



NORTHUMBRIA POLICE AND CRIME PANEL AGENDA

**Tuesday, 12 December 2023 at 2.00pm in the Whickham Room,
Gateshead Civic Centre**

From the Clerk, Sheena Ramsey

Item Business

1. Apologies

2. Minutes (Pages 3 - 6)

The Panel is asked to approve the Minutes of the last meeting held on 24 October 2023 (attached).

3. Feedback from National and Regional Events

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

4. Complaints Against the Police and Crime Commissioner - October - November 2023 (Pages 7 - 8)

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

5. Delivery of the Police and Crime Plan: Combined Report (Pages 9 - 62)

Report of the PCC (attached).

6. Finance Update

Verbal Update by the PCC

7. Date and Time of the Next Meeting

Tuesday, 6 February 2024 at 2.00pm in Gateshead Civic Centre

Contact: Brian Wilson, Telephone: 0191 4332145, E mail: brianwilson@gateshead.gov.uk

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NORTHUMBRIA POLICE AND CRIME PANEL

24 October 2023

PRESENT:

Gateshead Council	Councillors A Douglas and P Maughan
Newcastle City Council	Councillors P Lovatt and J Sathian
North Tyneside Council	Councillor T Mulvenna
Northumberland County Council	Councillor G Stewart
South Tyneside Council	Councillor J Welsh
Sunderland City Council	Councillors S Laws and P Stewart

ALSO IN ATTENDANCE:

Office of the Police and Crime Commissioner for Northumbria

K McGuinness	- Police and Crime Commissioner for Northumbria (PCC)
R Durham	- Chief of Staff
A Pearson	- Director of Planning and Delivery
K Laing	- Chief Finance Officer

Gateshead Council

A Simmons-Mather	- Representing the Clerk to the Panel
B Wilson	- Democratic Services

APOLOGIES: Councillors C Burdis (North Tyneside Council), C Horncastle (Northumberland County Council), J Foreman (South Tyneside Council), C Rowntree (Sunderland City Council) and Mr J Klajn and Mr K Kundi

17. MEMBERSHIP OF THE PANEL

Councillor P Lovatt has replaced Councillor K Robinson as a representative of Newcastle City Council on the Panel.

RESOLVED - That the information be noted.

18. MINUTES

RESOLVED - That the Minutes of the last meeting held on 12 September 2023 be approved as a correct record.

19. MATTERS ARISING FROM THE MINUTES

The PCC reported that further active bystander training sessions had been arranged and a leaflet was distributed. Members should inform their colleagues about the training.

20. FEEDBACK FROM NATIONAL AND REGIONAL EVENTS

There were no national and regional events reported.

RESOLVED – That the information be noted.

12. COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER – SEPTEMBER 2023

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 in September 2023 was submitted.

RESOLVED - That the information be noted.

13. DELIVERY OF THE POLICE AND CRIME PLAN – FIGHTING CRIME

The PCC submitted a thematic report on fighting crime setting out the aims to support this core theme and updates on the work being undertaken in regard to the two priorities to reduce crime and anti-social behaviour in the Police and Crime Plan. Northumbria Police and Crime Plan core performance data was also provided.

The PCC reported that the force had arrested 660 wanted suspects since August 2023. Through focused operations, the force has targeted drug dealers, manufacturers and county lines with 60 arrests and £40,000 of drugs recovered. The force has obtained authorisation for the use of drones and officers were currently receiving the required training. The drones will be deployed at incidents, etc in the near future.

Some 134 new police officers had now been deployed in the neighbourhood teams to undertake a range of duties in their local areas.

The Panel raised the following issues:-

The indicator for the serious violence offences in the report was to be amended to show a decrease after this had been pointed out.

Scrambler and e bikes were causing problems in many areas and residents were asked to report details of where they were coming from to help identify them. The PCC replied that this was a national issue. The use of drones will be operational from the end of November and further details of the motorbike anti-social behaviour

unit will be provided. Incidents can be reported to 101, online, by e mail and to Crimestoppers. The police seize and crush a lot of bikes and it was suggested that this should be reported to the public to show that the police were taking action.

The PCC explained the preventative work and the campaigns being undertaken in regard to knife crime. Over 30,000 young people taken part in the knife crime awareness sessions and there had been a lot of work in schools with drama groups, virtual reality interaction and discussions on including it in the education programme. The families of victims of knife crime also tell their story about the human cost of knife crime. The knife angel, made from knives returned in a knife amnesty, which had a powerful impact on making people think about knife crime was to return to the force area next year.

The new police officers deployed in the neighbourhood teams were welcomed by the Members. The PCC pointed out that the force still had some 400 officers less that it had in 2010.

The police were commended for the action and arrests to tackle anti-social behaviour in a ward in Sunderland which had been explained to residents by the police and a public meeting. It would be good to see more of this.

- RESOLVED -
- (i) That the information be noted.
 - (ii) That a senior police officer give a presentation on the force's operations and activities at a future meeting.

14. POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT 2022-23

The PCC's draft annual report 2022-23 was presented. The Police Reform and Social Responsibility Act 2011 specified 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 was 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 2021-25 Police and Crime Plan was launched in 2021 and was refreshed on an annual basis and progress towards the Plan was reflected in the annual report.

The Panel raised the following issues:-

It was suggested that further details to inform the public of the work being undertaken to tackle motorbike anti-social behaviour including the number of bikes seized and crushed could be included.

Members should submit any further comments they may have on the draft annual report to the PCC by 31 October 2023.

- RESOLVED -
- That the PCC be advised that in accordance with Section 28(4) of the Police Reform and Social Responsibility Act 2011, the Panel made the indicated suggestion and agreed with the format and content of the draft annual report 2022-23.

15. MEMBER'S VISIT TO THE NORTHUMBRIA POLICE COMMUNICATIONS CENTRE, PONTELAND

The PCC reported that, as previously agreed, Member visits to the Northumbria Police Communications Centre, Ponteland had been arranged for 25 October and 13 November 2023.

- RESOLVED -
- (i) That the information be noted.
 - (ii) That Councillor Laws and Councillor Lovett be provided with details of the visits.

16. DATE AND TIME OF NEXT MEETING

The next meeting of the Panel will be held on Tuesday, 13 December 2023 at 2.00pm.



12th December 2023

**REPORT TO THE POLICE AND CRIME PANEL
REPORT OF THE CHIEF OF STAFF AND MONITORING OFFICER
COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER
QUARTERLY REPORT – OCTOBER - NOVEMBER 2023**

1. Purpose of the Report

- 1.1 To provide the Police and Crime panel with the annual report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer in October and November 2023.

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 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 regarding 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 were no complaints in October and November 2023.

3 Recommendation

- 3.1 Members are asked to note the report.

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DELIVERY OF THE POLICE & CRIME PLAN: COMBINED REPORT

20 23



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FROM THE PCC

The past 12 months have been a period of significant change for policing in Northumbria, and one of great progress in the fight against crime.

We are a safe region, overall, and Northumbria Police does great work to keep it that way.

Compared to when I started as PCC in 2019, crime is down and police officer numbers are up. Of course, we could be doing more, and it is a source of worry and frustration that the Home Office continues to withhold funds for more than 400 new officers owed to Northumbria since 2010.

The report I present to the Police and Crime Panel has many of the key indicators of progress, and I want to briefly draw attention to those here.

This year Northumbria Police restructured the force and put 134 new officers into neighbourhood policing, a record increase. Whenever I speak to the public they tell me their number one priority is more local policing, and I am proud to oversee a force which has listened to those concerns. I know anti-social behaviour has been a major concern, so I've overseen a plan to target it in two key areas.

In neighbourhoods, our new neighbourhood officers are supported by extra investment secured by my office for both drones and a dedicated resource to tackle motorbike ASB.

On our public transport network, people want to feel safer using buses and Metros, so I secured more than £1m to fund extra police and security guard patrols, as well as putting dedicated youth work specialist on the transport network.

My Violence Reduction Unit continues to target young people at risk of violent crime, and I'm proud of the anti-knife crime campaign we launched with the families of victims earlier this year. Our fight to end Violence Against Women and Girls continues, which is why our #ItAllAddsUp campaign with Rape Crisis Tyne and Wear was so important.

This has been a year of direct interventions to fight crime, of supporting those organisations seeking to prevent crime and of working with victims to improve lives.

There's a lot more still to do, but I believe the work presented in this report shows our region is working together to make this a safe North East.

**Yours,
Kim**

04

FIGHTING CRIME PRIORITIES

Priority 1: Reducing crime

At the core of my work for the public is a simple aim; I am elected to ensure the police fight crime and keep the public safe. Crime can damage and destroy lives, and the public want to see crime reduced. I have committed to working with the Chief Constable to reduce crime. In the Police and Crime Plan I set out 9 areas of focus under this priority:

1. Giving the force the tools to do the job
2. Tackling crime
3. The illegal drugs trade
4. Reducing burglary
5. Business crime
6. Rural crime
7. Responding to the needs of the public
8. Online crime
9. Serious and organised crime

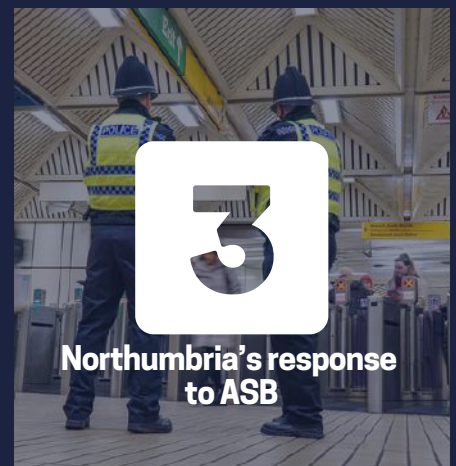
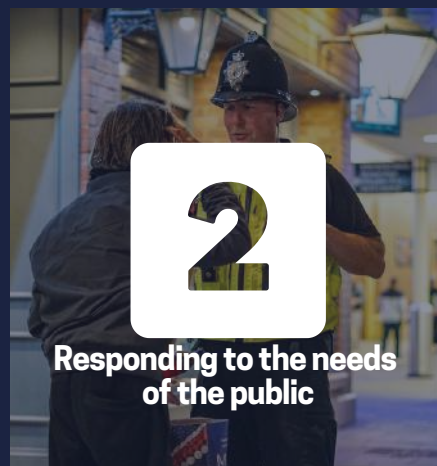
Priority 2: Anti-social behaviour

Anti-social behaviour is an issue in many parts of our region, and in many cases it's about something other than laws being broken and criminality. I am committed to reducing anti-social behaviour and will do so through focussing on 4 key areas:

1. Changing behaviours
2. Holding police and partners to account
3. Community trigger
4. Youth services

In this report....

I focus on three key areas of delivery and performance in 2023:



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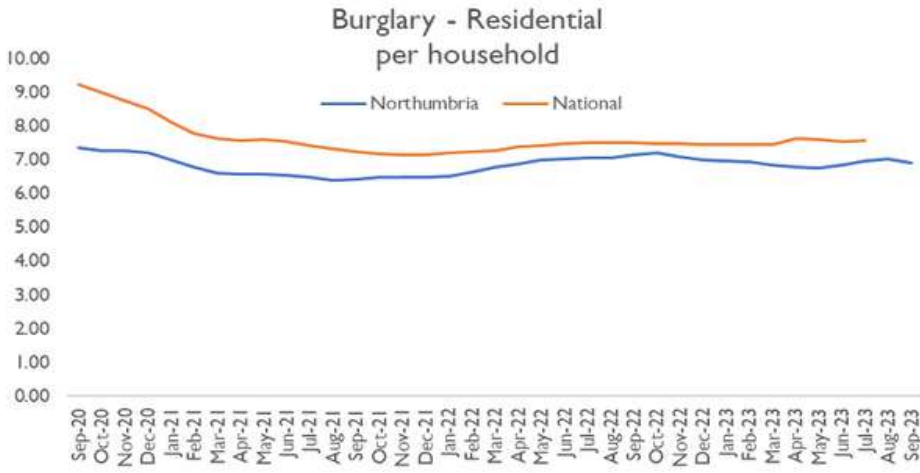
The Coast (A183)
Sunderland (A1018)
Tyne Tunnel (A194)
Gateshead

TACKLING CRIME & REDUCING CRIME

REDUCING BURGLARY

Burglary is a crime that often feels deeply personal, and many people taking part in my police and crime plan survey said they wanted to see those who commit this crime brought to justice. Northumbria Police has a successful long-term record in tackling burglary, and this has continued in 2023.

Over the past year, residential burglaries in Northumbria have decreased, with the residential burglary rate decreasing from 4.59 crimes per 1000 population (year ending July 22) to 4.44 crimes per 1000 population (year ending July 2023). As of June 2023, our residential burglary crime rate remains below the national average.



Business and community burglary in Northumbria has also decreased, with the business and community burglary rate decreasing from 1.43 crimes per 1000 population (year ending July 2022) to 1.32 crimes per 1000 population (year ending December 2023). The Northumbria business and community crime rate is below the national data up to June 2023.

Northumbria Police are currently ranked 2nd nationally for burglary outcome rates. Northumbria's resolved rate for burglary has increased from 10.9% (previous 12 months) to 11.4% for the current year, which is one of the highest in the country. The current national average stands at 8.4%.



RURAL CRIME

Rural crime can have a devastating impact on the more isolated communities within our region. It is important to me that these communities feel heard, well-connected, and supported by their police force. The force continues lead nationally with innovate interventions to tackle rural crime.

Regional Crime Volunteers

The force continues the use of Regional Crime Volunteers (RCV's) and are the only force to do so. The force has fifty-six RCV's, of which seventeen are trained to deliver select DNA marking with over fifty-five farms and businesses visited and items marked. The RCV's also utilise rural communications channels to encourage the community to report incidents to the police. This is a previously identified area of under reporting.

Partnership working

- The Rural Crime Team have led nationally in combatting poaching and were instrumental in the setting up of a nine force Community Protection Notice (CPN). This sees anyone stopped or suspected of poaching in one force issued with a Community Protection Warning Notice (CPWN) or CPN which covers the whole of the North of England. The rural crime team have also upskilled response teams with available powers and tactics. The use of these powers has seen regular seizures of vehicles from poaching nominals, convictions and general disruption. Rural crime volunteers also play a pivotal role in reporting poaching offences and building the intelligence picture on those committing this type of crime.
- **Northumberland Partnership Against Rural Crime (NPARC):** This is the first such partnership in the country, which allows for each partner to lead on one of the priorities contained in the national strategy. Although still in the early stages of development, some successes have already been demonstrated with partners carrying out joint operations, sharing of intelligence and joint investigations.
- National crime trends in respect of thefts of agricultural GPS systems continue to take place throughout or force area, as well as the emerging trend of theft of fuel - primarily from vulnerable rural farming locations. However, the force has benefitted from a multi-force intelligence sharing forum – Operation Hawkeye, for which Northumbria's Rural Policing Team continue to host and ensure information and intelligence is shared in a timely and often 'live-time' manner to prevent rural crime.

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Safer Streets Round 4 – Preventing Crime in Rural Northumberland

Through the Home Office's Safer Streets Fund Round 4, Northumbria Police received £255,186 to tackle rural crime and improve feelings of safety. This funding allowed the appointment of a rural partnership co-ordinator as well as investment in several areas including visitor advice and guidance, Automatic Number Plate Recognition (ANPR), Thermal Imaging Technology and analysis of data and incidents that will shape how we prevent and respond to crime and ASB in rural areas. Key successes include:

- Northumberland Partnership Against Rural Crime (NPARC) now extends to over 20 rural partners, all of whom have a vested interest in tackling rural crime, environmental ASB and working with our rural communities.
- Forensic property marking has been a huge success within rural communities and property marking events have been held. Most recently, an event with the assistance of one of our Rural Crime Volunteers, who provided us with the use of one of their barns at their farm in Lucker, North Northumberland. This part of Northumberland has large agricultural areas and has been a recent target for GPS Thefts. The event was well attended and over £100k of agricultural equipment was marked up. In Northumberland, comparing 2022 and 2023 figures, there has been a 20% reduction in Quad Thefts.
- By working with Northumberland County Council, a range of signs have been developed. Signage concentrates on vehicle ASB, environmental ASB (fire setting) and countryside behaviour. The signs are distributed to rural areas by Forestry England and National Parks and rotated depending on the time of year. Petrol Stations/Pumps are being used for the vehicle ASB messages and we are geo-targeting rural areas with Blis Mobile Adverts.
- ANPR and thermal technology are now being used by policing teams. The use of the thermal technology has considerably reduced the time spent conducting enquiries and responding to incidents.
- Twelve officers can now use the off-road vehicle 'Can-Am'. It has already been deployed on a number of vehicle ASB operations and successfully stopped a motorcyclist. As part of the Rural Crime Week of Action, patrols took place in Kielder Forest and Stonehaugh, which are areas well known for vehicle ASB. The good news was, following on from previous enforcement activity, there was no evidence of vehicle ASB, however it did allow for some positive engagement between Officers and the Trail Riders Fellowship, who were riding the trails legally. The Can-Am is also being used at community events and agricultural shows for engagement and education.



DISRUPTION OF THE ILLEGAL DRUGS TRADE

Part of the answer to the drugs misery we see on our streets is direct police action: investigating drug dealers, arresting them and taking them to court. But part of the response must be about supporting those with addictions – those people who often turn to crime to fund their addiction. Below I provide a summary of this year's key successes and developing in disrupting the illegal drugs trade.

Project ADDER

Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) is a targeted project led and funded by the Force to reduce drug-related offending, drug deaths, drug supply and prevalence and of drug use. The project continues to build on existing work and to expand multi-agency partnership working to drive sustained health and crime related outcomes, taking a whole-system four P approach (Pursue, Prevent, Protect, Prepare) across enforcement, treatment, and diversion. This also includes work to tackle supply, including county lines and exploitation emanating from this.

Since the beginning of Project ADDER (April 2021) in Newcastle, notable results have been achieved including improvements in coordinated partnership activity which has been viewed positively by peers and the Home Office Project Team. Further results include the execution of 217 search warrants, 1,271 arrests, 2,288 weapons seized, 73 deal line disruptions, drugs seized with an estimated value of £4,532,485, assets seized with an estimated value of £334,700 and £608,369 cash seized. There has been reduction in drug related offending amongst prolific offenders.

Drug Testing on Arrest (DToA)

As a result of Project ADDER, DToA is well established in Central Area Command and on 24th April 2023 went live in Southern Area Command. Work is ongoing to establish DToA within Northern Area Command, with a DToA co-ordinator recruited together with four drugs support workers recruited from the North Tyneside / Northumberland Recovery Partnerships.

The funding offer from the Home Office relating to DToA has been received and enables continued delivery of DToA, consideration of expansion into non-trigger offences, and funding of Staff resource and Officer overtime costs. A funding amount of £70,000 is in place for 2023-2024, and a further £70,000 for 2024-2025. This enables sustainability for the delivery of DToA.

Drug-related deaths

To support the Force's Drug Strategy, which is aligned to the Government's 10-year Drug Strategy, front line officers will on a voluntary basis be equipped with naloxone to combat and prevent drug related death. This will go live in November 2023, with an anticipated 150-200 officers carrying the overdose reversal drug.





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RESPONDING TO THE NEEDS OF THE PUBLIC

In order to fight crime, the public need to have the confidence that the force will respond when they are called upon. We know that satisfaction is linked to the experience at the first point of contact with the police and in keeping the caller updated.

The Force continue to work towards improving contact, response and deployment. In this section, I highlight some key performance successes over the past year and ongoing work to aid improvement.

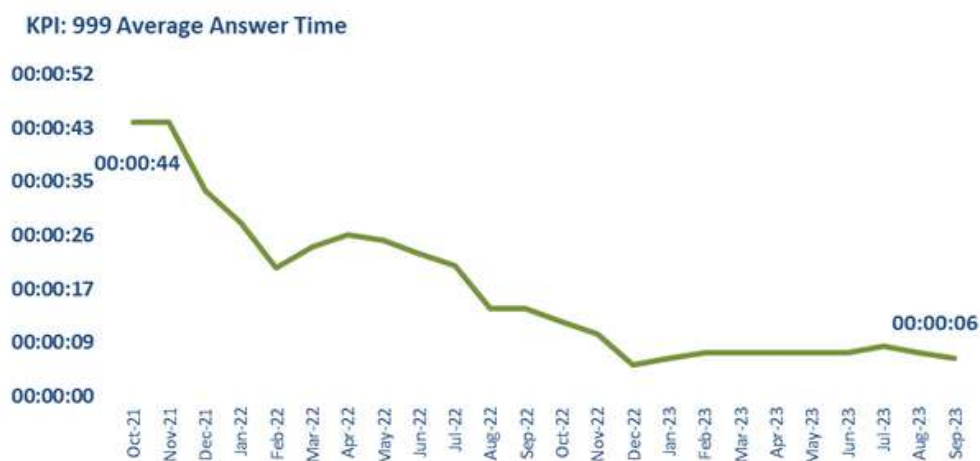
Call Handling

The percentage of 999 calls answered in under 10 seconds continues to be improved – the graph below demonstrates the sustained gradual improvement over the last two years. The Force has now climbed to 13th position nationally (79.7% in August to 82% in September) which is our joint highest position since recording began. Nationally, percentages range from 88.6% down to 66.1%.



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Average answer time has also seen significant improvements over the last two years. The Force have climbed from 31st in August to 21st in September with an average answer time decreasing to 12.5 seconds from 13.8 seconds in August. This is also our highest position since recording began. Nationally, average answer time ranges from 7.3 seconds to 28 seconds.



Response Times

- Service Level Agreement (SLA) attendance performance for grade 1 incidents (both urban and rural) has remained stable despite an increase in demand, demonstrating more effective deployment.
- The long-term performance in relation to Grade 2 and Grade 2 Vulnerable incidents attended within published time (60 minutes) has begun to stabilise following a period of reduction.



Satisfaction

- Initial contact victim satisfaction remains high and relatively stable. Of note, the rolling 12 months to September 2023 shows continued improvements in satisfaction levels for the time taken to answer the phone for anti-social behaviour, hate crime and volume crime. Three of the 4 survey types have overall contact satisfaction over 90%.
- Initial satisfaction remains a focal point and numerous workstreams are ongoing to support the Force to understand and improve. These include, feedback processes, enhanced scrutiny through PMF, bespoke training, changes in the recruitment process, introduction of new technology such as “place in queue”, the imminent implementation of a new IVR and the introduction of artificial intelligence (AI). All changes are tracked and monitored as they take place allowing us to understand the impact/benefit of the work.

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Ongoing Work

- **Digital contact:** Work to improve digital contact has begun, as part of preparations to onboard to single online home (SOH) and establish and implement the Digital Desk. The force are working to better understand the expectations and needs of communities from a reporting perspective and will be undertaking a range of community engagement tactics that will inform and improve their strategy. The desire is to create the best user experience through digital reporting to aid behaviour change that will in turn support channel shift. This engagement activity is being supported by key stakeholders/experts across the force and the programme aligned to the implementation of all digital platforms.

- **Abandoned calls:** The Force continue to work with the College of Policing, the national contact lead, and other forces to explore a more meaningful and consistent measure for 101 calls. Understanding the desire from HMICFRS to focus on abandonment rate and in preparation of an SLA change, the Force have worked hard to better understand and respond. All the current activity in place to reduce demand and improved service should positively impact on abandonment rates as well as ability to better understand and react to abandoned calls including:
 - The strategic design of the Interactive Voice Response
 - Introduction of new front-end technology (such as place in queue)
 - Improved accessibility/availability of digital channels
 - Focus on demand reduction/prevention to create capacity
 - Improved quality reducing failure demand
 - The review of key time shift patterns (tailored around current high abandonment periods)
 - Improved abandonment rate data (including predicted data)
- **Right Care, Right Person (RCRP):** RCRP is an operational model developed by Humberside Police that changes the way the emergency services respond to calls involving concerns about mental health. It is in the process of being rolled out across the UK as part of ongoing work between police forces, health providers and Government. The roll-out is in four phases, with phase 1 focussing on Missing Adults. September 2023 RCRP data highlighted 10,564 incidents opened as missing since the model went live, with 19% (2056) of those incidents originating in missing adult reports from partner agencies. Of those applicable reports 43% (876 incidents) were not deployed to which is a 2% rise in non-deployment since the last reporting period. Over a 12-month period, this would be a reduction in 1343 incidents. Based on each Missing Person Investigations taking an average of 5hr 45 minutes, this is an officer saving of 4463 hours year to date. Phases two to four of the RCRP project are scheduled to go-live with the provisional date proposed to partner agencies of 11th December.



A Northumbria Police officer in a dark blue helmet with a crest and a high-visibility yellow vest is talking to a young man with reddish hair. The officer is holding a radio and a small notepad. The background is slightly blurred, showing an outdoor setting with a red barrier and a water bottle on a ledge.

3

NORTHUMBRIA'S RESPONSE TO ASB

Anti-social behaviour is a concern in many parts of our region; it is one of the most frequent issues reported to the police and undoubtedly impacts on the lives of many people. ASB is any behaviour that is capable of causing nuisance and annoyance; is likely to cause harassment, alarm, or distress; creates significant and persistent problems in a neighbourhood and leaves communities intimidated. It can come in variety of forms; from being inconsiderate, reckless, and abusive to committing crimes. It can refer to any situation where someone does something which has a harmful effect on another person or group's quality of life.

Northumbria police are committed to addressing anti-social behaviour in both urban and rural settings. We know that to do so effectively requires working with others including local councils, youth services, housing providers, schools and further education providers, businesses, and the voluntary sector to understand the causes and intervene to change behaviour.

Below I focus on three key areas that my office have worked on over the past year to tackle ASB.

ASB Trailblazer Project

Northumbria has been selected by the Home Office as a trailblazer for two ASB pilots, which will both run until March 2025. Through these pilots, we have secured over £2 million to tackle ASB until March 2024. Further funding has been guaranteed for 2024-25, but the final settlement has not been confirmed at this time. The ASB Trailblazer Project Lead has been recruited and started in post on 7th August 2023.



Immediate Justice

The first is the **Immediate Justice** pilot which will see ASB Perpetrators repair or make good the damage caused by an offence or undertake up to 20 hours of unpaid work.

- The activities will be, where possible and appropriate, highly visible to the public and will take place in public spaces. Probation will deliver these reparative activities. A menu of reparative activity options will be confirmed following consultation with the public, but will include refuse/waste removal, graffiti removal, area beautification through gardening activities, and repairs to property (both public and private with the owners' consent).
- A work programme for reparative activity will be established in six pilot areas that experience high levels of ASB per local authority area.
- The pilot will fit into the existing police Out of Court Resolution framework and will be applicable to any volume crime type such as public order and criminal damage, as well as offences under the ASB, Crime and Policing Act 2014 which include breaches of Community Protection Notices, Criminal Behaviour Orders, Premises Closure Orders and Dispersal Notices.
- ASB victims will be consulted on the type of activity they would like to see perpetrators undertake.

- Running alongside the reparative activity, 25% of the service will include an education element to address behaviour change and provide some level of sustainability. Also built into the project will be voluntary Restorative Justice where at the end of the reparative activities, if appropriate, the possibility of Restorative Justice will be explored with the perpetrator, if agreed then the Northumbria Victim and Witness Service will liaise with the victim and seek their views. If both parties are agreeable Northumbria Victim and Witness Service as the Restorative Justice practitioners will arrange and lead this.

Progress so far:

- The project went live on Monday 25th September and is still early in its implementation.
- The first referral from Northumbria Police was received in the week the project went live. Up to the end of October there have been a further 7 referrals, with 4 of those successfully progressing through the project. Offences referred into Immediate Justice have included harassment, public order and drunk and disorderly and the reparative activities that have been undertaken include litter picking.
- Police officers have received specialised training and to date referrals through November have continued to increase.
- A dedicated worker is in post within Northumbria Victim and Witness Service to provide the opportunity for victims and participants where appropriate to take part in restorative justice.

Hotspot Response

The second is the Hotspot Response pilot that started in July 2023 and will deliver a stronger, focused approach to deterring and tackling ASB across our transport networks as well as in three communities suffering high levels of ASB:

- Funding will be used to put in place an enhanced presence of police and other relevant agencies in key ASB areas. Both strands of our project (transport and community based) will increase the level of enforcement action taken therefore we are also seeking to expedite enforcement activity through a shared legal resource.
- The overall aim of this project is to deter ASB and intervene early to prevent escalation, identifying offenders and take robust enforcement action where necessary.
- We will work with Nexus, bus operators, and Northumbria Police to enhance the work of the Safer Transport project providing a greater uniformed presence across our public transport network.
- Community based hotspots: In three specific geographic locations where we understand there are high levels of ASB we will deploy co-ordinated multi-agency response teams; these will include police and local authority resource as well as potentially resource from Registered Social Landlords (RSL) (if operating in the chosen hotspot).
- The areas have been identified based on data, insights and intelligence. Northumbria Police have liaised with the Local Authorities to ensure they fit with their local intelligence and insights. The three Area Commands have identified community-based hotspots, which are:
 - Biddick Hall and Whiteleas, South Tyneside, Southern area command
 - West Denton, Newcastle, Central area command
 - Cramlington, Northumberland, Northern area command

Progress so far:

- Northumbria Police, local authorities and youth workers are all patrolling jointly within Biddick Hall and Whiteleas as well as West Denton. Cramlington have additional police patrols with Northumberland County Council staff to start patrolling from week commencing 27th November.

- A number of enforcement actions have taken place which include 10 arrests, 5 stop search, 256 informal warnings. Dispersal orders are being utilised to tackle anti-social behaviour.
- Both the public and businesses have experienced and welcomed the increase in the additional uniformed presence.
- Community relations within the area are being developed and enhanced to provide confidence and highlight the importance of reporting.
- Additional patrols and uniform presence on the transport system is being provided by Northumbria Police, British Transport Police, Stagecoach, and Nexus. Areas highlighted through ASB data are being targeted South Shields Interchange to Chichester, metro stations within Newcastle City Centre, Four Lane Ends and North Shields. Patrols provide both a uniform presence within the stations and on the metro system.
- In October, Northumbria Police and Stagecoach initiated the deployment of the Trojan bus. Plain clothes officers travelled on a decoy bus, enabling quick deployment to hotspot areas to tackle offending behaviour. This operation is pictured below:



ASB Case Review (formerly known as the Community Trigger)

The ASB Case Review is an important safety net for victims and communities experiencing ASB to request a review of their ASB case and to bring agencies together to find a solution for the victim(s). The revised process was relaunched in Summer 2022 and my office oversees and coordinates all activations in the region and works closely with Community Safety Partnerships throughout the ASB Case Review process.

Since the launch of the revised process:

- We have processed 160 applications to activate the Community Trigger
- 118 cases met the threshold to activate the ASB Case Review
- From the ASB case reviews held, recommendations were made in 94% of cases
- 86% victims have attended the ASB Case Review panels or provided written impact statements, this shows us that victims of ASB want to have their voices heard and want to be part of the solution.

Further information on the ASB Case Review, including Statutory Reporting Requirements and information on how to activate the ASB Case Review, can be found on my [website](#).

Improving the response to ASB

The work of the regional Strategic ASB Board, which brings together Local Authorities, RSLs, Fire Services, transport providers and other key agencies is ongoing and continues to work towards the shared priorities, which are:

- Reporting ASB and the experience of victims throughout ASB processes, this includes looking at how young people experience and report ASB.
- The way we record and report on ASB and ensuring that there is consistency throughout our region.
- Early prevention and intervention strategies to reduce ASB.

The Board is currently overseeing the 12-month review of the ASB Case Review process to ensure that it is accessible and to understand how services can be improved for ASB Victims. I commissioned 'Resolve', an industry lead ASB specialist and Centre of Excellence, to carry out this work. The review has provided recommendations to further improve the process for victims of ASB in our region. Northumbria Police will be leading on this piece of work with our support, and we will be working with our partners to review and implement the learning identified.

Over the past 12 months, we have also developed the Registered Social Landlord Forum which sits alongside the Strategic ASB Board to share learning, best practice and themes. We recognise the importance of working with the RSLs in our region to prevent and resolve ASB and they are key partners who can support our Strategic ASB Board priorities. The RSLs who are members of our Forum are also now formally co-opted to work together for the ASB Case review process.

PREVENTING CRIME PRIORITIES

Priority 1: Preventing violent crime

I will continue to fight for a well-resourced police force to ensure public safety, but we cannot simply arrest our way out of crime. As your Police and Crime Commissioner, I have worked with the Chief Constable to ensure we are intervening to stop crime in its tracks. We need to prevent people, particularly young people, getting into a life of violent crime.

In my refreshed Police and Crime Plan (2022-2025) I set out four areas of focus under this priority:

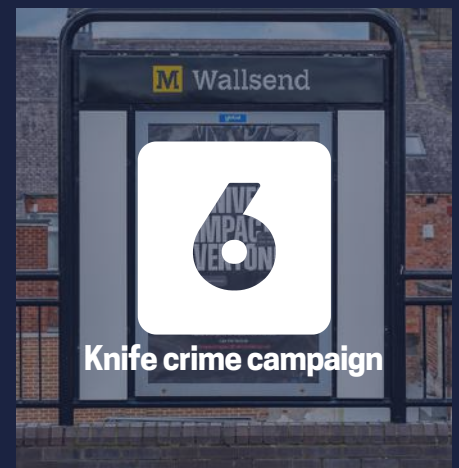
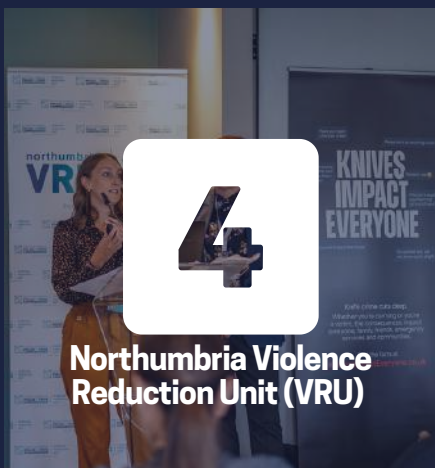
- Using a public health approach to reducing violence
- Reducing reoffending
- Roads policing
- Public transport

Priority 2: Neighbourhood policing

Early intervention keeps crime down, and the best way to achieve this is with trusted neighbourhood police officers and staff. The Chief Constable and I have agreed that neighbourhood policing is a top priority, alongside working with other organisations such as local councils to help keep our streets safe.

In this report....

I focus on three key areas of delivery and performance in 2023:



Have you taken a kitchen knife?

Please don't do anything stupid

They're saying someone your age has been stabbed

KNIVES IMPACT EVERYONE

Nooooo way 😞

I'm worried sick. Let me know you're alright

NORTHUMBRIA VIOLENCE REDUCTION UNIT (VRU)

Whether you're carrying or you're a victim, the consequences impact everyone; family, friends, emergency services and communities.

Get the facts at

KnivesImpactEveryone.co.uk

I believe that if we improve lives, we can prevent crime, so that we can all live, learn and work free from a fear of violence. That's why my Violence Reduction Unit take a public health approach to tackling violent crime - so just like a disease, we aim to recognise the symptoms, understand the causes, stop the transmission and give people the tools they need to tackle it.

We continually explore and embed 'what works' in tackling violence using the principles of the theory of change and the Youth Endowment Fund 'Toolkit'.

Our access to partnership data, systems and the sharing of information continues to improve through the work with the public health institute at Liverpool John Moore's University, allowing us to provide further insight whilst maintaining a public health approach.

The current work of the VRU has transformed and reshaped thinking about how multi-agencies should respond to make lasting change in tackling and reducing violence. Strong partnerships exist but it should be acknowledged that improvements can always be made. It is evident that we need to strengthen and expand our approach with early intervention and our ability to link in and utilise universal services in a more coordinated way.

To carry out the public health approach, we work in partnership with key services and organisations, to provide a range of interventions to support individuals showing signs of vulnerability, or are on the fringes of criminal activity, including addressing the behaviour of those causing the most harm in communities.

The interventions listed below include a summary of the activity, progress and impact made in the last year.

Education Team

In order to reach young people at the earliest opportunity, my VRU's dedicated education team deliver informative, interactive and impactful sessions, covering a range of violence reduction topics, in schools and community settings. Education is such a powerful tool as it equips young people with the knowledge to make positive life choices. Through participation in our sessions, they receive an understanding of the risks, impact and consequences of violent crime and the support services available to them.

To date the Education Team have delivered 922 sessions to over 17,000 young people, across the Northumbria Force Area. The team have also had a key focus on delivering knife crime sessions to engage young people during Op Sceptre, a national week of action and county lines sessions during an intensification week.



Student Support Champions

My VRU, in partnership with Newcastle City Council, Northumbria Police and eight Newcastle secondary schools, introduced two Student Support Champions. Each work across four schools one day per week, and as an external trusted adult, they are positioned out of the school hierarchy. Students are referred by their school for one-to-one or small group work to explore attitudes and behaviours to violence, discuss violence prevention themes and, more importantly, provide an opportunity for students to share their worries and concerns and to work with a trusted, relatable adult to identify vulnerabilities and improve safeguarding in and out of school.

Within the VRU's public health approach to violence reduction, the Student Support Champions are situated as an accessible secondary intervention with a primary preventative dimension. The role bridges the students' home, community and school worlds across the domains of education, local authority services and policing. The Student Support Champions work with young people to build trusted relationships and encourage them to seek support, to improve school attendance, behaviour, reduce suspensions and exclusions, strengthen community links and prevent serious youth violence.

Since their deployment into schools, 192 students have been referred to the Student Support Champions. Most referrals were for Year 8 to Year 10 students.

Case Study

I have been impressed with Child 1's progress, at the beginning Child 1 came across as having a gang mentality attitude, talking about how he would do anything for his boys and it's us against them. As weeks went on and we discussed more about the consequences of knife crime, gangs, and county lines, Child 1 began to talk about what life was like for him as a young boy living up to his cousin's name and feeling that he must go down that path.

Breaking point was when I shared with him my own experience of the consequences of knife crime and the work I do with Samantha's Legacy. Child 1 shared with me that there was an altercation between some of his friends and another group of people, beforehand Child 1 would have joined in, but he told me he remembered what I said about Samantha, and he took himself and his friends away from the situation.

I told Child 1 this would be his last session as he had worked so well. Child 1 was upset by this as he said he looks forward to our meetings and he feels chilled on the day he has them. He told me at times he gets angry and finds it hard to control, I have not experienced any anger or frustration when he has been in any of my sessions. I told him a lot of young people feel the same way and it is an emotion we all have. The work we covered over this time was ways of controlling anger.

Child 1 knows that he can come and see me whenever he wants, as this work is never done with some young people.

YOLO

In partnership with the regions two football foundations, Newcastle and Sunderland, our YOLO programme provides mentoring support for young people aged 10 to 16 years identified as being at risk of knife crime. Upon entry to the programme, young people are allocated mentors to work with them on a one-one-one basis to establish positive relationships and ensure full support is in place, as they take part in sessions that will address their identified needs.

From April 2023, we have engaged **105** young people in purposeful activity that increases their understanding of the consequences of knife crime. The mentoring programme has created an opportunity to identify needs that result in young people feeling like they need to carry a knife. Support has been provided to overcome this and change the course of direction for that young person. **117** mandatory knife crime awareness sessions have been delivered to those accessing the YOLO programme.



Case Study

When DE came onto the YOLO programme, he had the potential to fall in with the wrong crowd. He had taken a knife out of the school cookery class but did not know why he had done it. In the initial meeting his mam, she expressed some concerns about fire lighting and reckless decisions.

Since starting on the YOLO programme DE has shown positive improvement at home, in school and in the community. He is now involved with his local Scout Group in their explorer section and attends on a weekly basis.

DE engaged in the YOLO programme to give him opportunities to try new activities as well as to help him understand why he took the knife and how it could affect him in later life.

During the spring Half-Term holidays, DE was given the opportunity to go kayaking in the North Sea and gain a paddle start qualification. DE took this opportunity and stated it was the highlight of the YOLO programme.

In preparation for exit from the YOLO programme, DE has become more involved with his scouts group. The YOLO experience has given him more confidence and he is now participating in weekends away.

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Community Alternative to Short Prison Sentences (CASPS)

Our Community Alternative to Short Prison Sentences intervention, in partnership with the Probation Service, aims to work with individuals entrenched in offending and sentenced to 6 months or less in custody. In order to break the cycle of their offending, staff work intensively with them to identify and address the root causes of their behaviour, through practical and mentoring support.

From April 2023, there have been **59** active cases, and of this cohort, **47** have reported increased confidence in their ability to desist from offending.

Case Study

Mr M is still an individual current on the CASPS scheme – he has been with CASPS for eight months and has shown significant progress.

Mr M suffers from physical and mental health problems due to the nature of his crime. He has worked exceptionally well with professional medicals and seeks regular check-ups however this does not impact upon Mr M's motivation and attitude to want a better future.

At the start of Mr M's order, he did not feel he needed the additional support and did not see his alcohol and drug misuse as a problem as he thought he was 'having fun with friends'. However, with further engagement with CASPS and his Community Navigator to address the dangers and consequences of alcohol and drug misuse, Mr M is now engaging with CRS referrals such as Personal Wellbeing and Dependency and Recovery.

Mr M, with support from his Community Navigator has successfully been awarded the correct benefits he is entitled to, this gives Mr M more freedom with his finances and is able to ensure he has enough money to pay bills such as his rent. Mr M also enjoys decorating his flat and has recently got himself a dog for companionship.

Mr M has shown great progress and has the attitude of wanting to 'prove everyone wrong'. Due to Mr M's exceptional progress and showing no desire to commit further offences, he will soon be successfully exited from the CASPS scheme.

Focused Deterrence

Focused Deterrence offers tailored intensive support, targeted interventions and swift enforcement for individuals causing the most serious violence in our communities. Sunderland City Centre became the first area to benefit from this new intervention. The SAIL (Sunderland Altogether Improving Lives) Team brings together dedicated violence reduction staff, officers from Northumbria Police, Sunderland City Council ASB officers, neighbourhood wardens and key specialists, to deter individuals from crime and provide some much-needed respite for the city.

114 young people have engaged with SAIL, the Focused Deterrence intervention has been able to demonstrate effectiveness to safeguarding through its partnership approach.

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Case Study

This young person was referred to SAIL for an aggravated burglary; he struck the IP several times with a weapon. He is known to police and authorities for his involvement in ASB, theft, drug use and acts of violence.

Home life is chaotic, and he is moved around extended family homes regularly – often daily. Complicating factors include Stepdad has served 5 years for a violent offence and is involved in an Organised Crime Gang and there are links to this young person and peer crime groups. Mam has struggled with behaviours at home and has been assaulted on a number of occasions.

Between services, he sees professionals daily, so the care team have coordinated their visits to ensure no duplication of work.

School is identified as a barrier for this young person; he has not attended school regularly since year 7 (now in year 10). He has experienced several moves to alternative provision; placements have broken down quickly due to violence against other students.

An alternative education placement was arranged where he could study more hands on, vocational work rather than classroom learning and be accompanied by a member of the SAIL Team. This placement provided evidence of his commitment so that he would be accepted onto the Football Scholarship at the Foundation of Light.

To prevent an escalation in community worries, and to give his week some structure, he was taken to boxing and MMA classes with his SAIL worker. This worked well in giving him an outlet for his anger and allowed him new skills to help regulate his emotions.

Upon Stepdad's release from prison, multi-agency support was provided to reintroduce the relationship. This approach worked well in calming the young person as Stepdad involved himself in some of the extra-curricular activities attended by the young person. Home life improved dramatically, and the family felt more supported to manage any emotional outbursts.

The daily visits from all professionals sent a strong message that he was being monitored and that any further episodes would not be tolerated. On top of these visits, he also complied with his Youth Rehabilitation Order and completed his reparation work – which he surprisingly enjoyed.

Now, almost at the end of his Youth Rehabilitation Order and SAIL involvement, the turnaround in behaviour, attitude and offending is dramatic. He is in stark contrast to the young person that was first referred to SAIL. Now engaged in fulltime education, split between football and academic studies, there has been no further incidents of crime, and he is enjoying living in the family home.

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Out of Court Disposals

Out of Court Disposal pathways provide a response to crime that police can use locally without having to take the matter to court. It provides an opportunity to work with first time low-level offenders to divert them away from the Criminal Justice Service, by addressing the underlying causes of their behaviour. Our pathways include V-Aware (victim's awareness), Employment Pathway and the Women's Pathway.

In the 12-month period ending March 2023, **416** people were referred to the VRU's pathways, and 89% of those who received a conditional caution complied with the pathways. In Q1 and Q2 of delivery, **226** people were referred to the VRU's pathways, of which **163** people have complied and **63** are awaiting their first appointment.

Case Study

I met with RM to introduce myself and explained that we complete the assessment to help him understand the consequences of his actions and identify if any advice or support is needed to prevent further offending.

RM explained that he was arrested for assault, he was defending his girlfriend, and he had hit somebody who pushed her. During the session, we discussed his decision-making at the time of the incident and explored alternative actions he could have taken.

RM then opened up about his drinking habits, telling me he drinks on a daily basis but trying to cut down. We discussed the effects of alcohol and the impact it can have on a person. I asked RM if he would like any further support, which he has said yes. I then arranged an appointment with an alcohol service provider.

He then went on to tell me that he was homeless and living in a hotel room. I asked him how he was paying for this, and he said his girlfriend's nana had been paying. He then admitted he had slept in doors ways beforehand. I referred him to Shelter North East.

We agreed to a 'catch up' to ensure he had kept both of his appointments for alcohol and homelessness support.

VRU/DWP Employability Support

The partnership between the DWP and the VRU was developed to enhance employment, education and training opportunities and reengage people with DWP provision across Northumberland and Tyne and Wear. The model has been created to engage and support vulnerable people, within our communities that are at risk of being involved in serious violence, the DWP coach provision provides a bespoke service that can improve lives and help prevent crime.

The role ensures people have the right access at the right time, to services appropriate to their needs, including DWP welfare services, access to specialist support available through other key agencies, education, training, and employment opportunities. Ultimately, with the aim of improving people's lives and helping reduce incidents of crime.

The Employability Support Co-ordinator helps to support people with complex needs, to progress towards and move into work by liaising as appropriate with the VRU, partners and the persons Jobcentre Plus Work Coach. Excellent working relations have been developed with delivery partners and ETE partners who work alongside the VRU and DWP colleagues, to provide person centred support to the identified cohort.

The Employability Support Co-ordinator acts as a support conduit between the individual referred, Northumbria VRU, ETE Partners, Jobcentre Plus Work Coaches and other DWP Job Centre Plus colleagues, co-ordinating appropriate interventions in support of the individual accessing and engaging with DWP and progressing into education, training, and employment opportunities.

The Employability Support Co-ordinator also manage the conditional caution ETE Pathway, taking referrals directly from Northumbria Police via an MG14 statement.

The VRU are working in partnership with DWP, to meet a joint objective to improve people's quality of life, by addressing poverty through enabling progression into the workforce and increasing financial resilience.

Hospital Navigators

In partnership with South Tyneside Hospital and Newcastle RVI, we have Hospital Navigators based in the Emergency Departments at times when young people are more likely to attend, in order to provide them with on-going support in the community.

Local Youth Fund

Our Local Youth Fund empowers young people to bid for projects and activities that matter to them. The fund provides young people from across Northumberland, Tyne and Wear, with a platform to voice their views and put forward ideas for activities or projects that have a benefit to them and the communities they live in.

Applications must be supported by community-based organisations, as should a young person be successful, funds will be paid to the organisation to oversee the project.

In the latest round, young people were encouraged to develop projects themed around preventing knife crime. This resulted in them coming up with ideas including wearing white at community sessions as a conversation starter and holding sports activities such as a 'knives down' football league.

This unique fund also provides an opportunity to engage and better understand young people's experiences of vulnerability and violence to help shape our interventions.

We have held 4 previous rounds of the Local Youth Fund, where more than 4,600 young people have directly benefited from the 73 projects funded to date. Round 5 is currently underway.

VRU/DWP Employability Support

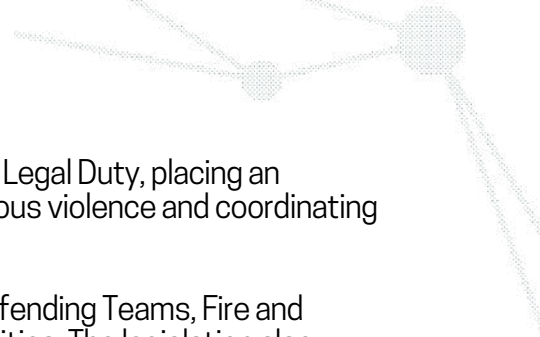
Committed to identifying individuals causing significant harm in communities and diverting them from crime, the VRU teamed up with the Community Safety Partnerships across region, as well as Northumbria Police and youth organisations, in a bid to tackle serious violence together. This has resulted in targeted seasonal work to prevent spikes and drive down serious violence, as well as improving local communities to keep people safe.

The work being undertaken by each local authority area is bespoke to the issues they face around serious violence. Accumulative numbers of people the funding has reached is vast due to the events targeted as part of the approach. The impact of the funding is evident:

- In Northumberland, reductions in both ASB and violence were evident during July-September in Blyth, a known hotspot area. ASB reduced by 14.5%, while violent offences reduced by 7%.
- A reduction of 2% in ASB in Wallsend, North Tyneside was seen during the quarter, this was following engagement and diversionary activities.
- In the targeted areas of South Tyneside, there were reductions of ASB, decreasing by 37% during the quarter. The wards of Hebburn and Simonside also saw reductions in violent crime.
- The focus in Sunderland was to target ASB and serious violence during the summer school holidays. This resulted in an overall reduction of 4% in incidents in ASB. In addition to diversionary activities, there were an extra 300 hours of Police patrols resulting in dispersal orders, stop and searches, and safeguarding concerns.
- In Newcastle, Police and the Seasonal Violence Task Force staff engaged with 368 people, over a third young people. Through the engagement, they identified 76 vulnerable individuals with all supported, offered support or advised on appropriate behaviour.
- Through the youth outreach work in Gateshead the staff managed to engage and work with 176 young people aged between 13-17 years, working across multiple sites, taking a peripatetic approach to the area responding to ASB that has dispersed from areas where a response has been needed, or when significant events are a cause for concern.



SERIOUS VIOLENCE DUTY PROGRESS



In December 2022, the Government introduced the Serious Violence Legal Duty, placing an expectation on specified authorities to work together in tackling serious violence and coordinating action in local communities.

The specified authorities include Police, Probation Services, Youth Offending Teams, Fire and Rescue Authorities, Integrated Care Boards (health) and Local Authorities. The legislation also identified several 'relevant authorities' (educational, prison and/or youth custody authorities) with which the specified authorities must consult with when developing the local strategy.

My VRU as system leaders have been coordinating the implementation of the duty on behalf of the responsible authorities, this has been supported through Community Safety Leads. Across Northumbria, the VRU are now in the process of implementing arrangements for production of the mandatory products required as part of the duty.

There is a strong commitment in Northumbria to tackle issues together and following a consultation process and workshop sessions, we have a better understanding of the views and local priorities for a collaborative approach in preventing serious violence.

The sessions were interactive with all those present participating through table discussions. Through exploratory questions, participants on each table were encouraged to suggest actions for each of the strategic themes: (these themes were also endorsed as part of the consultation)

- Create stronger systems to address serious violence / whole system approach
- Data, evidence, information sharing and evaluation
- Prevention and early intervention
- Criminal justice and enforcement
- Supporting communities through communication, engagement and reassurance

Analysis of the feedback has also highlighted that there are several strategic actions and suggestions along with operational ones. It is evident that there will be actions that will be delivered Northumbria wide, along with locally specific actions.

6

KNIFE CRIME CAMPAIGN

KNIVES
IMPACT
EVERYONE

Knife crime is a national problem and sadly, the North East is no exception following the devastating loss of several young people. Tackling and preventing knife crime continues to be a top priority my Violence Reduction Unit, leading us to develop an awareness campaign, aimed at young people, to help them understand the impact and consequences of their actions.

Following consultation with school children from across the region, we launched Knives Impact Everyone on 10th August 2023, aimed at making young people think before picking up a knife, by increasing their awareness and understanding of the wider impact and consequences for themselves, the victim, family, friends, emergency services and local communities.

As well as being a social media campaign that utilised mobile locational targeting to deliver messaging to young people on the platforms they use, adverts were placed on bus and metro trains, stations and local high streets in hotspot areas. We also developed a webpage resource, featuring a series of frequently asked questions by young people on knife crime and additional information on resources from service providers who offer help and support.



IMPROVING LIVES PRIORITIES

Priority 1: Support for victims

Being a victim of crime can undermine a person's confidence and make them unhappy or frightened. It can affect a person's outlook on life, that is why it is so important that we put victims at the heart of policing. Protecting vulnerable victims is absolutely a priority for Northumbria Police and I will continue to make sure this focus remains. In the Police and Crime Plan I set out 8 areas of focus under this priority:

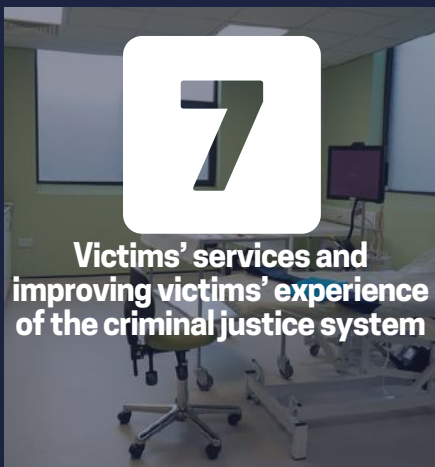
1. Supporting people through the criminal justice system
2. Stalking and harassment
3. Hate crime
4. Community cohesion and extremism
5. Mental health
6. Complaints
7. Use of force and stop and search
8. Environmental policy

Priority 2: Tackling domestic abuse and sexual violence

Violence and abuse can blight communities and lead to devastating consequences. It has devastating, traumatic and long-lasting impact on victims, families and wider communities. I will make it my business to encourage people to come forward and report it and support them through their experience when they do.

In this report....

I focus on three key areas of delivery and performance in 2023:



VICTIMS' SERVICES AND IMPROVING VICTIMS' EXPERIENCE OF THE CRIMINAL JUSTICE SYSTEM

Victim support services

My Supporting Victims Programme (SVP) has enabled the commissioning of a variety of specialist services and our core victim referral and assessment service Northumbria Victim and Witness Service (NVWS), to strengthen the overall offer of support to victims across Northumbria. The SVP funding themes and priorities have been shaped in response to the needs, demands and vulnerabilities of our region's victims; ensuring support provisions are available for victims of domestic abuse, sexual violence and hate crime, children and young victims, victims with mental health needs and victims with other vulnerabilities such as modern-day slavery. Through listening to the needs of victims, this year I have introduced two new funding themes of Stalking and Harassment and Violence Against the Person. These have been welcomed by our victims and commissioned services.

Our commissioned services offer a range of cope and recovery support from a variety of professionals, including Independent Sexual Violence and Domestic Abuse Advisors (IDVAs and ISVAs), to counsellors and specialist therapeutic group support workers. Through this funding, I can report that 16,573 victims have received support during the first two quarters of the current financial year. 96% of victims that received cope and recovery support from our core victim service NVWS feel better able to cope with aspects of everyday life as a result of the support.

National Advocacy Awards

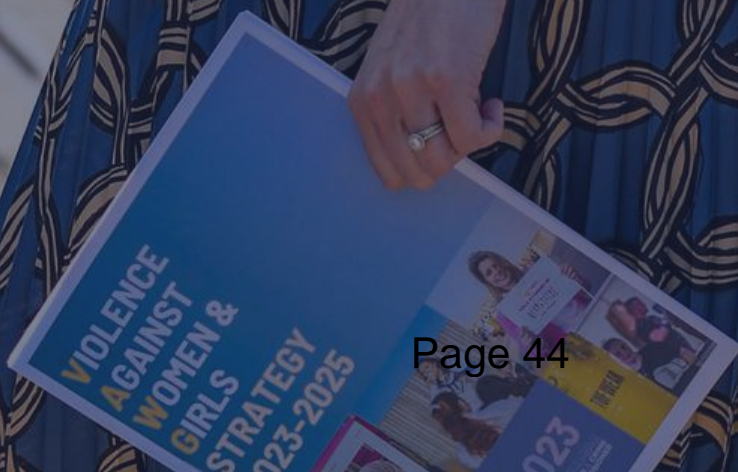
My office was shortlisted for a national advocacy award for our support to advocacy and commitment to tackling hate crime in the region. Our commissioned hate crime support service, Connected Voice, was the first UK Hate Crime Advocacy Service and we take an active interest in the outcomes this service achieves and the trends that it identifies. The people benefitting from this advocacy support are some of the most minoritised and marginalised in our society, including those who have been victim/survivors of hate due to their race, religion, disability, sexual orientation or gender identity or their perceived identity. Many of the people that have been supported have experienced hate due to multiple intersecting identities. As my office oversees the ASB Case Review (Community Trigger) process, we have highlighted that 12% of our activations directly relate to hate related incidents and we are seeing an increase in cases where the victim is working alongside our award-winning Connected Voice Advocacy Services. In some cases, Connected Voice have activated the ASB Case Review on behalf of the victim.

The Connected Voice Board were so impressed by the delivery and strength in partnership with OPCC and the team of academic researchers from Sunderland, Durham and Northumbria Universities, that they have designated funding this year to update research to see what impact the pandemic had on hate crime cases. The first research report identified the concept of hate relationships and this has led to the development of a professional's toolkit to tackle incidents of repeated crime. This toolkit will be ready to share in February 2024 and my office is supporting Connected Voice to hold a region-wide event to showcase to promote this toolkit to professionals.

Improving victim experience of the criminal justice system

In addition to ensuring our region has the appropriate support services in place to meet the needs of victims, I have equally been as keen to strengthen our commitments to listening to the victim's voice and understanding some of the barriers and issues our local victims face when entering the Criminal Justice System. I have introduced a Victims Voice Report within our Local Criminal Justice Board (LCJB), which enables my office to capture and share with our criminal justice partners some of the key issues our victims and commissioned services are experiencing. The report gives our partners an opportunity to understand in greater depth the challenges victims experience in the criminal justice system. It also provides the opportunity to review specific cases to identify areas for improvement. The Victims Voice Report has been extremely well received by our criminal justice partners and I am confident that this will assist my ambition of improving the Criminal Justice System for victims and witnesses.

DELIVERY OF THE VAWG STRATEGY



My Violence Against Women and Girls (VAWG) strategy was launched on the 1st June 2023 and will be delivered over the next two years. It sets out a series of priorities and actions my office is committing to, including tackling the root causes that lead to VAWG, and investing in a raft of prevention and intervention work as part of determined efforts to make the North East safer for all. Consultation with the public and those professionals working in the VAWG sector in Northumbria has played a vital part in the creation of the VAWG priorities and subsequent strategy.

The commitments and calls to action of the strategy are focussed on four key areas:

1. **Prioritising prevention** – through education, active bystander training, early intervention and campaigning.
2. **Supporting victim-survivors** – by commissioning support services, raising awareness of support available to victim- survivors and addressing the additional barriers to receiving support and reporting.
3. **Action against perpetrators** – by ensuring Northumbria Police take early and appropriate action against perpetrators and I continue to support the use of perpetrator programmes.
4. **Creating stronger systems to address VAWG** – by listening to victim-survivors, I will launch a new VAWG oversight panel with independent members who can support me to scrutinise police performance in VAWG identifying trends which can be fed back into processes to make improvements and reduce victim-survivor attrition.

We will continue to work closely with partners to deliver on this strategy, through commissioning victims' services and prevention and early intervention work through our Violence Reduction Unit. My office is represented at all six local Domestic Abuse Boards/Partnerships via the VRU's Domestic Abuse Specialist which is further strengthening partnership working and improving whole systems approaches. Together we will make sure that preventing and tackling VAWG and improving lives of women and girls in our region is a priority for everyone. The Serious Violence Duty will also place this work on a statutory footing.

Below I outline delivery of the VAWG Strategy so far against the four overarching commitments.

1 **Prioritising Prevention**

Education

As a result of Home Office Safer Streets funding for my Women's Safety in Public Places (WSiPP) project, the following educational programmes have been delivered in Northumbria:

- **'Team Talk' Workshops** engaged young men and boys in educational settings to explore and challenge behaviours that are harmful towards women and girls. Our provider, Beyond Equality, worked with key regional higher and further education institutions and facilitated groups to gain an understanding of the need for attitudinal and behaviour change around gender-based violence towards women and girls. 35 workshops have taken place.
- **Sex Work, Survival Sex and Sexual Exploitation Training** has been delivered by Changing Lives across the six local authority areas and arranged in collaboration with Newcastle City Council's Community Safety Team for VAWG. Engagement in the training has demonstrated an increased effectiveness in referral pathways and multi-agency safeguarding for adult and child victims of sexual exploitation and has also increased awareness of the multiple complex needs and vulnerabilities of victims. 16 sessions took place and 409 delegates attended.

Early intervention – improving responses to perpetrators

- **Operation Cloak/Redeemer:** Through Operation Cloak, plain clothed police officers are tasked to identify vulnerable persons or predatory offenders in night-time economies (NTEs) across Northumbria. Operation Redeemer is another arm of Operation Cloak, specifically to tackle an increased identification of sexual assault by men posing as taxi drivers in the Newcastle NTE. This work is part of my Safer Streets WSiPP project. Key outcomes include:
 - 100 individuals arrested.
 - 80 further individuals were revisited by officers after the intervention date to ensure that they understood the seriousness of their behaviour that was the subject of police intervention (no crime), which could lead to criminal charges in future if not addressed.
 - 15 vehicles subject to licensing contraventions were seized based on intelligence that linked the owners to previous VAWG offences and remain the subject of Neighbourhood Policing Team Briefings.



- **Project CARA:** Project CARA is an early intervention offer for perpetrators of domestic abuse who first come to the attention of the police and consists of two domestic abuse awareness-raising workshops. As a result of a successful bid to the Home Office’s Domestic Abuse Perpetrator funding, my office has been working closely with Northumbria Police and Hampton Trust to commission a provider to deliver Project CARA. Once the legislation passes (2024-25) for the new 2-tier framework of out of court resolutions, CARA can be offered as part of a diversionary caution for standard risk DA perpetrators who meet certain criteria. Given the delays to the legislation, permission from the Home Office was sought for CARA to be offered as a voluntary intervention until diversionary cautions become live. This will impact on the volume of perpetrators going through the intervention as less perpetrators will choose to accept the offer voluntarily as opposed to be attached to a caution; but it will allow the model and referral process to be tested. The procurement process is almost complete, and it is hoped the contract will be awarded by December 2023, with mobilisation taking place from December to March.

Campaigning

Funded through my Safer Streets WSiPP project, digital media campaign #ItAllAddsUp was launched in July 2023 and was led by Rape Crisis Tyneside and Northumberland. The campaign was developed in consultation with 60 women in Northumbria and centred women’s views and lived experiences with an aim to address the behaviour of men and boys. Within the first month of the campaign’s launch, it reached:

- Over 35,000 Facebook users with 7,500 video views
- Over 108,000 Twitter impressions with 25,000 video views
- More than 54,000 plays on Instagram, 820 on YouTube and 780 on TikTok.
- Additionally, two interviews and two subsequent pieces of coverage to link in with the films were secured with the Chronicle where further promotion was shared across all the title’s social media platforms. Wide-spread coverage was also secured across all the main local print and media titles as a result of two press releases on the campaign launch and bystander advice.

2 Supporting Victim-Survivors

Support services for victims of VAWG

- **Cope and recovery support:** In working with our partners, including the Local Authorities and NHSE, our commissioning landscape has been streamlined to both complement existing commissioning arrangements across the region as well as ensuring smooth and clear pathways for victims of crime. My Supporting Victims Programme (SVP), DA/SV Community Fund, ISVA/IDVA Fund (rounds 1, 2 and 3) and funds specialist local VAWG services to deliver various types of cope and recovery support across Northumbria, including practical and emotional support, therapeutic support, group work, peer support and IDVA/ISVA provisions. I have ensured to commission specialist posts for victims that face additional barriers to accessing the criminal justice and/or accessing specialist support to cope and recover, including ethnic minority victims, LGBTQ+ victims and victims with additional learning needs. Between April and September 2023, total of 8,476 domestic abuse and sexual victims have been supported.
- **Domestic Abuse Control Room Pilot:** This project has specialist domestic abuse working alongside the police on control room risk management desks, operating on some weekday nights and Friday evenings. The worker contacts domestic abuse victims who are waiting for a police response. Key success so far:
 - Contact was attempted with 485 DA victims.
 - The DA workers successfully engaged with 319 victims (66% engagement rate)
 - For 121 victims (38%), it was the first time they'd spoken to a specialist DA worker.
 - The workers also spoke to 17 concerned others (e.g., friends/family members).
 - 91 victims wanted further support and consented to a referral e.g., to their local specialist DA service.
- **Support for child victims of domestic abuse:** I have been able to enhance support provisions in Northumbria for child victims of domestic abuse since 2021 through additional Home Office funding. Currently, I receive multi-year funding (October 2022 to March 2025) from the Home Office's Children Affected by Domestic Abuse (CADA) Fund to commission one to one therapeutic work for children, parent and child interventions and parental engagement interventions across Northumbria. In the last 12 months, service providers have delivered:
 - Children's one to one work to a further 355 children and young people.
 - Parent and child interventions to 226 children and their non-offending parent.
 - Parental engagement interventions for 233 parents.
- **New Sexual Assault Referral Centre (SARC) premises:** In the spring of 2021, it was agreed to acquire new premises for the Northumbria SARC, bringing together the two pre-existing sites in Sunderland and Newcastle to provide victims with one modern and fit for purpose building.



Over the last few years, SARC regulations have changed a great deal, with the SARC being governed by forensic guidelines, CQC guidelines and now soon to be ISO accreditation, this meant that the old SARC was simply not fit for purpose. The new site design was developed in conjunction with my office, Northumbria Police and our commissioned sexual violence services. Undergoing a forensic examination has the potential to be a traumatic and invasive experience for victims of rape and sexual assault and if the victim fails to receive supportive and constructive care, then services can negatively impact the recovery process.

Therefore, design meetings were held to ensure that the new SARC design was trauma-informed and will be suitable for all victims-survivors who may attend for a forensic examination. In August 2023, the Angel Centre as it is now fondly known as, was finally finished and opened. It is a 24/7 service that not only consists of physically attending the SARC for an examination, but also a helpline for people seeking support, advice, and guidance.

Raising awareness of VAWG support services

- **OPCC Domestic Abuse Training Prospectus 2023-2024:** My office produced a domestic abuse training prospectus to capture the wide range of training available locally and nationally, plus some excellent free development resources aimed at Domestic Abuse Practitioners. This prospectus is available for all multi-agency professionals. Additionally, a brochure and a webpage have been created containing information on the training delivered by my office.
- **Wearside Women in Need (WWiN) 'Findaway':** I am providing funding through my VRU to WWiN for their Findaway project. The project has a confidential and anonymous phonenumber service that offers practical information and signposting in relation to domestic abuse to adults worried about someone else. Findaway also delivers awareness raising workshops in communities called 'Be the Difference'. From April-September 2023, Findaway provided advocacy to 20 people, of whom 83% said they felt more confident in supporting the person they were worried about. Of those that attended awareness raising workshops:
 - 92% reporting an increased understanding of domestic abuse.
 - 92% reported an increased understanding of victim decision making.
 - 83% reported an increased understanding of safety and options.
 - 92% reported an increased ability to identify signs of abusive behaviour in someone else's relationship.
 - 83% said they now felt more confident in supporting the person they were worried about.

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3 Action against Perpetrators

Early action against perpetrators

My VRU has led on systems change work to improve the strategic responses to perpetration across Northumbria. The review resulted in several recommendations that are being driven forward by a combination of the VRU and the local DA Boards. This includes:

- Investing in primary prevention work (e.g., active bystander training).
- Increasing the level of early interventions (e.g., Project CARA and workforce development on engaging perpetrators as early as possible).
- Increasing tertiary interventions (e.g., Hub & Spoke).
- Improving systems such as the development of a Northumbria outcomes framework for perpetrator interventions and mapping existing provision and pathways. This work will help drive forward improvements across Northumbria.

Perpetrator programmes

My VRU worked with all six local authorities to embed a locally developed model called 'Hub & Spoke' into the existing domestic abuse perpetrator service offers. This provides intensive case management for high risk, high harm, serial perpetrators. Interventions include disruption, support, stabilisation and behaviour change. Perpetrators can be worked with for up to a year. The model is now embedded five of the six local authority areas, with the sixth including the model within their new perpetrator service due to be commissioned this financial year.

Between July and September 2023, the Hub & Spoke case managers have delivered a total of 222 interventions, including 66 disruption interventions, 73 stabilisation and support interventions and 61 behaviour change interventions.

My VRU is also supporting the local perpetrator service managers around their Respect accreditation processes, developing a case management toolkit and funding an NHS mental health practitioner to support Hub & Spoke services with perpetrators with mental health needs that may be creating barriers to engagement.

4 Creating Stronger Systems to Address VAWG

Listening to victim-survivors

- **Victim and Witness Service Improvement Board:** My Victim and Witness Service Improvement Board has been operational since 2021 and is going from strength to strength. Membership of the Board consists of a blend of victims who have lived experience combined with several local thematic specialists ranging from Domestic Abuse and Hate Crime to Children and Young People. The Board performs an independent feedback role – the Board does not have responsibility for governance, scrutiny, or detailed performance monitoring. The main responsibilities of the Board are to:
 - Provide headline advice and feedback on the performance and development of all PCC commissioned victim services.
 - Support and advise on how to improve outcomes for victims.
 - Provide feedback on the Police and Crime Plan, in relation to victim services.
 - Provide advice on:
 - Improving the quality of victim services.
 - Ensuring equitable access to services for victims.
 - Improving the ways in which victims can provide feedback about services they access.
 - Increasing public awareness of the victim services.
 - Victims' engagement within the Criminal Justice System (referred to as victim and witness attrition).
 - To ensure service user feedback is central to the work of the group.
 - To support and advise on the ongoing development and delivery of the OPCC commissioning strategy.
- **Victim Voice Report:** As mentioned previously, as part of the LCJB's Victim and Witness Group, the office provides a victim voice report, the purpose of this report is to provide members of the group with a summary of criminal justice system issues raised by victim-survivors every three months.

Coordination and collaboration

- **ISVA Champion:** Local specialist services supporting people who have experienced sexual violence and abuse are able to raise issues with my office's ISVA Champion around any barriers or challenges that victim-survivors are experiencing when navigating the criminal justice process. The ISVA Champion can share these barriers with key partners in the criminal justice system who make up the ISVA Champion Steering Group and explore together how to address some of these barriers to help victim-survivors feel supported throughout the process.
- **Northumbria VAWG Commissioning Forum:** My office is preparing for the duty under the new Victim & Prisoners Bill to co-operate with health and local authority commissioners by bringing together strategic VAWG commissioning leads and DA/SV leads from across Northumbria. The aim is to better co-ordinate and collaboration across the region; improve joint commissioning between partners; and support the development of innovation, improvement, and efficiency in VAWG practice and commissioning. My office chairs the forum. To date, the forum has jointly agreed a set of VAWG commissioning principles, and these principles have recently been applied in practice to the Newcastle's perpetrator contract and the Project CARA service specification.
- **VAWG Advisory Panel:** My office and Northumbria Police have set up a quarterly VAWG Advisory Panel. The terms of reference of the panel have been agreed and the first meeting is scheduled for January 2024. The Panel will provide open, transparent, and thematic scrutiny and advice on VAWG. Partner agencies and stakeholders will help review Police activity in relation to each of the Policing VAWG framework pillars. Actions and recommendations will provide a platform for continual improvement and review of practices and ensure practices are victim focussed.



MAKING COMMUNITIES SAFER

Operation Payback

I launched my first Operation Payback in 2020, with the aim of reinvesting some of the cash seized by Northumbria Police from criminals back into the community. Over the last three years grass roots organisations at the heart of communities have been able to bid for up to £5k to deliver projects in their area. The main focus of bids from any organisation had to focus on repairing the harm caused by ASB, prevent/reduce youth or adult ASB and provide diversionary activities throughout the year including school holidays.

Since 2020, five rounds of Operation Payback have been launched with over £1.1million provided to over 300 groups across all local authority areas in Northumbria. This has seen funding being used in helping establish Friday night youth clubs, community projects, dance classes and even focused knife crime awareness sessions. I have visited many of these groups personally over the years to see the real difference that this fund has made to people and communities which goes some way in improving people's lives and their communities in repairing the harm caused by crime.



Safer Streets

Over the past few years, I have been successful in receiving funding from the Home Office's Safer Streets Fund, securing over £3.7 million from the Safer Streets Fund and the Safety of Women at Night (SWAN) fund since spring 2021. The Safer Streets Fund has provided funding to deliver projects to support my vision of helping improve the public's feelings of safety, specifically women and girls and marginalised groups across our region in public spaces.

Since September 2022, my office has been delivering our Safer Streets Round 4 projects where we received £1.8 million to carry out projects focussing on ASB on transport, women's safety in public places and rural crime. Most recently, I have received a further £1,000,000 from Round 5 of the Fund – these projects build on successes from the previous round and will continue to focus on ASB and women's safety in public places, with the ASB project now focussing on motorcycle ASB as well as ASB on transport. In addition to the ASB and women's safety projects, over £200,000 will go Tyne and Wear Fire and Rescue Service and Northumberland Fire and Rescue Service to deliver a targeted, 3-tiered programme of intervention aimed at reducing ASB deliberate secondary fires. In developing my bids to the Safer Streets Fund over the past few years, my office consulted and worked closely with key partners and our VAWG sector to help shape the projects.

Below I highlight key highlights from the Round 4 projects and look ahead to the delivery of the Round 5 projects over the next 12 months.

ASB on Transport (Safer Streets Round 4) – key highlights

- **Reassuring presence on transport networks:** Deployments were carried out 7 days a week across the Northumbria area. These were delivered by the Multi-Agency Transport Team (MATT), Youth Providers and Street Pastors, and carried out 25,874 engagements across the 12 months.
- **Targeting hotspot areas:** Over £120,000 was approved for 20 police operations to tackle ASB and crime in hotspot areas.
- **Increased security:** Nexus were provided with funds to support them to increase security on the metro system during the evening, 7 days a week.
- **Reporting App:** Further development of the Safer Transport Northumbria App which streamlines the reporting process and enables us to gather data to inform future interventions.
- **Early intervention:** Newcastle City Council were provided with funding to carry out an early intervention mapping exercise to identify referral pathways for young people in each local authority.

Transport and Motorcycle ASB (Safer Streets Round 5) – looking ahead

- **Transport multi-agency street teams:** All 6 local authorities have been awarded a share of £135,000 to use towards a Multi-Agency Street Team (MAST) who will operate in and around identified transport areas. Each local authority is able to determine what their MAST team and deployments will look like to ensure it meets the needs of the areas being covered.
- **Motorcycle ASB:** Over £190,000 has been secured to tackle motorcycle ASB. Northumbria Police will be provided with funds to deliver multi-agency days of action in all three Area Commands, with Crimestoppers receiving £10,000 to run a campaign aimed at improving intelligence reporting.



Women's Safety in Public Places (WSiPP) (Safer Streets Round 4) – key highlights

- **Plain-clothed police officers in the night-time economy:** Officers working on Operation Cloak made 1150 interventions, 100 arrests, 80 revisits to men displaying behaviours that were threatening to women and girls and supported over 350 women and girls. In central Newcastle, reports of sexual assault decreased by 22.45% and reports of rape decreased by 36.9%. The decreases are significant and can be attributed to the proactive collaborative work between Operation Cloak, Street Pastors, the Pubwatch scheme, licensed premises and security staff developing an ethos centred on keeping women safe in the night-time economy.
- **Warden patrols:** Local authority staff deployed across five areas made 430 patrols and supported over 6,000 women and 2,100 children, safeguarding 6. Over 12,000 total beneficiaries and more than 900 VAWG targeted interventions took place, including 72 escalated to police.

- **Training and challenging behaviours:** Three sets of training/workshops have been developed with this funding. This includes:
 - Active Bystander Training – to equip people with the skills, knowledge and confidence to recognise an unsafe situation for women and girls, feel responsible to take action, and to take action.
 - Brief Intervention Programme – workshops delivered in key higher and further education institutions to men and boys exploring and challenging behaviours that are harmful towards women and girls.
 - Disclosure Training – Sex Work, Survival Sex and Sexual Exploitation Disclosure Training was delivered by across all six local authority areas.
- **Children and young people research:** 335 children and young people engaged in research focussed on understanding their experiences of VAWG, public space safety and alternate night-time economies, raising key insights and recommendations that can inform strategic approaches to protection and prevention of VAWG at an early stage.

Women's Safety in Public Places (WSiPP) (Safer Streets Round 5) - looking ahead

- **Continuation of Active Bystander Training:** Lead the Change Programme is aiming to sign up 100 trainers to deliver Active Bystander Training across our region's communities.
- **Operation Salus:** Using ANPR and CCTV surveillance to target VAWG crimes related to abduction and spiking in all three Area Commands.
- **WSiPP Wardens:** Expansion of WSiPP Warden patrols to reach areas on the periphery of town and city centres where women and girls face daily incidents of sexual harassment covering high streets, parks and local night-time economies.
- **Campaigning:** Further development of the #ItAllAddsUp Campaign to engage men and boys through learning tools and feedback forums that will enable change.

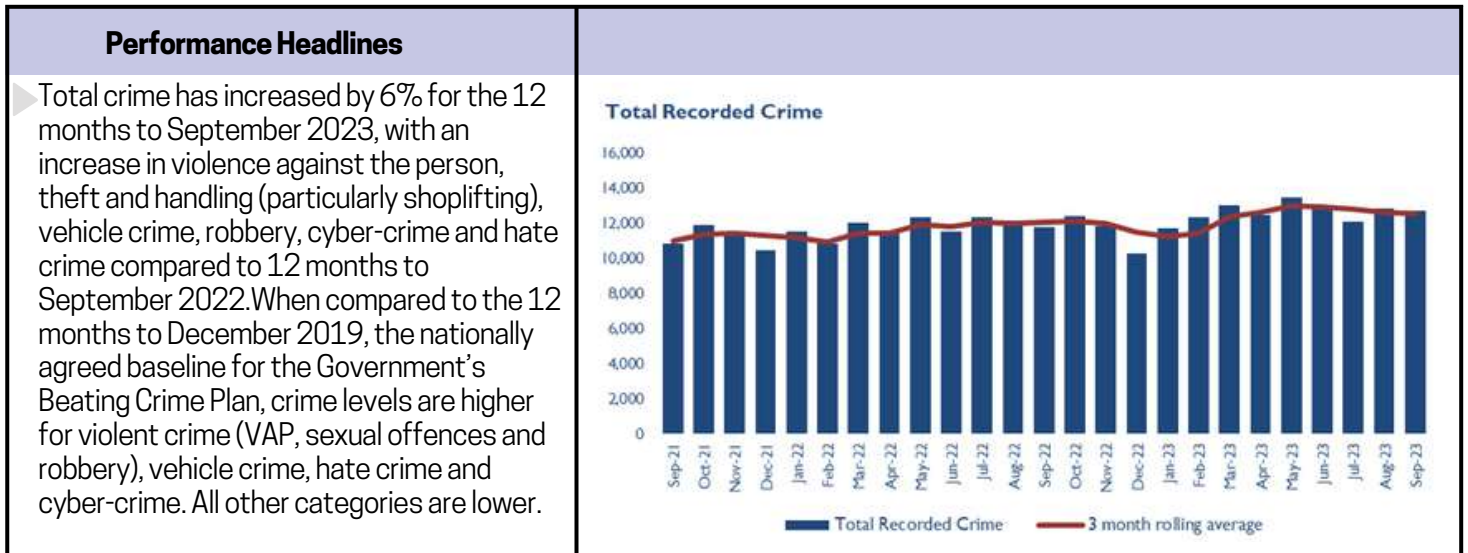


PERFORMANCE DATA

CORE PERFORMANCE DATA

FIGHTING CRIME

Total Recorded Crime (Panel KPI)



Total Recorded Crime by Local Authority

	*12 months to Dec 2019	12 months to Sept 2022	12 months to Sept 2023	% change 22 vs 23	% change 19 vs 23
Total	149,753	139,494	147,638	6%	-1%
Sunderland	31,405	28,759	30,087	5%	-4%
South Tyneside	15,624	14,006	15,867	13%	2%
Gateshead	20,256	19,077	19,899	4%	-2%
North Tyneside	19,821	17,087	18,501	8%	-7%
Newcastle	38,183	36,732	38,295	4%	0%
Northumberland	24,464	23,833	24,989	5%	2%

Anti-social behaviour incidents

Performance Headlines

- Winter Plans are in place with ASB being a key area of focus. Motorbike disorder and ASB on the transport network continues to be a key issue, partnership operations are being developed in conjunction with local authorities and transport providers to reduce incidents and increase public confidence. A new Force wide motorbike ASB initiative is under development with dedicated task forces being implemented to tackle ASB and motorbike enabled crime. The Force has also invested in drone and stinger capability which will increase proactive options to tackle offences. A successful Safer Streets Funding bid will increase activity with key priorities including prevention, education and enforcement with additional analytical support.

Indicator	*12 months to December 2019	12 months to Sept 2022	12 months to Sept 2023	% change
ASB Incidents	46,762	41,630	42,933	+3%

Anti-social behaviour incidents

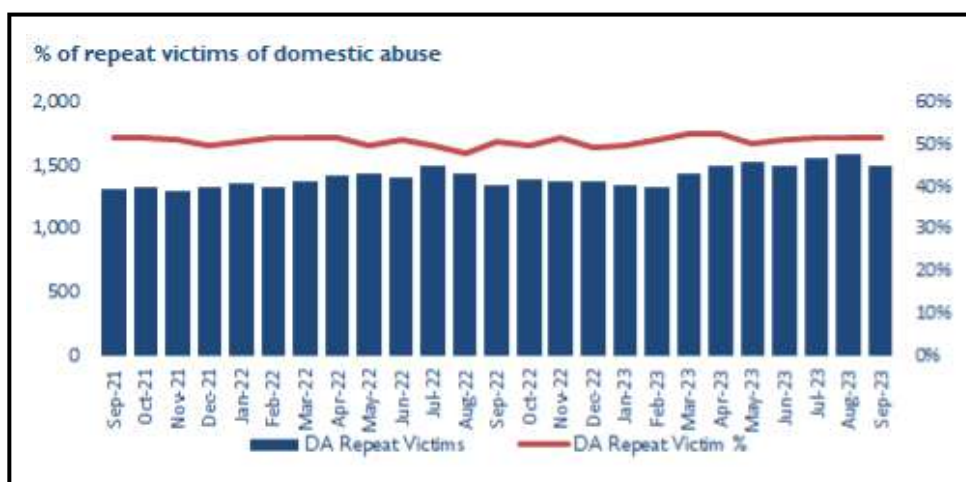
Performance Headlines

- Significantly fewer ASB victims were satisfied with the actions taken compared to the same period last year. Perceiving that police had taken a lack of robust action in response to their report and/or not providing a solution to the issue were the main drivers of dissatisfaction. A few victims believed that police had not taken any action in relation to their report as they had not received any updates.

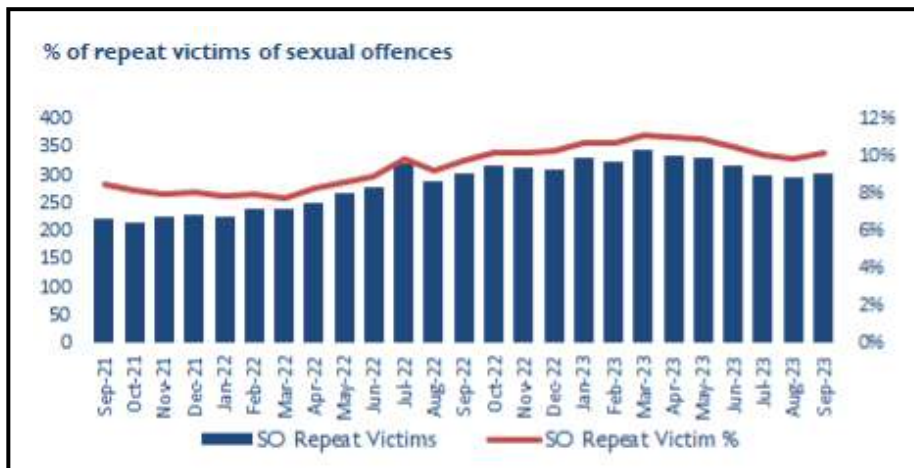
Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole Experience	73%	69%

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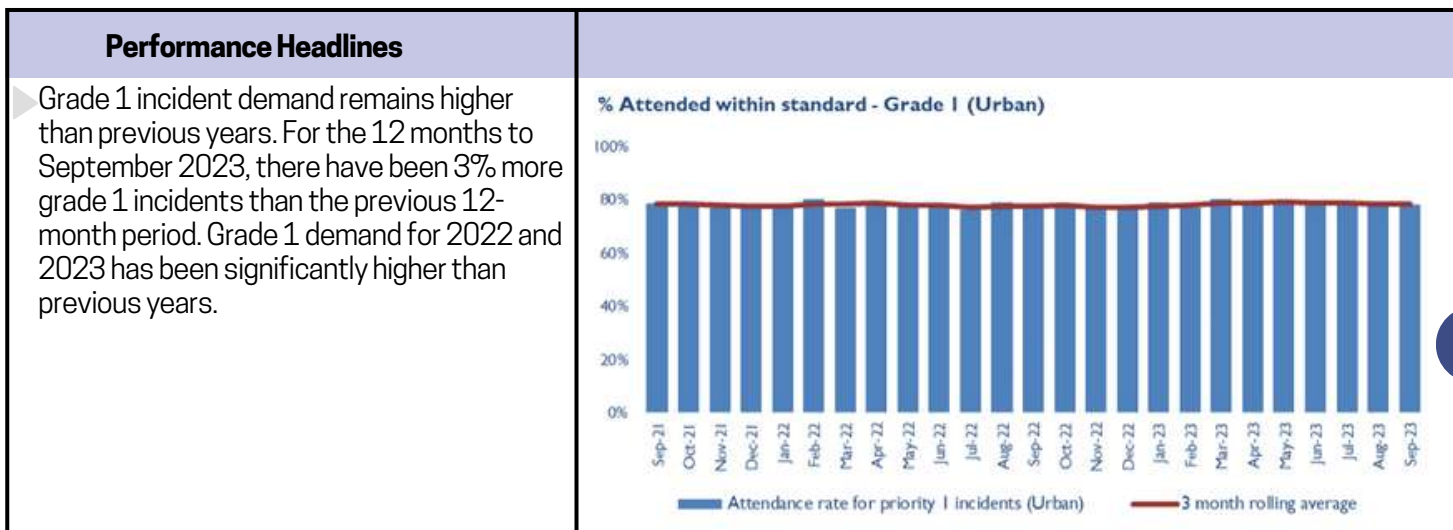
Repeat Victims - Domestic Abuse



Repeat Victims - Sexual offences

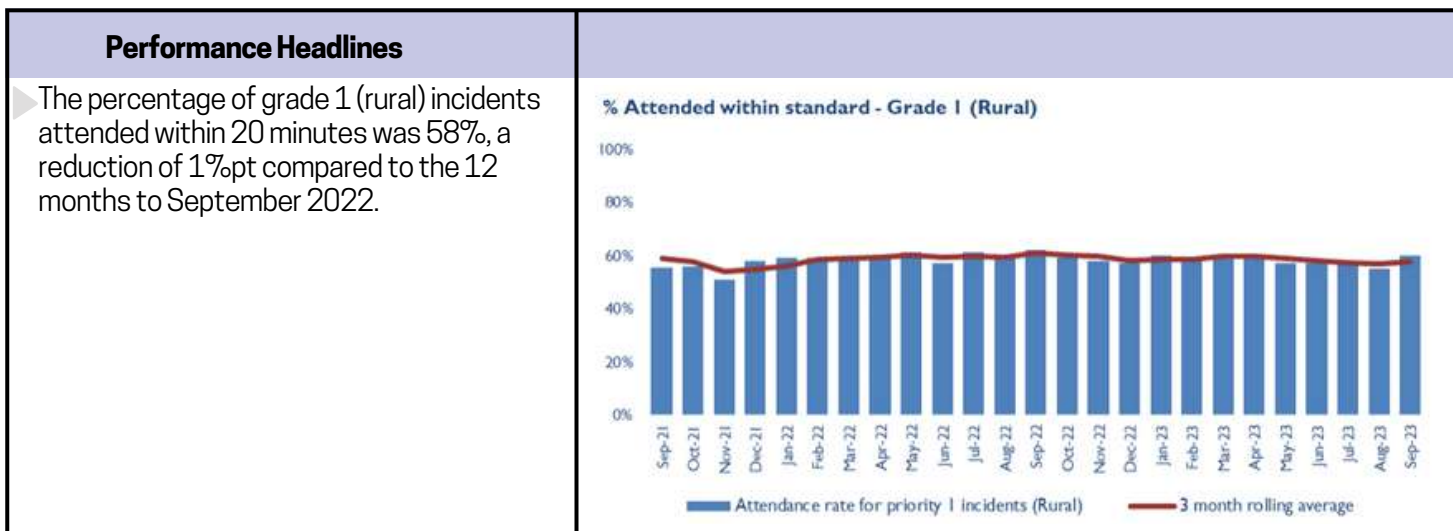


Police Response Times - Grade 1 Urban



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Police Response Times - Grade 1 Rural

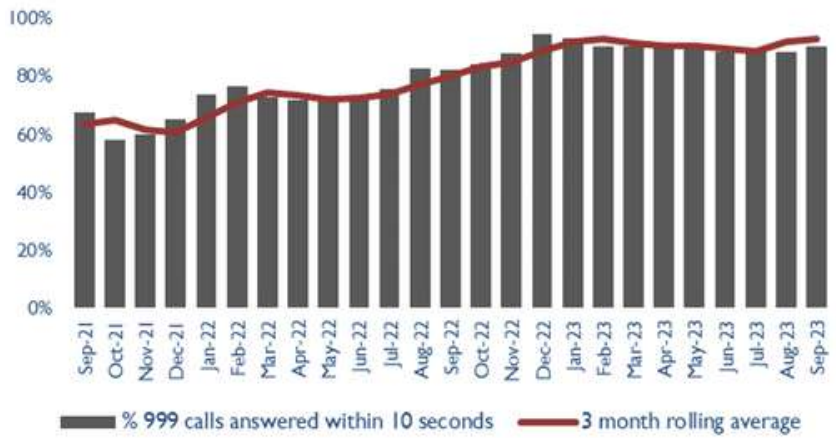


Answer Times – 999 Emergency Calls

Performance Headlines

► For the 12 months to September 2023, the number of 999 calls increased by 0.7% compared to the previous 12 months, from 305,471 to 307,723. Whilst 999 call volumes for 2023 are following a similar trend to that seen in 2022, they are 26% higher than the same period in 2021.

999 Calls answered within standard



Answer Times – 101 Non-Emergency Calls

Performance Headlines

► For the 12 months to September 2023, the number of 101 non-emergency calls increased by 4% compared to the previous 12 months, from 236,290 to 245,951. The percentage of 101 calls answered within 1 minute for the 12 months to September 2023 is 65%; this compares to 34% for the 12 months to September 2022. The average answer time for 101 non-emergency calls for the 12 months to September 2023 was 1 minute and 47 seconds, compared to 6 minutes and 32 seconds for the 12 months to September 2022.



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PREVENTING CRIME

First Time Entrants into Criminal Justice System

Number of first-time entrants to the criminal justice system	12 months to December 2020	12 months to December 2021	12 months to December 2022
Total	1,966	1,980	2,049
<i>Adults</i>	1,828	1,839	1,891
<i>Juveniles</i>	138	141	158

Serious Violence Offences

Indicator % change	12 months to December 2019	12 months to Sept 2022	12 months to Sept 2023	% change
Serious violence offences	18,709	22,872	23,773	+4%
Knife enabled serious violence	800	982 (to Aug 22)	1,111 (to Aug 23)	+13%
Homicides	12	19	13	-32%
Hospital admissions (under 25s for assault with a sharp object)	25	35 (to May 22)	20 (to May 23)	-43%

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IMPROVING LIVES

Public Perception

Indicator	12 months to Sept 22	12 months to Sept 23
Percentage of people who think the police do a good or excellent job in their neighbourhood	72%	69%

Performance Headlines

- ▶ Survey feedback highlighted that some residents expressed a lack of confidence regarding the ability of police to effectively deal with non-emergency incidents. Residents frequently associated these types of incidents with longer response times and as less of a priority for police due to demand and stretched resources. Residents often perceived that an increase in resources, such as police officers and funding would help to improve the service.

Overall Victim Satisfaction

Performance Headlines

- ▶ 72% of volume crime victims said they were satisfied with their whole experience of service, which is a statistically significant reduction compared to the same period last year – 79%. There has been a significant decrease in satisfaction with response time, compared to the previous year. Although victims varied in their expectations of an acceptable waiting time, dissatisfied victims mainly felt their response time was not proportionate to the type of incident they were reporting and that their report was not being taken seriously.

Satisfaction - Hate Crime

Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole experience	73%	74%

Satisfaction - Domestic Abuse

Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole experience	88%	86%

**DELIVERY OF THE POLICE & CRIME PLAN:
COMBINED REPORT**

2023