 10 sec
5	101 – Non-Emergency calls	1 min 0 secs	1 mins 22 secs ●	2 mins 02 secs ●	1 min 04 secs ●	0 min 52 secs ●	0 min 44 secs ●	1 mins 01 secs ●	1 mins 12 secs ●
Percentage of calls answered:									
6	Emergency calls	98% and above	100% ● 61,958 calls	100% ● 68,268 calls	100% ● 60,310 calls	100% ● 55,586 calls	100% ● 51,051 calls	99% ● 241,350 calls	100% ● 235,215 calls
7	101 – Non-Emergency calls	90% and above	88% ● 81,439 calls	84% ● 80,911 calls	90% ● 75,270 calls	94% ● 74,659 calls	94% ● 73,920 calls	91% ● 319,978 calls	90% ● 304,760 calls
8	Percentage of victims with a satisfactory needs assessment	85% and above	89% ● of 26,296 victims	89% ● of 26,293 victims	91% ● of 24,487 victims	91% ● of 24,329 victims	92% ● of 19,573 victims	85% ● of 108,800 victims	89% ● of 94,682 victims
9	Percentage of needs assessments completed within 48 hours	80% and above	76% ● of 26,296 victims	83% ● of 26,293 victims	88% ● of 24,487 victims	89% ● of 24,329 victims	95% ● of 19,573 victims	85% ● of 108,800 victims	88% ● of 94,682 victims

	Threshold	Rolling 12 month data to...			12 months to...		
		Sep-19	Dec-19	Mar-20	Jun-19	Jun-20	
10	Percentage of victims who state they received a CID88 (notification that a crime was recorded)	Monitor	55% of 1,626 victims	53% of 1,376 victims	52% of 1,303 victims	58% of 1,856 victims	52% of 1,117 victims
Percentage of crime victims satisfied with the policing response provided: (1,800 surveys completed per annum)							
This survey was revised in August 2017 and does not include crimes resolved by the Telephone Investigation Unit.							
11	Initial contact	95% and above	96% ● +/- 1.1%	96% ● +/- 1.1%	96% ● +/- 1.2%	96% ● +/- 1.0%	95% ● +/- 1.4%
12	Response time	90% and above	88% ● +/- 1.5%	88% ● +/- 1.7%	87% ● +/- 1.8%	88% ● +/- 1.4%	87% ● +/- 1.9%
13	Action taken	85% and above	80% ● +/- 1.9%	79% ● +/- 2.1%	79% ● +/- 2.2%	80% ● +/- 1.8%	79% ● +/- 2.3%
14	Follow-up	85% and above	67% ● +/- 3.0%	66% ● +/- 3.3%	66% ● +/- 3.4%	66% ● +/- 2.8%	67% ● +/- 3.6%
15	Treatment	90% and above	94% ● +/- 1.1%	93% ● +/- 1.3%	93% ● +/- 1.3%	93% ● +/- 1.1%	93% ● +/- 1.4%
16	Whole experience	85% and above	83% ● +/- 1.8%	82% ● +/- 1.9%	81% ● +/- 2.0%	83% ● +/- 1.7%	82% ● +/- 2.1%
Percentage of victims satisfied with the Telephone Investigation Unit (TIU) policing response provided: (600 surveys completed per annum).							
Due to the introduction of TIU in April, data represents surveys conducted between June 2019 and February 2020.							
17	Action taken	Monitor					77% +/- 3.3%
18	Victim thought their incident was taken seriously	Monitor					83% +/- 2.8%
19	Whole experience	Monitor					79% +/- 3.0%

Reducing Anti-social behaviour

Fewer victims of ASB - though we will continue to encourage reporting

	Threshold	Quarterly data					12 months to...	
		2019/20 – Q1	2019/20 – Q2	2019/20 – Q3	2019/20 – Q4	2020/21 – Q1	Jun-19	Jun-20
20	Recorded levels of anti-social behaviour incidents	12,299 135 per day	13,041 142 per day	10,551 115 per day	10,921 120 per day	24,784 272 per day	47,667 131 per day	59,296 162 per day
	Threshold	Rolling 12 month data to...			12 months to...			
		Jun-19	Sep-19	Dec-19	Mar-19	Mar-20		
21	Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (4,000 Surveyed annually)	15% and below	18% +/- 1.2%	19% +/- 1.2%	20% +/- 1.3%	17% +/- 1.1%	22% +/- 1.3%	
	Threshold	Rolling 12 month data to...			12 months to...			
		Sep-19	Dec-19	Mar-20	Jun-19	Jun-20		
22	Percentage of ASB victims who are confident to report further incidents to the police again. (1,300 surveyed)	85% and above	81% +/- 2.2%	82% +/- 2.2%	82% +/- 2.2%	80% +/- 2.2%	83% +/- 2.3%	
23	Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed)	50% and above	47% +/- 3.4%	49% +/- 2.9%	47% +/- 3.8%	47% +/- 3.4%	42% +/- 4.2%	
Percentage of victims of ASB satisfied with the service provided: (1,300 surveys completed per annum)								
24	Initial contact	90% and above	92% +/- 1.5%	92% +/- 1.6%	91% +/- 1.6%	93% +/- 1.4%	93% +/- 1.6%	
25	Response time	90% and above	86% +/- 2.7%	87% +/- 2.7%	88% +/- 2.5%	85% +/- 2.8%	91% +/- 2.4%	
26	Action taken	85% and above	79% +/- 3.3%	80% +/- 3.3%	81% +/- 3.1%	79% +/- 3.3%	83% +/- 3.3%	
27	Follow-up	85% and above	59% +/- 6.4%	64% +/- 6.3%	65% +/- 6.0%	59% +/- 6.6%	66% +/- 6.6%	
28	Treatment	95% and above	94% +/- 1.8%	94% +/- 1.9%	95% +/- 1.7%	95% +/- 1.7%	95% +/- 1.8%	
29	Whole experience	85% and above	79% +/- 2.3%	79% +/- 2.3%	80% +/- 2.3%	80% +/- 2.2%	78% +/- 2.5%	

Cutting Crime								
	Threshold	Quarterly data					12 months to...	
		2019/20 – Q1	2019/20 – Q2	2019/20 – Q3	2019/20 - Q4	2020/21 - Q1	Jun-19	Jun-20
30	Recorded levels in night time economy areas	1,341 15 per day	1,303 14 per day	1,302 14 per day	1,202 12 per day	320 4 per day	5,861 16 per day	4,127 11 per day
31	Total recorded crime	37,857 416 per day	37,947 412 per day	36,197 393 per day	35,343 388 per day	29,622 326 per day	155,268 425 per day	139,109 380 per day
32	Violence against the person	12,269 135 per day	12,303 134 per day	11,939 130 per day	11,692 128 per day	10,767 118 per day	48,507 133 per day	46,701 128 per day
33	Sexual offences	1,148 13 per day	1,170 13 per day	1,072 12 per day	1,088 12 per day	900 10 per day	4,681 13 per day	4,230 12 per day
34	Burglary	1,959 22 per day	1,988 22 per day	1,933 21 per day	1,982 22 per day	1,472 16 per day	8,776 24 per day	7,375 20 per day
35	Theft and handling	7,749 85 per day	7,834 85 per day	7,738 84 per day	6,902 76 per day	4,431 49 per day	32,521 89 per day	26,905 74 per day
36	Vehicle crime	2,187 24 per day	2,251 24 per day	1,955 21 per day	2,198 24 per day	1,512 17 per day	8,639 24 per day	7,916 22 per day
37	Criminal damage	5,616 62 per day	5,545 60 per day	5,659 62 per day	5,702 63 per day	4,583 50 per day	23,328 64 per day	21,489 59 per day
38	Other crime (such as drug crime, public disorder and miscellaneous crime)	6,929 76 per day	6,856 75 per day	5,901 64 per day	5,779 64 per day	5,957 65 per day	28,816 79 per day	24,493 67 per day
	Threshold	Rolling 12 month data to...			12 months to...			
		Jun-19	Sep-19	Dec-19	Mar-19	Mar-20		
39	Perceptions of safety of those that use the night time economy (4,000 surveyed annually)	88% +/- 2.2%	87% +/- 2.4%	84% +/- 2.5%	89% +/- 2.0%	85% +/- 2.3%		

Domestic and Sexual Abuse									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q1	2019/20 – Q2	2019/20 – Q3	2019/20 - Q4	2020/21 - Q1	Jun-19	Jun-20	
40	Recorded sexual offences	Monitor	1,148 13 per day	1,170 13 per day	1,072 12 per day	1,088 12 per day	900 10 per day	4,681 13 per day	4,230 12 per day
41	Recorded domestic abuse incidents	Monitor	9,261 102 per day	9,747 106 per day	9,305 102 per day	9,143 100 per day	9,989 110 per day	36,772 101 per day	38,184 105 per day
	Threshold	Rolling 12 month data to...			12 months to...				
		Sep-19	Dec-19	Mar-20	Jun-19	Jun-20			
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)									
42	Initial contact	95% and above	99% +/- 1.0% ●	99% +/- 1.0% ●	99% +/- 1.2% ●	99% +/- 0.9% ●	99% +/- 1.3% ●		
43	Response time	90% and above	92% +/- 2.4% ●	90% +/- 2.8% ●	91% +/- 2.6% ●	92% +/- 2.3% ●	91% +/- 2.9% ●		
44	Action taken	90% and above	87% +/- 2.8% ●	87% +/- 3.0% ●	85% +/- 3.1% ●	89% +/- 2.6% ●	84% +/- 3.5% ●		
45	Follow-up	90% and above	85% +/- 3.0% ●	86% +/- 3.0% ●	84% +/- 3.1% ●	87% +/- 2.8% ●	84% +/- 3.5% ●		
46	Treatment	95% and above	95% +/- 1.9% ●	95% +/- 1.9% ●	94% +/- 2.0% ●	95% +/- 1.7% ●	95% +/- 2.1% ●		
47	Whole experience	90% and above	89% +/- 2.6% ●	88% +/- 2.8% ●	87% +/- 2.8% ●	91% +/- 2.3% ●	88% +/- 3.1% ●		
48	Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	94% +/- 2.1% ●	94% +/- 2.1% ●	93% +/- 2.2% ●	95% +/- 1.8% ●	93% +/- 2.4% ●		

Effective Criminal Justice System									
	Threshold	Quarterly data					12 months to...		
		2019/20 – Q1	2019/20 – Q2	2019/20 – Q3	2019/20 - Q4	2020/21 - Q1	Jun-19	Jun-20	
49	Percentage of post-charge failures	32% and below	30% 320 failures	22% 256 failures	21% 214 failures	25% 249 failures	19% 154 failures	31% 1,551 failures	22% 873 failures
50	Resolved rate for total recorded crime	Monitor	15%	15%	16%	15%	18%	16%	16%
Charge rates:									
51	Rape	9% and above	5% 21 charges	7% 32 charges	9% 33 charges	10% 35 charges	13% 45 charges	7% 116 charges	10% 145 charges
52	Sexual offences	12% and above	7% 53 charges	8% 63 charges	8% 54 charges	10% 74 charges	20% 112 charges	9% 267 charges	11% 303 charges
53	Domestic Abuse	22% and above	12% 840 charges	11% 688 charges	12% 718 charges	11% 666 charges	13% 821 charges	12% 3,210 charges	12% 2,893 charges
		Threshold	Rolling 12 month data to...			12 months to...			
			Sep-18	Dec-18	Mar-19	Sep-18	Sep-19		
54	Monitor the number of first time entrants to the criminal justice system	Monitor	2,888	2,840	2,731	2,886	2,671		
		Threshold	Rolling 12 month data to...			12 months to...			
			Sep-19	Dec-19	Mar-20	May-19	May-20		
Conviction rates:									
55	Rape	58% and above	50%	46%	52%	53%	62%		
56	Sexual offences	83% and above	83%	84%	82%	84%	82%		
57	Domestic Abuse	76% and above	72%	73%	75%	71%	76%		
Report to conviction rates:									
58	Rape	5% and above	4%	3%	4%	3%	6%		
59	Sexual offences	10% and above	7%	7%	7%	8%	7%		
60	Domestic Abuse	17% and above	8%	9%	9%	8%	9%		
		Threshold	Rolling 12 month data to...			12 months to...			
			Jun-19	Sep-19	Dec-19	Mar-19	Mar-20		
61	Non-conviction rate (due to victims and witnesses as measured at LCJB)	Monitor	37%	37%	37%	37%	36%		

**POLICE AND CRIME PANEL**20th October 2020**POLICE AND CRIME COMMISSIONER REPORT****OCTOBER 2020**

In the two months since I last met with the panel our region has continued to adapt to the demands of the pandemic. Covid has continued to be a major issue, but the routine work of our emergency services has not gone away. Over this report I'll set out what I have been doing to hold the police to account on behalf of the public, and to support our communities in this difficult time.

Covid update

As the situation in the North East is developing, I will take the opportunity at the panel meeting to update members on the position in the region.

1. Fighting Crime

Getting more officers in to our force and reversing the Government's 1,100 cut to Northumbria Police officer numbers remains a priority.

So I was pleased to recently meet yet another intake, the 73 latest recruits to Northumbria Police.

They join 238 passionate new officers who have already begun their career with the force in 2020, together with an additional 11 experienced transferees from other forces.

On current projections Northumbria Police will have hired 185 more officers than the Government offered us by the end of the financial year. I'm doing that because new recruits are not enough, we need to replace departing and retiring officers as well.

Northumbria Police is very clear in its intent to recruit exceptional people from across the community and recent intakes have been attracting a significant proportion of female officers as well as increasing numbers of recruits from Black, Asian and Minority Ethnic backgrounds.

Uniformed officers out on the streets is exactly what local people tell me they want to see so that's why we are making this happen. We've now welcomed more than 300 officers to the force since lockdown, and it is great to see the continued interest in these job vacancies,

We've been overwhelmed by the level of interest from applicants - people from all walks of life are joining us bringing a welcome range of backgrounds and skills to our



workforce. I'm thankful to each and every one of them for joining in such challenging times and I look forward to watching them grow in their careers – they've chosen a brilliant force to be a part of.

Justice for heroes

The hard work our officers and staff does often mean they are in dangerous situations. Over recent months we've seen continued attacks on our emergency services, and a criminal justice system that, frankly, does not do them justice.

That's why I wrote to the Home Secretary backing a double of the sentencing options available for to the courts when dealing with those who attack emergency workers, but also clearer sentencing guidelines from the Government so magistrates and judges are better placed to impose longer sentences.

At the same time, I backed Crimestoppers with their reward for anyone offering information on those who attack our emergency workers.

Our local media have also backed our first responders, including ChronicleLive, which campaigned for tougher sentences and has proudly backed those who keep us safe.

Tackling Anti-Social Behaviour

I joined with Northumbria Police and Metro staff to see how anti-social behaviour is being tackled on public transport.

Named Operation Hermes – after the Greek God of travel – the initiative saw officers team up with colleagues from Metro operators Nexus, local councils, Tyne and Wear Fire and Rescue Service and British Transport Police to target troublemakers and help ensure commuters feel safe.

A wide range of tactics were deployed across a number of locations, at times when there has been an increase in incidents being reported, including increased engagement to steer youths away from using the stations as social hubs. However, enforcement action was also used where necessary, and as well as a visible policing presence, plain-clothed officers were travelling the Metro lines keeping a watchful eye.

As part of Northumbria Police's continued commitment to tackling serious and organised crime, there were also targeted search operations at some stations.

Northumbria Police have a dedicated team which works along the Metro network, and this operation was designed to build on the activity which already takes place to keep passengers safe.



I was pleased to see that alongside our officers, youth workers were on hand to talk with those seen to be causing trouble and encourage them to consider other local opportunities and better ways to spend their time.

2. Preventing crime

Violence Reduction Unit

My Violence Reduction Unit continues to move at great pace and deliver impactful work across the region. In the months since I last updated you on their work, they have supported summer provision across all six local authorities, commissioned further funding I secured to support micro-charities, engaged over 1370 young people via our youth survey and began in-school delivery supporting the return to education.

Given the challenges faced by young people throughout this year, and the lack of engagement they have been able to have with peers, youth services and sport provision, I ensured we made all resources possible available to support the summer activity provision delivered by our local authorities. Our School Liaison Officers successfully delivered a community-based support programme to over 360 children and young people, engaging in a range of educational and community activities that saw the team deliver inputs ranging from 'knife crime' to 'communication' to 'friendships & relationships' – all very topical issues in the current climate.

Despite the short notice nature of the announcement, I welcomed a further investment of £135,162 from the Home Office to support some of the region's smaller charities recover from the impact of the pandemic, and resume their much needed youth services for vulnerable young people.

We allocated this funding to 21 different organisations across the region and it has been heartening to see the immediate impact of this funding. I have visited and spoken with a number of those awarded funds, including Jobes Boxing Gym in Newcastle, who in particular showcased how important youth diversion and local sporting activities are for communities. Amongst the many inspiring people at the session I attended, one teenager who had previously been on suicide watch until they started attending sessions at Jobes made it very clear how vital these services are and how we must continue to support and fund local provision like this.

In my last report I mentioned that we were seeking the views of young people aged 14-25 to allow my office to support both them, and the education sector as they return to school, college and university in September. I was absolutely delighted at the response achieved, 1374 responses, but it also gave a very stark warning of the challenges ahead as young people continue to be impacted heavily by the fallout of



this pandemic – most notably with concerns raised about mental health and employment support.

Gang Violence

We are lucky in Northumbria to have so many fantastic charities providing life changing support to young people, and so it was very pleasing to see two of these referenced in a recent Westminster Hall debate on the topic of ‘Gang-associated girls’.

Edge North East, who my Violence Reduction Unit helps fund, and the Children’s Society North East were used as examples by Bambos Charalambous MP to showcase organisations doing exceptional work in this area, and I want to take this chance to highlight some of the work done by my VRU and other organisations in tackling gang violence.

Several organisations in the North East have identified girls at risk of gang-related violence. Edge North East, which mentors girls and young women involved in gangs, is doing great work here. Also making great inroads is the Children’s Society North East and its SCARPA project, which has worked with more than 30 girls who are at risk of harm and exploitation due to their association with gang members.

Between these organisations can be found a collection of modern day horror stories, detailing the lives of young women trapped in violence. We hear of young women in the North East who have reported being victims of physical and sexual violence and being forced to do drug runs, to carry and store weapons, and to drive vehicles for drug deals. They have even allowed their bank accounts to be used to stash money.

One of our young females has been a victim of domestic violence for over a year including one occasion where she had hot water poured over her. Another had her property used as a ‘trap house’ and was forced to store drugs and weapons in the property, and when she told her boyfriend she no longer wanted to store them she was subjected to a violent attack.

Girls in these environments tell the organisations working with them that it is made out to them that being a gang member’s girlfriend is glamorous and you will be well looked after and taken care off and receive the best of everything, however this is all a grooming tactic and it becomes apparent this is not the case.

The force works with these young women and the organisations that support them, and I continue to discuss these efforts with the chief constable.

But as well as using this opportunity to praise their work, there is also a need for a warning here.

Time is rapidly running out for the Home Secretary to agree third year funding for violence reduction units. As with wider policing issues, we cannot continue in a



position in which a one-year budget is agreed just a few weeks before it needs implementing. Let me be clear; the manner in which the Home Secretary hands out policing funds directly limits our ability to reduce crime. If we do not get another round of violence reduction funding in place, gang crime will continue to ruin lives.

My office continues to work with others to prevent crimes such as these. My VRU came together with Northumbria Police, Newcastle Council and Edge North East to deliver a highly praised and credited webinar on Criminal Exploitation and Serious Violence to over 200 professionals and colleagues. I have spoken in depth about this topic recently, and along with Northumbria Police, highlighted our zero tolerance approach to these insidious crimes which will be met with the maximum enforcement and punishment possible. It is extremely pleasing to see the value and impact that my team can have in this capacity, and upskill and educate colleagues on how to spot, support and prevent crimes like this from happening. Through sessions like this we will provide professionals with the skills required to improve lives to prevent crime, and for those that choose to ignore support and commit these acts of crime, we absolutely will fight crime with my full backing.

3. Improving Lives

Grants

As mentioned above, my office has issued a further £135,000 in targeted support for organisations hit by the pandemic, with the total now over £1m. These total funds are a mixture of OPCC and Government grants and are designed to ensure those most in need in our area still receive support.

With fears that the pandemic could create a 'lost generation' of young people, widen the education attainment gap and lead to an increase in vulnerability, I think it is vital we continue to support families and young people.

These people were telling us that they need some extra support this summer, and through my VRU we allocated a further £135,000 to organisations to tackle the financial challenges arising from Covid-19 in order to help and support vulnerable children. A total of 21 organisations will be funded by the OPCC, with the grants supporting micro-charities who are working with vulnerable young people at risk of being involved in serious violence.

One such organisation was the Longbenton Youth Project. The grant allowed them to bring back workers from furlough on a part time basis and continue the fantastic work that has achieved since opening in May 1994. I was told that without the grant they may well have never re-opened again and that would be a huge tragedy for those young people they serve.



Monitoring the impact of victim services during the pandemic

As part of our commissioning process my office monitors the impact of our victim services on a quarterly basis, we do this by reviewing written qualitative and quantitative information as well as holding 'grant surgeries' which provide a means to check-in with our services, track delivery and ascertain the impact of Covid-19 and how services are responding to the challenges. Despite the restrictions and working from home, my office was still able to successfully connect with all of our commissioned services via online methods.

Our findings from the quarter one surgeries were very positive, the main achievement being how services have adapted and responded to the sudden changes to their way of working, ensuring that victims continue to have access to their services and support; predominantly using online face-to-face delivery, and where this was not feasible, telephone contact. They are working with partners and other agencies remotely and are reaching their target communities using social media and other online methods to offer guidance, advice, and pathways to access support.

Overall, referrals into the services have remained consistent, some of our domestic abuse and sexual violence services reported that new referrals decreased during the initial lockdown period, but this trend has reversed, referrals have increased again to the levels seen pre Covid-19. The majority of services are reporting that staffing levels are adequate to meet this increase in demand. There is a view that there is an increase in complex cases with mental health being recognised as one of the main identified needs during the pandemic.

We work closely with our services to monitor the challenges they face and provide support and flexibility to services to enable them to meet the emerging demands of victims. We are pleased to have secured additional funding from the Ministry of Justice to support domestic abuse and sexual violence services, details of which was reported at the last panel meeting.

Support in the workplace for victims and survivors of domestic abuse

In June 2020 the Government announced their plans to review how further help can be given to victims and survivors of domestic abuse in the workplace. The review aims to give employers the confidence and knowledge to support workers affected by domestic abuse. Since 2014, alongside our local authority partners, we have been recruiting organisations across Northumbria to our Workplace Domestic Violence Champions Scheme and now have over 1100 champions who are currently supporting victims of domestic abuse in over 250 workplaces.



Our response to the Governments consultation reflects our good practice here in Northumbria and highly recommends that the Government include a mandatory requirement for workplaces to have a domestic abuse policy, which we ask employers to implement as part of their commitment to the scheme. We have suggested, to the government, that this should be included within the statutory guidance framework that will accompany the forthcoming Domestic Abuse Act and should apply to all public sector organisations, and other private organisations over a certain size. Alternatively, if that can't be achieved within current legislative frameworks, then for new legislation to require all employers have a stand-alone Domestic Abuse policy.

Independent Custody Visiting

As reported to the panel in August, due to Covid-19 Independent Custody Visiting was suspended in March 2020. To ensure that oversight of those detained in police custody could continue, Independent Custody Visitors (ICVs) made 'virtual' checks on the custody records of those detained in custody as an interim measure. This allowed for any issues identified to be addressed and ensured that those detained were treated correctly and their rights and entitlements were upheld.

As custody visiting relies on physical visits where detainees are spoken to in person, work was undertaken to bring about a safe return to in person custody visits. I want to ensure that the appropriate level of external scrutiny takes place and that the Covid 19 outbreak does not impact on this. In response to concern a Covid Secure Policy and approach, together with a Covid Briefing and provision of PPE will ensure the safety of both visitors and those in custody whilst Covid is prevalent.

My approach was that ICVs welfare and wellbeing, and that of their families, is always our main consideration therefore a decision about whether to take part in physical visits is based on this criteria and a small number of OCVS who have now recommenced physical visits to the three main custody suites of Forth Banks, Middle Engine Lane and Southwick, this allows us to fulfil our oversight duty in a safe and effective way.

Upcoming issues

As mentioned elsewhere in this report, I have launched my Fighting Crime, Preventing Crime consultation on the priorities the public would like to see enforced as part of the Police and Crime Plan. I look forward to updating the panel on this at future meetings.

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REPORT TO THE POLICE AND CRIME PANEL

20th October 2020

REPORT OF THE POLICE AND CRIME COMMISSIONER

POLICE AND CRIME PLAN CONSULTATION 2021-25

1. Purpose of the Report

- 1.1 To outline the Police and Crime Commissioner's emerging priorities for the Northumbria Police and Crime Plan 2021-25 and to outline the consultation process which will support the formation of that plan.

2 Background

- 2.1 The Police Reform and Social Responsibility Act 2011 (the Act) brought about significant changes to the governance of policing in England and Wales. This included the introduction of Police and Crime Commissioners (PCCs) across England and Wales with responsibility for 'the totality of policing' in their respective police force areas. The Act requires PCCs to hold their Chief Constable to account for the operational delivery of policing and secure and maintain efficient and effective local policing services.
- 2.2 Police and Crime Commissioners (PCCs) have therefore played a significant role in securing efficient and effective police and criminal justice services, holding Chief Constables to account for delivery and setting the budget and strategic direction of police services. In doing so, their statutory police and crime plans have formed a critical component.

3 Police and Crime Plan Statutory Framework

- 3.1 The Plan by its nature will be a localised document and will reflect the needs of each local area. It is via this plan that a Commissioner sets out the vision and objectives for the services over which they have responsibility. The Plan acts as a planning tool and is also the means by which a PCC communicates their intentions to local communities, service users and delivery partners and other stakeholders. The plan also sets a framework by which the commissioner's achievements during their term in office can be judged.
- 3.2 The Police and Crime Plan should determine, direct and communicate the PCC's priorities for their period in office and set out for the period of issue:-
 - the PCC's police and crime objectives for the area;
 - the policing of the police area which the Chief Constable is to provide;
 - the financial and other resources which the PCC is to provide to the Chief Constable;

- the means by which the Chief Constable will report to the PCC on the provision of policing;
 - the means by which the Chief Constable's performance in providing policing will be measured;
 - the services which the Commissioner is to provide or arrange to support crime and disorder reduction, or help victims or witnesses of crime and anti-social behaviour
 - any grants which the Commissioner is to make, and conditions (if any) of those grants.
- 3.3 Chief Officers of police and local unitary, county and district authorities have a duty to co-operate with the PCC for the purpose of formulating the Police and Crime Plan. In turn, PCCs have statutory duties, when formulating and implementing the plan, to:-
- co-operate with responsible authorities in formulating and implementing local crime and disorder strategies - giving due regard to their respective priorities;
 - co-operate with local criminal justice bodies to provide an efficient and effective criminal justice system for the police area;
 - achieve value for money;
 - make arrangements for engaging with local people;
 - ensure that the Chief Constable fulfils their duties relating to equality and diversity;
 - have regard to the need to safeguard and promote the welfare of children;
 - have regard to the Strategic Policing Requirement and any guidance or codes of practice issued by the Secretary of State
- 3.4 In addition to any local assessments of need, Police and Crime Plan objectives will be informed by:
- The elected manifesto which sets out the Commissioners pledge to the people and communities they serve
 - Views of local people, rate payers and victims of crime
 - The Strategic Policing Requirement which is issued by the Secretary of State setting out national threats and the national policing capabilities required to counter them
 - Priorities of the Police Service, internal force priorities are to be considered when setting the plan together with the national vision or priorities for policing.
 - Priorities of other partners agencies and other stakeholders and Commissioners may wish to ensure where possible that partnership objectives are aligned.

4. Shaping the plan

- 4.1 The starting basis of the next Police and Crime Plan is the Police and Crime Commissioner's manifesto upon which she was elected. From here the PCC has set out to shape the region's policing priorities around three key areas, fighting crime, preventing crime and improving lives. Alongside this, a two-month public survey was launched on October 1, entitled Fighting Crime, Preventing Crime. This survey,

<https://www.smartsurvey.co.uk/s/PCPConsultation20>, asks people to rank their regional and local policing priorities, as well as providing demographic information.

- 4.2 There is also free text space in order to ensure people can either give more information about their policing needs or request an issue not identified in the survey is considered a policing priority.
- 4.3 To ensure a wide reach in promoting the plan, the public consultation is being promoted through paid-for advertisements, including in local media.
- 4.4 The details of the survey have also been spent to more than 500 local organisations in order to ensure a wide range of views. As part of this process, partners and stakeholders have been asked to share the survey. They are also asked to set out in more detail what their organisation needs of the police and the criminal justice system, and what their users need of those services.
- 4.5 The OPCC is also working with Newcastle University's Open Labs team on ways to widen the reach of the survey, particularly how to use social media to gather quantitative data. Open Labs works with people as active co-producers of research using participatory research and co-design methods. They are a world-leading research group working at the cutting edge of Human-Computer Interaction, Design Futures and Digital Social Innovation. Their work addresses the grand challenges of social and environmental sustainability, and future living, through the design of innovative digital technologies.

5 Covid Restrictions

- 5.1 Proposals for the public consultation on the plan were originally supported with a large scale face to face engagement process. The consultation would see the PCC work with the team responsible for Northumbria Police's community engagement van to actively seek out the views of those who would not necessarily find the survey on social media. This engagement process would have seen the PCC visit different locations, rural and urban, every Thursday and Friday and meet directly with the public.
- 5.2 However, since these plans were formed the North East has entered in to further lockdown restrictions. While many professional engagement opportunities remain possible while observing social distancing rules, it was felt that with a rapidly changing situation locally it is best to pause the use of the engagement vehicle. These plans will be revised as the situation develops and with guidance from public health officials.
- 5.3 Clearly, this means a reduction in the potential for face to face engagement. A variety of methods are being explored in order to offset this loss. One example of this is a direct mail letter to local residents. The OPCC will write to 100,000 households across the region informing them of the plan and the website survey. For households who are not able to use the internet, a telephone number is provided. People calling this number receive a return phone call from the OPCC and the survey is filled in on their behalf.

- 5.4 While writing to every household in the region would be desirable it would be prohibitively expensive. Efforts have been taken to ensure the 100,000 mail list covers all seven local authority areas, and as best a cross-section of society as possible within the confines of the delivery agents.
- 5.5 The OPCC is also exploring the possibility of online town hall-style consultation exercises, but it is essential to avoid these becoming another way for the “usual suspects” to have their voice heard.
- 5.6 Alongside this, the PCC was happy to attend the Northumberland Association of Local Councils’ AGM recently. This was an opportunity to hear the policing needs of sometimes very rural communities, and further work will be done to ensure these are heard further.

6. Next Steps

- 6.1 The first step of the public consultation process closes on November 26th 2020.
- 6.2 A separate Advisory Group will be held with the Police and Crime Panel in December to inform the consultation process. At this meeting the panel will have sight of an early draft of the statutory plan following the first round of public consultation and will be able to consider the emerging priorities.
- 6.3 A draft Police and Crime Plan will then be produced, and shared with the public and stakeholders in early January.
- 6.4 In accordance with the requirements of the Police Reform and Social Responsibility Act 2011 the Commissioner is required to submit the draft Police and Crime Plan to the Police and Crime Panel on completion. It is intended that this will be at the February meeting of the Panel and the panel will review and make a report or recommendations in response to the draft and will be given a reasonable amount of time to do so

7 Recommendations

- 7.1 Members are asked to note the contents of this report.