

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

# Police and Crime Plan Progress from April to August 2017



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



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

# Domestic and Sexual Abuse

## What will be achieved in 2017-21

- An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse.
- More confidence in the reporting of domestic and sexual abuse.
- More accurate recording of domestic and sexual abuse.
- A reduction in sexual and domestic abuse.

## Increasing confidence to report and more accurate recording

Between April and August 2017, Northumbria Police responded to an average of 92 calls about domestic abuse each day, 43% of victims are identified as repeat victims. When surveyed, 94% of domestic abuse victims said they were satisfied with their experience of the police and 96% would call the police again.

Sexual offences have increased by 27% between April and August 2017 (rape crimes by 45%) when compared to the same period the previous year.

The increasing reports of both sexual and domestic abuse experienced in the Northumbria Police area has also occurred in the majority of police forces in England and Wales and can be attributed to improved recording practices and an increase in confidence to report, both current and historic abuse. Under Operation Verify, Northumbria Police closely monitor and improve compliance to National Crime Recording Standards (NCRS) and this continues to be managed in performance meetings. Between April to August 2017, compliance for sexual offences increased from 94% to 96%. Operation Verify continues to review all areas where a crime may be reported, including multi-agency meetings and safeguarding information. There are also internal reviews of how we respond to rape and domestic abuse to identify areas for improvement to ensure victims receive the most appropriate service.

A new definition for vulnerability has been defined and promoted across the force. The launch of safeguarding 'apps' on smartphones, used by frontline officers, to record safeguarding notifications has ensured vulnerability is identified quickly and information can be shared with agencies that can support vulnerable victims.

Operation Sanctuary, a widespread investigation in Child Sexual Exploitation, was launched in 2014 and has become the largest and most intricate series of operations the force has ever dealt with. It involved working closely with the voluntary sector and the local authority and has proven to be hugely successful in giving victims the confidence they need to step forward. In total, 782 victims came forward and 25 people were sentenced to over 300 years in prison for a range of offences including sexual abuse, inciting prostitution, witness intimidation and drug supply. A team of 50 officers have worked on this enquiry and continue to do so. Despite media criticism of some of the operational decisions made, the general public in the force area remain overwhelmingly supportive of the operation as evidenced by a recent public consultation carried out by the Public Insight Team.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud to serve

Proud of our people

Proud to improve

Proud to lead

## Operation Sanctuary.



The force continues to raise awareness of domestic and sexual abuse through powerful internally developed campaigns, continued partnership working and the use of third party reporting centres.

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

Investment in technology aims to further improve the policing response and victim experience including the purchase of over 400 Body Worn Video (BWV). BWVs are used to capture evidence and in some circumstances can be used in support of a victimless prosecution, which takes away the burden often placed on the victim to attend court. Other technology such as personal safety alarms and CCTV provide reassurance and protective measures to victims. Crime prevention officers and partner organisations provide further safeguarding measures at the victim's home address including new doors, locks and security devices.

In order to end the abuse suffered by victims there is a need to target the perpetrator. The Multi Agency Tasking and Co-ordinating Conference (MATAC) process determines the most harmful domestic abuse perpetrators. Four-weekly MATAC meetings target identified perpetrators and manage and track partnership actions. The MATAC process has managed 326 perpetrators since November 2015. After being discharged, average monthly offences decreased from 0.7 to 0.3. An evaluation of MATAC has been finalised.

The force is committed to innovating and transforming to better meet the needs of victims, to hold perpetrators to account and to increase feelings of safety. As more is known about these crimes and more victims have the confidence to report, we need to transform to meet current and future demand. As part of the Safeguarding project a new delivery model has been developed, which includes prevention and early action, the creation of a Multi-Agency Safeguarding Hub (MASH) in each local authority area, with specialist staff to deal with domestic and sexual abuse, protecting vulnerable people and new emerging crimes such as modern day slavery.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

The project is also reviewing the way we approach domestic abuse including improving how we identify and respond to Adolescent to Parent Violence and Abuse (APVA) and to victims of domestic abuse from minority groups including LGBT and age minority groups.

In July 2017, HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) published Living in Fear a review of how police and CPS respond to stalking. As a result, Northumbria Police has developed an action plan to improve recording and response to stalking and harassment; this includes a review of harassment crimes. The domestic abuse survey has been revised to focus on the victims' views of case outcomes and any experiences of coercive control and how the police responded to it.

The Office of the Police and Crime Commissioner was successful in receiving VAWG funding to undertake an 18 month pilot of a cyber-stalking team managed by Northumbria Police Safeguarding Department. This project is due to commence in October 2017 and will focus on the Sunderland area.

### **A reduction in domestic and sexual abuse**

Northumbria Police is dedicated to reducing abuse for example; it is using creative techniques to identify more effective ways of risk assessing those who cause the most harm. Polygraph and EyeDetect are deception detection tools, the project is underway and early findings indicate the use of Polygraph has not only enabled officers to better risk assess offenders, it has also enabled officers to gain disclosures, which has resulted in the safeguarding of children and the prevention of offending.

Northumbria Police has also developed a victim focused response to supporting those involved in sex work. The evaluation of the project has begun and early results show there is an increased understanding of sexual exploitation and sex work, an increase in trust and confidence of those involved and more people being supported to exit.

## **Putting Victims First**

### **What will be achieved in 2017-21**

- Improved victim satisfaction and police response.
- Victims are supported to cope and recover from their experience of crime.
- The most vulnerable victims are recognised and receive an enhanced service.

### **Improved victim satisfaction and police response**

A Customer Services Project is underway to improve and enhance the way Northumbria Police delivers services and creates a service culture that embeds the Proud to Protect values. It aims to improve customer experience and enhance our ability to deliver effective engagement. This will be achieved by enhancing services to meet public need, getting it right first time and developing an effective service recovery and complaints management approach to increase customer satisfaction.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

The way communities engage and communicate is changing and there is a need to develop creative communication channels to provide relevant information, accessible contact points, timely feedback, success stories for reassurance and maximise the way we use technology. A recent example of project success includes Web Chat, which went live on 18<sup>th</sup> September 2017. Web Chat is available through the external website and allows members of the public to speak directly with an operator within the Communications Department at a time and place that is convenient for them. Another example, 'Your Northumbria' went live in June 2017, which is a community messaging tool that allows officers and staff to engage directly with targeted community groups to provide information and reassurance.

A new front office model has been implemented with a refreshed approach to service provision, with an increased emphasis on providing greater customer service to the public when engaging via the front office. The new front office model better reflects the needs and changing demand of the community and has been introduced as a result of identifying significant periods of low or no demand at key times and locations.

Within the communications centres, a greater emphasis has been placed on using the THRIVE (Threat, Harm, Risk, Intelligence, Vulnerability, Engagement) decision model when the public contact us. This is providing the ability for call handlers to rapidly identify those who are most vulnerable, so that their need for support can be identified at their first point of contact and prioritised accordingly.

Northumbria Police followed the national trend where forces experienced significant increases in emergency and non-emergency call demand, which increased in July to highest recorded levels (data available from 2011). During these high demand times, call performance for both emergency and non-emergency calls reduced and continues to be closely monitored in performance meetings. Actions to manage demand include a review of demand, the recruitment of new call handlers, the development of a temporary customer service desk; the reduction of non-emergency demand by utilising the Response Without Deployment (RWD) team and a plan to reduce secondary and internal demand via continuous improvement and training.

In October 2017, a new Specialist Department Schedule will be introduced to allow staff from both the Rape Investigation Team (RIT) and Child and Vulnerable Adult (CAVA) team to be deployed to historical reports of rape and child abuse offences from the outset. The aim of this initiative is to ensure that victims get the best possible quality of service and a specialist investigator at the earliest point of report. There are plans to review the approach at an early stage to ensure the outcomes and benefits are understood.

**What has been achieved to date: Victims are supported to cope and recover from their experience of crime. The most vulnerable victims are recognised and receive an enhanced service**

Victims First Northumbria (VFN) is a bespoke victim service. It is an innovative service which provides a 'one-stop shop' for victims to cope and recover. They provide specific high quality support dependent on the needs of the individual, co-ordinating contact and interventions. Between April and August, 5,575 victims have been supported (16,556 in 2016/17).



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud to serve

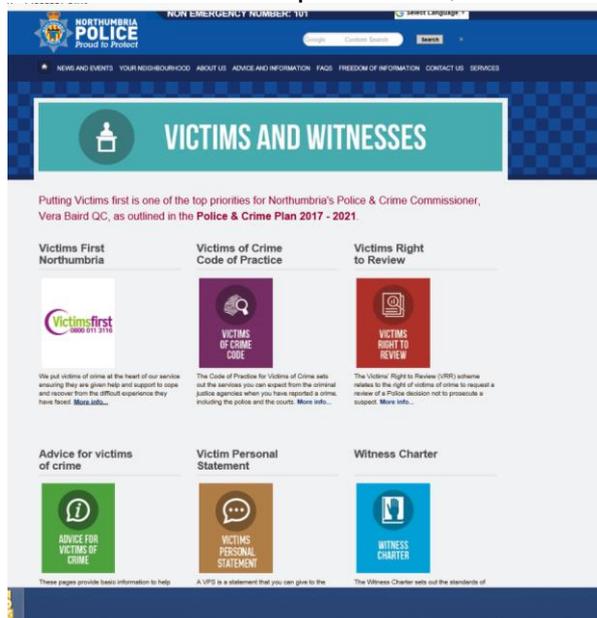
Proud of our people

Proud to improve

Proud to lead

In August 2017, 81% of victims received a victim's needs assessment, which had reduced from 83% compared to last year. In order to increase the number of referrals, Northumbria Police launched an internal campaign to promote Victims First Northumbria to frontline staff. In addition, in order to increase engagement from victims and raise awareness about the range of specialist support available, a short video was attached to the crime recording app which officers use when completing a victim needs assessment. This ensures that the victim and the reporting officer can correctly identify the cope and recovery needs of the victim.

In September, a new Victims and Witnesses webpage was launched; it is easy to navigate, with links to the Victims' Code of Practice, advice on Victims Right to Review, Victims First Northumbria and useful information on crime prevention, as well as helpline numbers.



VERA BAIRD QC  
POLICE & CRIME COMMISSIONER



NORTHUMBRIA  
POLICE

Proud to serve

Proud of our people

Proud to improve

Proud to lead

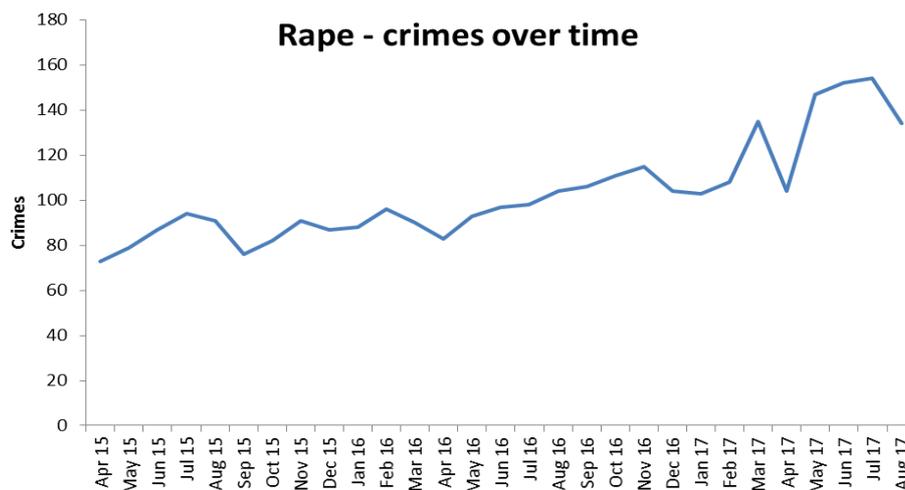
# Effective Criminal Justice System

## What will be achieved in 2017-21

- Improved reporting and recording of rape, sexual offences and domestic abuse. (see domestic abuse and sexual abuse section).
- Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse.
- Increased number of guilty pleas at first hearing.
- Prevention of first time and repeat offending.

## Improved reporting and recording of rape, sexual offences and domestic abuse

There has been a range of activity to increase the reporting and recording of these offences. This can be seen clearly in chart below, which shows the increase of recorded rape crimes over time. There was a 45% increase in recorded rape offences between April and August 2017 compared to the same period last year.



## Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse

Between April and August 2017, the charge and conviction rate for rape reduced. The charge rate for rape is 9% and the conviction rate is 48%. There are a range of activities led by both Safeguarding and the Criminal Justice Department to understand how both charge and conviction rate can be improved. This includes:

- The development of a specialist and experienced gatekeeper role to improve the quality of files before they are sent to the CPS to reduce the delay caused when files are returned. In August there was an increase from one gatekeeper to three to reduce which significantly reduced backlogs.
- There has been a desktop review of rape cases to identify causes for delays and a reduction in charge, the findings are in the process of being finalised and will drive a Rape Action Plan.



**VERA BAIRD**  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA**  
**POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

- Attendance by Northumbria Police and The Crown Prosecution Service (CPS) to observe Plea and Trial Preparation Hearing (PTPH) court sessions at Newcastle Crown Court for rape cases. The principal themes identified are being considered by the LCJB.
- Detailed 'Adverse Outcome' reports are now being prepared by the CPS and are made available quarterly. The reports are discussed at regular meetings between CPS, Safeguarding and Criminal Justice managers to identify areas for improvement.
- LCJB members are working on improving the speed with which cases progress to court.

There is a slight improvement in guilty pleas at first hearing to 64% from 63% in 2016/17, information would suggest that the use of remote evidence suites increases the likelihood of victims to be available at court, which in turn increases the number of guilty pleas at first hearing, as defendants may rely on a victim not attending court.

A Digital Investigations and Intelligence Project has standardised digital evidence suites across the force. This has resulted in the Digital Forensics Unit (DFU) backlog reducing from 14 months to five months in August 2017. A new case management system has been purchased and implemented.

Remote Evidence Links are now well utilised with positive cases being seen, expansion into two further sites will be completed in September 2017, resulting in wider coverage across the force. Work has begun on procurement of equipment to support the improvement of force-wide ABE (Achieving Best Evidence) facilities and the move from suspect audio interviews to video interviews.

Implementation of the digital data media repository (DMR) in June 2017 enabled officers to upload and store digital evidence electronically. This will also be accessible to staff within the CJU and subsequently to CPS via a secure URL providing significant efficiency across the Criminal Justice Service (CJS). Phase 2 of the DMR (transfer of media to CPS) is in progress and has been subject to delay due to changes requested by the CPS.

### **Prevention of first time and repeat offending**

There is a need to address offending behaviour for lower level volume offences. Intervening early is key to reduce the risk of future offending by changing attitudes and aid understanding the impact their actions have on victims. Northumbria Police is the first force to pilot a new programme of work aimed at first time and/or low level offenders. These pathways are unique; nowhere else in the country are there this range of options which can be used without a prosecution and subsequent court order. By adopting these outcomes for volume offences, it places the victim at the heart of the conversation, addressing offending behaviour and providing an improved victim satisfaction.

These pathways have been developed over time, working closely with statutory bodies, local and national organisations and charities to develop each option. The cost of this pilot has been minimal; in all but one of the pathways the providers are meeting the costs as the potential benefits fit the ethos of their own organisation. The pathways are:



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

- Women's pathway – It is acknowledged that female offenders often have additional needs such as being victims of domestic abuse. This pathway offers support and provides a bespoke service for female offenders.
- Veterans pathway – There are specialist services available to support veterans who may be dealing with a range of health and employment circumstances that may be a causal factor in their offending. This work is undertaken by Project Nova (Walking with the Wounded) and includes a mandatory referral for military veterans for assessment and support.
- ABC (Alcohol Behaviour Change) – Undertaken by Lifeline designed to illustrate impact of offender actions when under influence of alcohol.
- Drugs/Alcohol triage – There are providers in each local authority area, it includes a mandated appointment and referral designed to address systematic, habitual issues with substance misuse which lead to offending.
- V-Aware – Ran by Victims First Northumbria – A new programme designed to demonstrate to offenders the impact of their actions on victims. This hard-hitting session should challenge offender perceptions.
- Unpaid work – this is overseen by Northumbria Community Rehabilitation Company (CRC), as part of their existing work schemes. This is truly ground-breaking, popular with victims and provides reparative resolutions. This is only available in Northumbria as a direct result of a community remedy outcome outside of a court environment.

Currently, of the cases that are charged and go to court, many first time or low level offender cases do not access interventions which address the causes of offending. The training of officers is underway and the evaluation plan for the project is currently being developed and will be evaluated independently and monitored regularly through performance meetings.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud to serve

Proud of our people

Proud to improve

Proud to lead

# Reducing Anti-Social Behaviour (ASB)

## What will be achieved in 2017-21

- Fewer victims of ASB – though we will continue to encourage reporting.
- Improved satisfaction for victims of ASB.
- Those most vulnerable will receive a service that better meets their needs.
- Action will be taken against offenders.

There is a strong commitment within Northumbria Police to identify and address issues which affect the community. ASB has reduced slightly from an average of 167 reports a day in April to August compared to 165 for the same time period last year; however, the number of repeat victims who have suffered a subsequent incident (of any category of ASB or crime) has increased from 24% to 30%. Of victims surveyed, 97% of ASB victims are confident to report further incidents to the police again.

Research undertaken in September has shown the increased repeat rate is due to improved recording and improvements in processes, rather than an increase in the number of actual repeat victims. The process improvements include:

- Better crime recording standards have resulted in more ASB incidents correctly recorded as a crime, leading to a review by the neighbourhood team and the completion of victim needs assessments. In turn this can lead to a harm reduction or problem solving plan to address the root causes of the crime and ASB experienced.
- In March 2017, a schedule system was launched to enhance the service delivered to those who are subjected to ASB. NPT now make initial contact and resolve incidents utilising their local knowledge and tactics to identify early problem solving opportunities. Initial findings from the evaluation have shown the project has benefited ASB victims.
- Neighbourhood teams have further improved governance where medium risk victims of ASB are managed by NPT Sergeants and high risk victims are managed by NPT Inspectors with further oversight by a local tasking process.

Neighbourhood teams work in partnership with communities and agencies to solve issues affecting the community. Embedding a problem solving approach has been a key focus. An event held in August identified examples of problem solving which demonstrated our desire to solve problems and deliver long term sustainable solutions. A panel of subject matter experts were extremely impressed at the creative approaches. Part of the day was aimed at sharing best practice so that as an organisation we can learn from the experiences of others in terms of designing future responses based upon 'what works' and best practice. The force will be holding a multi-agency problem solving event on 29th September 2017 where some of the problem solving initiatives will be showcased. This will provide another opportunity to share best practice and promote partnership working.

A review of Neighbourhood Policing, which will seek to enhance service delivery to the public by examining existing working practices. The Neighbourhood Policing Model will focus on accessibility and commitment to safeguarding vulnerable people, collaborative problem solving, engagement, targeted crime prevention and visible patrols. The effective



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

engagement with new and emerging communities is underpinned by the recently developed Engagement Strategy.

### What will be achieved in 2017-21

- Improved police and partnership response to specific crimes.
- Specific intervention and response to alcohol related crime and disorder.
- Safer night-time economy.
- Fewer offenders, specifically those who cause the most harm to victims.
- Cut drug use and the crime that is a consequence.

Total crime has increased by 23% compared to the same period last year; the majority of the increase continues to be attributed to improvements in crime recording and community confidence to report previously underreported crimes, such as sexual offences. Following a national inspection of crime recording in 2014, HMICFRS have inspected 14 forces and found that Northumbria record 93% of crimes reported; the 2nd highest crime recording rate. Analysis indicates that there are actual increases in certain crime types such as theft and sexual offences.

### Hate Crime

Hate crime has increased, in line with national trends and can be attributed to improved NCRS compliance and as a result of high profile events such as the EU referendum. A more recent increase occurred following the Manchester and London terrorist attacks this year. To further identify crime patterns and emerging trends weekly updates are provided to the National Community Tensions Team (NCTT). This is circulated nationally, providing comparisons and identifying trends which may impact locally on communities.

In 2016-17, the Force was ranked 1st nationally for the overall satisfaction of BME victims, many of whom had experienced hate crime. This is the last national data published on victim satisfaction; from April 2017 forces are not required to submit data to the Home Office, but are encouraged to monitor their own victim satisfaction levels.

There is clear governance and leadership around hate crime and a strong desire at an executive and operational level to tackle all forms of hate crime and engage with different communities.

The Hate Crime Strategy Group oversees all activity to tackle hate crime. Community Engagement Teams and Neighbourhood Teams are involved in numerous projects and community groups to build trust and confidence. Northumbria Police is utilising new methods to engage with these communities such as 'Your Northumbria'. Educational tools such as Safetyworks have been utilised to educate young people about hate crime and its impact.

In June 2017, the number of LGBT liaison officers increased from 30 to 70. This was in response to public insight which identified that those in the LGBT community had a fear of not being taken seriously when reporting hate crime, fear of discrimination and a lack of trust that Police would fail to protect their privacy. One of the outcomes of the insight was to increase the number of LGBT liaison officers to help improve confidence. To support



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

staff in their roles training will be routinely delivered to improve their knowledge and understanding of issues affecting the LGBT community which includes domestic abuse in LGBT relationships training.

We continue to publicise the force campaign 'Being you is not a crime. Targeting you is'. A hate crime conference will be held in October 2017 as part of activities in Hate Crime Awareness Week.

## **Cybercrime and Fraud**

Northumbria Police is improving how it responds to victims of fraud under Operation Signature. The improvements will ensure focus is given to vulnerable victims who report via Action Fraud in ensuring their needs are assessed and addressed, as well as developing intelligence to prevent further crime. A training package is being developed for the staff allocated to visit those victims identified as vulnerable.

## **Tackling Serious and Organised Crime**

Northumbria Police is committed to tackling and reducing serious and organised crime. A key objective is to identify and divert those at risk of being drawn into it.

A series of options is being developed to deliver diversionary approaches, carrying out early intervention and education in order to prevent any escalation into crime of young people identified within or on the periphery of organised crime groups including:

- Early engagement in schools to discourage young people from being drawn into committing Serious and Organised Crime.
- NPTs identifying and communicating with new and emerging communities to help reduce any identified vulnerability to Serious and Organised Crime.

## **Early intervention Pilots**

Whilst multi-agency Early Help Hubs are well-established in the Northumbria Police area, there has been a recognition that the current operating model and exchange of intelligence could be developed further to support early intervention for families with complex needs, particularly those on the periphery who have not always benefited from the 'whole family' approach. A six-month pilot is scheduled to commence in October 2017 in Northumberland and Sunderland, where a neighbourhood resource will be allocated to each Early Help Hub to facilitate greater interaction and enhanced exchange of intelligence between the police and partners, shifting the focus of provision from a reactive to a preventative service.

## **Tackling Exploitation and Modern Day Slavery**

Modern slavery is an umbrella term encompassing slavery, servitude, forced or compulsory labour and human trafficking. Victims of modern slavery are unable to leave their situation of exploitation, controlled by threats, punishment, violence, coercion and deception. As this



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

is a new emerging area, a problem profile has been commissioned and will be produced by the Intelligence Unit by March 2018.

Operation Cluster was a complex investigation into offences of Human Trafficking and Modern Slavery. The investigation has revealed a large complex network, to date, nine people have been charged with trafficking, slavery and controlling prostitution offences.

Operation Caspian was a multi-agency investigation into human trafficking and modern day slavery. Nine people were charged with offences including: hold person in slavery or servitude; conspiracy to require person to perform forced or compulsory labour; conspiracy to traffick people within the UK for exploitation and fraud by false representation. The investigation received an accolade from the Independent Anti-Slavery Commissioner.

In July 2017, 14 people were arrested under Operation Kestrel which saw Northumbria, Durham and Cleveland Police work with a range of agencies to target foreign criminals and immigration offenders as well as safeguarding those at risk of being targeted by human traffickers.

Operation Kestrel is the first operation of its kind to target foreign national offenders and also UK criminals who take advantage of vulnerable people coming to the UK. In June 2017, Northumbria Police held a multi-agency Modern Day Slavery (MDS) conference to raise awareness, share good practice and to share lessons learned around operational activity. There has been a range of internal training and there are future plans to continue to share learning and provide training to other agencies, businesses and the wider community.

### **Effective Road Policing**

Northumbria Police target the 'fatal 4', speed, mobile phones, alcohol/drugs and seatbelts; focusing on education and prevention including promoting safety messages on social media as well as enforcement. Surveys completed with residents show the use of mobile phones whilst driving and speeding to be a concern to the general public.

Northumbria Police work in partnership with local authorities and other agencies to develop problem solving initiatives e.g. 'think, speed, signage' and identifying solutions to road safety issues e.g. traffic calming measures. Through data analysis, locations are identified to target patrols and to reduce road casualties, for example rural Northumberland was identified as an area to target for motorcycle anti-social behaviour.

There are various education events including courses for the motorcyclist "Cornering Clinic" and 'Biker Down'. In addition, engagement is undertaken with different road user groups such as cyclists and older motorists to promote road safety messages and ensure compliance.

Operation Dragoon ensures there is robust targeting of dangerous and anti-social drivers, leading to substantial custodial sentences and lengthy driving disqualifications. The Camera Enforcement Units are deployed at locations identified as high risk for collisions and road traffic offences. This incorporates mobile phone and seatbelt offending.

### **Night Time Economy**



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

Northumbria Police work with a range of agencies and volunteers to ensure a safe Night Time Economy (NTE including the North East Ambulance Service, Street Pastors and street/taxi marshals). Vulnerability training is being rolled out to takeaways and promoters alongside refresher training to all those establishments who received it previously. Survey data shows 90% of residents who use the NTE feel safe and 88% believe the police do a good job in keeping it safe.

As a responsible authority, Northumbria Police work closely with license holders. Recent consultation has allowed engagement with promoters in the city, who are currently not regulated by legislation to build relationships improving understanding of demand.

In 2017, approximately 16,500 students arrived in their first year. Northumbria Police has conducted welcome talks regarding vulnerability, crime prevention, and sexual consent. There has been full engagement with the universities' Fresher's programme organisers to ensure responsible events in the NTE. Northumbria Police works closely with university security staff, including operations designed to protect the most vulnerable such as, a funded taxi service and wristband identification of students to assist in people returning home safely.

Following terror attacks in Manchester and London, all NTE plans were reviewed to ensure that deployments adequately protect the crowded areas of the city. All hotels, door staff and NTE partners have received North East Counter Terror Unit training to ensure all agencies and partners understand expectations should such an incident occur in Newcastle.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead

# Community Confidence

## What will be achieved in 2017-21

- Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide.
- More people connecting with the police to report local concerns and crimes and reporting confidence in the police response.
- Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf.

The community are surveyed jointly by the police and local council about community safety issues. Results show that 98% feel safe in their local area, and perceptions of crime and anti-social behaviour remain low. Confidence in the police is high, with 86% agreeing that the police do a good job. Perceptions of police visibility continue to fall, with some members of the public commenting on the reduction in resources. However, the view of most people is that police patrols would be reassuring or act as a deterrent as opposed to the need for any crime or anti-social behaviour response. Perceived youth ASB and environmental issues continue to be the top concerns within local neighbourhoods. Other local concerns include speeding and the use mobile phones whilst driving.

New rape and sexual assault and repeat victim surveys are in development and results will be available early 2018. These will be used to provide further insights into the experience of vulnerable victims and identify areas for improvement in service delivery.

During 2017/18, 99% of investigating officers made contact with complainants within 24 hours of the complaint being registered. 53% of complaints have been finalised within 50 days. The number of allegations relating to incivility, impoliteness or intolerance has reduced to a rate of 17 per month compared to 2016/17 (20 per month). The percentage of appeals made has increased from 13% in 2016/17 to 18%. However, there has been a reduction in the percentage of appeals upheld overall (20% compared to 21% for 2016/17). Appeals considered by the IPCC have a higher upheld rate for those complaints investigated; however, the rate of upheld appeals has reduced from 39% in 2016/17 to 31% for 2017/18 YTD.



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
POLICE**