



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

Northumbria Police & Crime Panel Report

April 2018

Section 1 - How is the PCC making commissioning decisions, and what are her future intentions?

1.1 Commissioning Intentions 2018-19

From the 1st April 2015 as Police and Crime Commissioner I became responsible for providing key emotional and practical support services for victims of crime in Northumbria. Crime can leave victims feeling upset, scared and intimidated and it was felt by the Government that PCCs with their local knowledge are best placed to target funding where it is most needed in their local communities.

Funding is provided on an annual basis by the Ministry of Justice (MoJ) to support work with victims of crime and their families. I receive this allocation based on a population formula, which in Northumbria means a grant of £1,679,018, I received notification of this in December 2017 with the expectation that services would be provided from 1st April and all spend complete by 31st March 2019.

In addition to the MoJ funding allocation specifically for victims of crime, I can also make grants as outlined in the Police Reform and Social Responsibility Act 2012 to contribute to securing crime and disorder reduction in the area. The savings I have realised in office costs means I can make available a small sum of grant funding to support projects that deliver against the wider Police and Crime Plan and in some cases, where need is greatest, supplement the funding provided from the MoJ.

The main focus of the PCCs grants programme 2018-19 is to support the Police and Crime Plan objectives 'putting victims first', 'reducing ASB' and 'building community confidence'.

Victims First Northumbria - £777,391 has been awarded to the charity Victims First, which has completely revitalised the victim referral process and service for victims of crime in Northumbria. Victims First Northumbria enable victims of crime and their family to cope and recover from the impact of crime.

The support provided to all victims, both who report to the police and those who do not will be offered support that generally falls into four broad categories;

- Initial emotional and practical support including signposting
- More detailed/longer term emotional and practical support including restorative justice and support through-out a court process
- Support and referral to existing specialist services that can help a victim cope and recover
- Referrals to victim services commissioned by the Police and Crime Commissioner.

Strengthening Specialist Victim Services - The PCCs Supporting Victims Fund was launched in 2015-16 to strengthen the overall offer of support to victims in Northumbria and improves and widens the services available to our most vulnerable and priority victims. Priority victims are those that are entitled to an enhanced support service under the Victims Code of Practice, Victims Charter and the EU Directive for Victims of Crime.

My assessment for the 2018-19 year builds on our understanding of services, demand and need since 2015 and is based upon Northumbria wide and local strategic assessments identifying levels of crime, new and emerging crimes, issues facing our area where victim needs may arise and also local research and consultation with victims groups, community safety partnerships and service providers.

The key priority victims groups remain the same this year as last year with the addition of “victims with other vulnerabilities”; updating the areas that we are seeking to support in line with the changing needs of victims and our understanding of local service provision. The priority victim groups are detailed below.

Domestic and sexual violence and abuse

- Specialist support and counselling for male and female victims of domestic and sexual abuse and violence leading to long-term recovery
- Enhanced outreach provision for minority ethnic victims including support for honour based abuse and FGM victims
- Specialist support for male and female adults and young victims who have experienced child sexual abuse
- Therapeutic support for children who are living with or who have witnessed domestic abuse
- Emotional and practical support for victims of stalking and harassment
- Specialist long-term support and counselling for victims of sexual exploitation
- Support for isolated/marginalised victims of domestic abuse for example victims 55 plus, rural victims and those with a disability
- Emotional and practical support for parents who are subject to domestic abuse by their adolescent children

Victims of hate crime

- Personal emotional support for victims and repeat victims of all hate crime
- Building community cohesion and support for victims of race hate crime
- Peer based support to assist victims cope and recover

Young people under 18

- Therapeutic and advocacy support for young people following a crime
- School based support and guidance
- Support for young victims of domestic and sexual abuse
- Emotional and practical support for young victims who experience cyber related crime, exploitation and harassment

Victims with mental health needs

- Specialist support and counselling for those victims of crime who are vulnerable due to a mental health need

Victims with other vulnerabilities

- Specialist support for victims of trafficking, modern slavery and labour exploitation
- Support for victims of cyber-crime and fraud including those at risk of exploitation and support for older people
- Specialist support and practical guidance for victims of crime with regards to criminal injuries compensation and understanding the criminal justice system

Grants are available to cover costs relating to work which builds the capacity and maximises the potential of organisations working to support victims of crime. This could include but is not limited to:

- Widening geographical coverage
- Enhanced provision through the increase in training
- Strengthening operating procedures and referral routes to maximise victim engagement
- Recruitment and training of volunteers
- Changes to operating procedures to meet victim demand
- New and innovative approaches and techniques

A range of grant awards have been made as part of the PCCs Supporting Victims Fund, which was an extremely competitive process. Supported projects are listed below under priority victim groups.

Victims of domestic and sexual violence and abuse

Organisation	Project/service	Award
Victim Support Gateshead and Newcastle, Wearside Women in Need, Impact Family Services, Harbour, NDAS	Domestic Violence Support and Advice (DVSA) car in all local authority areas - strengthening support at the point of crisis and beyond. The Police Transformation Fund is providing a contribution towards these costs.	£180,000 (indicative)
Northumbria consortia of local authorities	Health Domestic Abuse Advocates - health based early identification, intervention and support for victims of domestic abuse.	£99,997
Rape Crisis	To enable women survivors to receive specialised ISVA, practical and emotional support to cope and recover from the impact sexual violence, recent or historic, across a wide geographical location.	£97,412
The Angelou Centre	Specialist support across Northumbria for BME and refugee women, children (5-16 years) and young victims (under 5's). Forced marriage, honour based violence, domestic slavery, sexual exploitation, trafficking and FGM.	£73,108

Organisation	Project/service	Award
Northumberland Domestic Abuse Service	Support through a whole family approach to victims of domestic abuse	£73,000
Barnardo's Circles 2	Wrap around support for women and their children experiencing domestic abuse.	£65,000
Oasis Aquila Housing	Increased provision of Domestic abuse and sexual violence support service for male and females victims aged 18+. Offering 1 to 1 support, group work and parent and child sessions.	£48,875
Women's Health in South Tyneside	Supporting female victims of domestic abuse to flee violence through delivering of the 'Freedom Programme' and other counselling and support to a wider range of victims.	£40,578
Sunderland Counselling Service	Specialist counselling for male and female victims of sexual violence	£44,901
Changing lives	Provision of vital support to survivors of Sexual Exploitation by individuals or organised gangs in support of Operation Sanctuary.	£40,000
Cygnus Support	Provision of a responsive counselling and psycho-education programme for victims of domestic abuse, supporting females and young people (+14).	£32,022
Newcastle Women's Aid	Provision of the Domestic Abuse Flexible Support Service to females affected by domestic abuse.	£31,356
Community Counselling Co-operative	Community based therapeutic support for male victims of domestic abuse and sexual violence.	£25,015
Tyneside Women's Health	1 to 1 and group work support for women who have experienced domestic abuse. Delivering 'Undergoing the Danger of Domestic Abuse' course to help women understand the impact of domestic abuse on their mental health.	£22,052
Gateshead Council	Provision of Adult Sexual Exploitation Training	£11,000

Victims under 18

Organisation	Project/service	Award
Someone Cares	Supporting both male and female young victims of crime primarily victims of abuse.	£65,569
Children North East	Specialist emotional and practical support for young victims of crime aged 11 to 25 year olds who are vulnerable, at risk or who have been	£55,681

Organisation	Project/service	Award
	victims of crime.	
Children's Society	Supporting the emotional wellbeing needs of children (male and female) victims of child sexual abuse and exploitation through one to one mentoring.	£55,983
West End Women and Girls	Teenage Domestic Abuse Peer Educators – specialist tailored support for young victims (11-25yrs).	£54,647
Northumbria consortia of Local Authorities	Support for both victims and young offenders who experience/perpetrate adolescent to parent violence and abuse (APVA)	£50,000
Streetwise North	Offering counselling support to young victims of crime.	£48,657
Cygnus Support	Provision of a young person's counselling service in Northumberland	£21,974
Newcastle United Foundation	Support for the Onside Project that delivers an education programme to children in schools to combat hate crime and tackle discrimination.	£20,000
Bright Futures	Provision of assertive outreach detached youth work in areas identified as areas where young women are vulnerable and at risk to exploitation providing opportunities for young women take part in informal education sessions and positive social activities.	£9,749

Victims of hate crime

Organisation	Project/service	Award
Advocacy Centre North	Rights based advocacy support and emotional support to both repeat and new victims of all hate crime. Open to all age groups.	£49,954
LGBT Federation	Help and support for LGBT victims of hate crime	£3,000
Sunderland People First	Provision of training to support groups in relation to hate/mate crime	£2,000

Victims with mental health needs

Organisation	Project/service	Award
Tyneside and Northumberland MIND	Specialist emotional and practical support for victims and witnesses of crime with complex mental health needs.	£80,494

Victims with Other vulnerabilities

Organisation	Project/service	Award
Newcastle Safe Haven	To support the delivery of the Safe Haven that provides a safe place for vulnerable people in the city centre on a weekend.	£60,000
Newcastle Law Centre	Legal advice and guidance for vulnerable victims of crime working with Victims First Northumbria.	£40,350
Changing Lives	Support for Victims of modern slavery in North Tyneside and Northumberland	£30,000
Age Concern South Tyneside	Support for older victims of cybercrime and online fraud.	£11,000
Street Pastors Sunderland	To help in the provision of the Street Pastor Scheme in Sunderland and support towards a safe place where individuals who they come in contact with can be taken to receive help and support.	£8,000

Anti-Social Behaviour Volunteer Network - In 2014-15 North Tyneside Council was financially supported to launch their 'volunteer victim support group' to support victims of anti-social behaviour to cope and recover following an incident or sustained attacks. The project proved successful with a high demand for the service and 16 ASB Volunteers fully trained to support those in need. In 2016-17 I supported all areas to introduce similar schemes to strengthen the support available for victims of ASB and as last year, to ensure that this support continues at a local level, a grant of £5,000 has been awarded this year to each of the five local authorities that have taken part in the scheme. Unfortunately Northumberland is unable to continue with the project.

Monitoring and evaluation - All grants have been provided with the agreement that output and outcome monitoring information will be provided quarterly with regular 'grant surgeries' to discuss performance and practical delivery to ensure the work delivered through the grant meets expectations. A summary impact of the OPCC grants programme will be reported in my Annual Report 2018-19.

Future funding - I will continue to provide funding in this way whilst receiving year on year funding from the MoJ. This approach makes it difficult to move forward and plan over the longer term therefore with other PCCs I am pressing the government via the Association of Police and Crime Commissioners for a more sustainable solution to victims funding.

1.2 Commissioners Community Fund

The Commissioners Community Fund provides funding for local groups to develop solutions to local policing and community safety issues in their area. Grants of up to £2,000 are available to charities, voluntary groups, community groups and social enterprises that can clearly demonstrate how their local intervention would help to deliver against the Police and Crime Plan and tackle ASB, build community confidence or prevent crime.

The fund will be launched on 23rd April and will close on 21st May 2018. As in 2017-18 Community Safety Partnerships (CSPs) will be asked to assist us with the assessment process for applications relevant to their area, as CSPs are well placed in their locality to understand the grass root projects and concerns that neighbourhoods face. Local Neighbourhood Inspectors from Northumbria Police will also provide an assessment of the projects to help ensure supported projects maximise delivery of the Police and Crime Plan 2017-21.

The work that the successful groups do in the communities of Northumbria to support the priorities in the Police and Crime Plan is invaluable. The plan followed extensive consultation with the communities and neighbourhoods in the force area and local communities are therefore involved in helping to design solutions to tackle the issues that are important to them.

Previously we have been impressed by the creativity and appetite from local communities who want to work to deliver change in their local area, this has meant that approximately 70% of the groups applying for funding receive some level of grant. By helping these groups and projects it further supports the Police and Crime Plan providing crucial assistance to the work being carried out by Northumbria Police.

Further information about how to apply and grants and awards can be viewed on the PCC website – www.northumbria-pcc.gov.uk.

Section 2 How is the PCC building effective partnerships?

2.1 Northumbria Local Criminal Justice Board (LCJB)

The LCJB brings together the key partners and senior representatives of criminal justice agencies operating within Northumbria, allowing for collaboration and partnership working. Northumbria LCJB is responsible and accountable for the service provided to victims and witnesses, the delivery of the CJS targets in this area, improvements in the delivery of justice and securing public confidence.

Recently the Northumbria Criminal Justice Board reconstituted itself in accordance with the draft protocol issued late last year by the Ministry of Justice. The draft protocol, influenced by a joint inspection of local criminal justice partnerships by HMIC, recommended the creation of a local operating framework (LOF) “that enables local criminal justice agencies to work together more effectively, with the freedom to organise in ways that reflect local circumstances and local and national priorities.” (HMIC, HMCPsI and HMI Probation, 2015).

As PCC I have become the Chair, with a representative of HMCTS as the deputy and the Board agreed a vision statement as follows:

“The Police Reform and Social Responsibility Act 2011 placed a duty on Police and Crime Commissioners and other criminal justice agencies (Chief Constable, CPS, HMCTS, Prisons, YOTs, CRC,) to work together to provide an efficient and effective local criminal justice system.

In Northumbria we will fulfil that duty by working together and with other partners as a Local Criminal Justice Board in a spirit of collaboration to ensure the whole system delivers optimally for local people.

Our priorities are strong support for victims and witnesses, fair, just and effective progression of cases and the apprehension, punishment and rehabilitation of offenders, and promotion of joint work that reduces people entering the criminal justice system.

Apart from local focus we will engage nationally to shape debate and influence decision making.

Our success will be a safe community confident in its criminal justice system as a foundation for wellbeing”.

Members of the Board, alongside myself, include representatives from a number of organisations; Northumbria Police, Crown Prosecution Service, Her Majesty’s Courts and Tribunal Service, National Probation Service, Community Rehabilitation Company, Youth Offending Teams, HMP Northumberland, Victims First Northumbria and the Legal Aid Agency.

The senior presiding judge and the President of the Queen’s Bench division attend the National Criminal Justice Board as observers and the MOJ protocol encourages local judiciary to take the same role in their local boards. To this end I have written to key members of the judiciary inviting them to attend the board as an observer as their presence and contribution will be invaluable in achieving the ambition of the Board.

Sub groups have been reviewed and will take direction from the board as a whole and report back on their activities. Sub groups to support this work are Victims and witnesses, Prevention and Rehabilitation, Performance, Public Confidence. The Board also agreed to appoint a Business Manager who will be accountable to the Chair and who will work to establish the LCJB as a Northumbria-focused entity, working to optimize criminal justice delivery, victim and witness support, crime prevention and community safety for local people. The Business Manager will also develop a Strategic Business Plan (SBP) to be structured around the four key pillars of the LCJB vision:

- Victims and witnesses
- Prevention and rehabilitation
- Performance
- Public confidence

2.2 Modern Slavery Partnership Event

Working together with Northumbria Police and Durham PCC and constabulary I have recently been successful in securing funding from the Home Office Police Transformation Fund to host a modern slavery event aiming to engage partner agencies to better understand and tackle this emerging crime across the North East.

The event is scheduled to be held on 18th October at a central venue in Newcastle and will bring together organisations across the public, private, voluntary and community sectors. All Community Safety Partnership Chairs will be invited as well as key leads from adult safeguarding. There will be a range of national as well as local experts presenting on the subject with an opportunity via breakout sessions to explore in more detail what can and should be done by working together to identify modern slavery and keep vulnerable people safe.

2.3 Police Transformation Fund – ‘Whole System Approach to Domestic Abuse’

Northumbria OPCC and Northumbria Police submitted an application to the Home Office Police Transformation Fund for the ‘whole system approach to domestic abuse’ project in January 2016 for what would be a 3 year period. The Home Office initially approved year 1 funding for the financial year 2016/17; work commenced and was completed in line with year 1 project plans. Year 2 (2017/18) and 3 (2018/19) funding approval was delayed by the Home Office, due to the general election and Brexit but was received in September 2017 which meant a total award of £7,501,185.

The vision of ‘a whole system approach’ is to transform domestic abuse services by giving police, partner agencies and victims the ability to truly deliver lasting change and provide a template for all forces and partnerships to deliver on.

This is a 6 force regional project, led by Northumbria working with Cleveland, Durham, West Yorkshire, North Yorkshire and Humberside. Focus throughout is on;

1. Prevention and education
2. Early intervention
3. Effective engagement with victims
4. Meaningful consequences for perpetrators

The overall outcomes and benefits we aim to achieve as a result of this project are:

- Increases in coercive control convictions
- Effective information sharing between criminal and family courts
- Effective and lasting support for Domestic Abuse (DA) victims with complex needs
- Effective multi-agency offender management

At the time of submitting the bid, South Yorkshire were invited to participate but were unable to commit at that time. The delay in confirmation of funding for years 2/3 presented an opportunity to expand the number of forces involved in the project and as a consequence Cumbria Constabulary and South Yorkshire Police have now joined the project and are delivered alongside the other 6 forces in a number of areas making the collaboration across 8 forces in all. This project has also provided the opportunity for the development of a new Violence against Women and Girls Strategy that will include all the forces working on the project expanding our current strategy from a regional strategy to a north of England strategy.

The three work streams are in place across all 6 forces and progress is monitored by the Project Team. Information below provides members with the work taking place in Northumbria specifically.

Theme 1 – Effective Working within the Criminal Justice System

- A coercive control training programme which was already delivered in Northumbria ahead of the project is being embedded with other training deliveries, such as that given to new recruits ensuring sustained learning.
- Peak time partnership DVSA (domestic violence support and advice) response cars – already delivered and embedded as daily business within Northumbria (prior to the project, funding was provided by the PCC).
- Domestic abuse and CJS liaison workers – one worker in each area command is now in place and builds on the previous DVSA Advisor role within Northumbria Police providing support and advice to officers working with Domestic Abuse incidents ensuring effective safeguarding and support for applications for Domestic Violence Protection Orders and Notices. Prior to the project, this role was successful in Newcastle and Gateshead and the role has also evolved to provide enhanced services such as involvement in the MATAAC.
- An independent Domestic Abuse Scrutiny Panel, 2 panels have taken place to date; one focused on ‘outcome 16’ cases where a victim declined to support prosecution and the other looking at a range of cases covering all levels of risk.
- Accreditation for domestic abuse case work to ensure a consistent approach is evolving and this element of the project is currently with Northumbria Police Learning and Development who are designing a product for embedding within frontline officers’ performance appraisals.

Theme 2 – Partnership work with Civil and Family Courts

This theme of work was developed after looking at offences of coercive control and listening to feedback from victims of domestic abuse. Where couples have separated and the domestic abuse victim has left the abusive situation, family proceedings will often follow in relation to child contact hearings. At these hearings, perpetrators often act as litigant in person and cross examine and further verbally and mentally abuse and sometimes intimidate their ex partners throughout the proceedings. Also in order for the family court to make informed decisions about child contact arrangements which are best for the children, the court need to have information about any domestic abuse allegations in relation to the perpetrator. More work needs to be done here to better protect DA victims and ensure decision made by family courts about child contact arrangements to ensure children are protected, are done so with all relevant DA history being available and taken into account by the court.

In order to address the above and make this process as easy as possible for the DA victim and get the best outcome for families, theme 2 of this project will look at:

- Corporacy and consistency across the region in the police disclosure process for obtaining previous DA history of perpetrators to provide to family court.

- Ongoing development of family proceedings and domestic abuse self-help material and on-line resources including:
 - a leaflet developed working with family solicitors, domestic abuse victims and support services
 - A dedicated website is in the final stages of construction and it is hoped that this will be online in a similar time frame.
- Domestic abuse, civil and family proceedings training for key police personnel to train police officers to be able to better help victims of domestic abuse in signposting them to civil remedies where available and also ensure police understand their own powers in relation to enforcing existing civil orders in place.
- Child and Family court liaison officers – this is a new role, and it is hoped that the team will begin their work the week commencing 14th May. This role will work with a consultation group of key stakeholders to identify system inefficiencies between police and family court in relation to both information disclosure and victim and family safeguarding and develop solutions for the best outcome for victims and children.

Theme 3 – Multi-Agency Victim Support and Perpetrator/Offender Management

- Development of vulnerable adult and children MASH's (multi-agency safeguarding hubs) in each local authority area – MASH's are now embedded within the 6 local authorities across the force.
- MATAC (multi-agency tasking and coordination) across the region to identify and target the most harmful and serial domestic abuse perpetrators in order to prevent and reduce reoffending through a range of approaches from education, prevention, diversion and enforcement. MATAC has been running for 24 months and can now be considered part of Northumbria's business as usual. Anecdotally, the original evaluation of the MATAC included a Social Return on Investment Study, which estimated that for every £1 spent, this process saved police, partners and local authorities £14 in efficiencies. .
- Voluntary Domestic Abuse Perpetrator Programmes (DAPPS) in each local authority area – locally, following a procurement process Barnardo's Impact Family Services who have been delivering these voluntary programmes since January 2018.

Additional work is also ongoing in relation to the perpetrator management aspect of the project. At the request of the Police Reform and Transformation Board (on behalf of the Home Office), we are taking the MATAC and DAPPS element of this project and working with 2 other Home Office PTF funded perpetrator management pilots; 'DRIVE' led by Safe Lives and RESPECT and 'Early Intervention Response' led by Women's Aid with RESPECT. We are seeking to share learning and consider a joint evaluation of their 2 projects alongside the MATAC and perpetrator management elements of our project. The aim is to seek to achieve a model for an overarching national approach to tackling domestic abuse perpetrator management.

2.4 VAWG Transformation Fund

The VAWG Transformation Fund is a 3 year programme of funding from April 2017 to March 2020. Whilst there were some initial delays in receiving notification of funding, each of the 4 projects included in the building capability project are progressing well including:

1. **The Northumbria DAPS Project** – This aims to support the development and area-wide delivery of accredited multi-agency training on domestic abuse including ‘Basic Awareness’ training, ‘Ask And Act’ training, ‘Trusted Professional’ training and specialist training for staff employed in local refuge and outreach services.

The project is supported by a specialist Training Development Worker and a steering group made up of local practitioners and subject matter experts with representatives from Local Authorities. Together they have piloted the first, ‘Basic Awareness’ training package and developed an associated ‘Training the Trainer’ package. They have also begun work on training accreditation and on developing the second level ‘Ask & Act’ training which aims to enhance professional capability in relation to facilitating and handling disclosures.

2. **The Sexual Violence Complainant Advocate Project** – This aims to test the concept of an assertive ‘sexual violence complainant advocate’ and assess the impact on increasing the level and type of support received by rape and sexual assault complainants engaging with the criminal justice system.

The project has commissioned an interim service, which has offered feedback on a number of key points where sexual violence complainants are likely to experience difficulties. These include the need for an advocate who can support attendance at both ABE interviews and trial proceedings, who can moderate the use of ‘Stafford statements’ which obtain a complainant’s (often uninformed and blanket) consent to disclosure, and who can challenge late (and often un-challenged) Section 41 applications that explore and expose the complainant’s sexual history in court. These findings have informed the development of a new model of complainant advocacy utilising legally qualified practitioners which will go live in the late spring.

3. **The Diversion Support Worker Project** – in April 2017 members were informed about the Out of Court Disposals Project looking at the emerging national context and the internal use of OOC. Nationally the current adult OOC framework is widely considered confusing and, following national pilots, a new simplified two tier framework is proposed. This would dispense with four of the current six disposal outcomes (eg, simple caution) and retain only conditional caution and community resolution outcomes, both of which include meaningful conditions, either rehabilitative or restorative, which the offender must comply with. The review identified a range of interventions that can address behaviours and be used with the conditional caution providing a swift, robust and effective response to lower level crime and requiring the

offender to comply with rehabilitative and/or restorative interventions which may not be available to them, on the grounds that their offending is less serious, via the court. Funding from the Home Office is being used to deliver an assessment of offending related needs and motivational intervention for female offenders at the hubs in each Local Authority area run by Northumbria CRC. In recognising that a significant proportion of female offenders have experienced domestic abuse and the important role of the justice system in addressing the complex needs of female offender this out of court disposal system for low level women offenders will be able to identify and address the commonly found experience of domestic or other abuse within offenders and offer support and advice.

Training has been delivered across Northumbria Police to assist officers to identify women offenders that are eligible and may benefit from this approach and issue out of court disposals. A positive picture is emerging for police referrals and service outcomes. By the end of Quarter 3, for example, the specialist provider had reported on 47 referral outcomes, with 35 women (74%) successfully complying with the requirements of the conditional caution, of which 18 (51%) had been referred on for further work, specialist support and/or treatment programmes including support to escape domestic abuse.

- 4. The Cyber Stalking & Harassment Pilot** – This aims to support the development of effective police investigations and specialist support for local victims of cyber-related stalking and harassment.

Working together since January the team (including a Northumbria Police Detective Inspector, 2 domestic abuse investigators, a digital media investigator and an Independent Domestic Violence Advisor (IDVA) from the voluntary sector. They have already taken full ownership of 12 Domestic Abuse Cyber Stalking and Harassment investigations. Eight of these investigations were completed by mid-March, resulting in 1 conviction for a S2a stalking offence, 3 Stalking With Fear/Serious Alarm charges, 1 Harassment With Fear charge, 1 Domestic Violence Protection Notice (DVPN) and Domestic Violence Protection Order (DVPO) application, 1 caution for Malicious Communications and 1 NFA (deemed appropriate due to victim non-engagement and offender mental health problems). The team were also assisting with 12 similar investigations being handled by front line officers and had referred all 12 victims to the IDVA, with some complainant's only agreeing to engage with the CJS when contact had been made with this specialist support.

2.5 Domestic Abuse Health Advocates

This 3 year project is part-funded through my Supporting Victims Fund and is being delivered by a Northumbria-wide consortia of Clinical Commissioning Groups and Local Authority Domestic Violence Co-ordinators.

Each of the six Local Authority Domestic Abuse services has chosen the approach they wish to take. Newcastle and Sunderland have each opted to recruit a health-based DA advocate to work with local GP services whereas Northumberland, North

Tyneside, South Tyneside and Gateshead have opted to place their advocates in local hospital settings. All of the advocates are required to:

- provide health staff with expert training on DA
- provide short-term support and information (especially safety planning) to victims of domestic abuse presenting at hospital services or at local GP services
- link victims (and their families) to longer-term community-based support

Overseen by a steering group chaired by the OPCC, the project is monitored on a quarterly basis. Up to the end of December 2017 the following has been achieved:

Hospital based DA Advocates - advocates have been recruited for all 3 hospitals (Gateshead, South Tyneside & Northumberland/North Tyneside). Referral pathways have been developed in all areas, as have public information resources, and staff training is progressing well. Referral numbers have varied, due to differences in commencement date, but are felt to be satisfactory:

- Gateshead: 47 A&E attendances related to DA, leading to 16 referrals to Multi-Agency Risk Assessment Conference (MARAC)/IDVA services and 18 referrals to a MASH
- Northumberland/North Tyneside: 20 A&E attendances related to DA, leading to 19 referrals to MARAC/IDVA services
- South Tyneside: from A&E attendances 18 referrals were made to support services (further monitoring data to be supplied in April 2018).

GP Based DA Advocates - advocates have been recruited in both Sunderland and Newcastle, with the former now working with 12 GP practices and the latter working with 6 practices with a further 4 in the pipeline. A great deal of preparatory work has been undertaken to support the launch of this work including:

- The recruitment of interested GP practices
- The production of a 'routine enquiry' training film for GPs
- The production of a 2 hr training programme for clinical and non-clinical staff
- The establishment of referrals pathways/mechanisms
- The creation of clear reporting/recording systems
- These projects also undertook a clinical staff survey prior to the commencement of training which highlighted a lack of understanding of local DA resources, concerns about asking/responding to DA effectively and concerns about the possible impact on GP time.
- Contact with practices has also established that APV (Adolescent to Parent Violence) referrals may be received alongside DA referrals, with the Newcastle Advocate also identifying an unmet training need in relation to Honour Based Abuse and Forced Marriage.
- The DA training for staff in the nominated practices has now taken place and referrals commenced early this year.

Section 3 How is the PCC scrutinising the force's performance against the police and crime objectives of the plan

3.1 Joint Diversity and Equality Monitoring Report and Equality Objectives

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. The Act places a statutory responsibility myself as PCC and Northumbria Police to have 'due regard' for the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by the Act.
- Ensure equal opportunities between people who have a protected characteristic and those who do not.
- Foster good relations between people who have a protected characteristic and those who do not.

Equality objectives are jointly agreed between myself and Northumbria Police. These objectives are reviewed annually to ensure they remain fit for purpose and reflective of the needs of the communities served and an annual monitoring report provides an update on the progress made against the equality objectives.

In March 2018 my office alongside Northumbria Police produced the Joint Equality and Diversity Annual Monitoring Report which articulates our commitment to providing a service to our community that promotes equality and embraces diversity by providing a fair service to those we serve. The report is available to view on my website.

The annual review of Equality objectives has taken place and whilst the previously agreed objectives remain current they have been revised to reflect a new focus. The equality objectives for 2018/19 are therefore:

- We will provide services to our communities which embrace diversity – providing fair and responsive services to the communities we serve
- We will seek to have a workforce that is representative of the communities we serve, provide an inclusive working environment and ensure all staff have similar opportunities to develop their potential
- We will continuously review our efforts through targeted intelligence gathering and analysis to promote a culture of continuous improvement to deliver better services to our communities
- We will ensure a coherent vision of equality which sits within the wider business framework and is shared and owned by us, our leaders, our workforce and partners.

The objectives are influenced by a wide range of factors including the legal requirements of the Equality Act 2010, recent guidance from the National Police Chiefs Council and the College of Policing to create a culture in which inclusivity underpins all activity, and staff and public views gathered via regular surveys such as the Annual Staff Survey, Victims Satisfaction Survey and Safer Communities Survey.

Delivery of the objectives is through a Force Equality Delivery Plan produced every year and scrutiny is provided by the Equality Board which drives the development

and delivery of this plan. The Equality Board is chaired by the Assistant Chief Constable and members include representatives from my office, Area Commands, Heads of Departments, Staff Associations and Trade Unions.

3.2 Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Effectiveness 2017 Report

In this inspection HMICFRS analysed the Effectiveness of Northumbria Police, this is part of the PEEL Inspection 2017 and assesses how Northumbria Police carries out responsibilities including cutting crime, protecting the vulnerable, tackling anti-social behaviour, and dealing with emergencies and other calls for service.

In 2017 HMICFRS adopted an interim risk-based approach to inspection allowing them to focus more closely on areas of policing where risk to the public is most acute. Under this approach, not all forces are assessed against every part of the PEEL effectiveness programme every year.

Overall, Northumbria Police's effectiveness was judged as GOOD and they were assessed against the following areas in 2017:

- Investigating crime and reducing re-offending - GOOD
- Protecting vulnerable people – REQUIRES IMPROVEMENT
- Specialist capabilities – NO GRADING IS GIVEN

Judgments from 2016 remain in place for areas not re-inspected in 2017:

- Preventing crime and tackling anti-social behaviour – GOOD
- Tackling serious and organised crime – GOOD

HMICFRS report that Northumbria Police is good at keeping people safe and reducing crime. Since the last effectiveness inspection in 2016, HMICFRS is pleased to see that improvements have been made in some of the areas highlighted in the subsequent report. However, HMICFRS believe that the force's approach to protecting vulnerable people has deteriorated and it should take steps to address this.

HMICFRS report that Northumbria Police investigations are generally conducted to an acceptable standard, particularly in more serious and complex cases. The force has improved its processes for examining digital devices to support investigations, and has reduced the timescales for new examinations to be completed. The force has a good understanding of how to manage incidents that involve concerns relating to the mental health of victims, witnesses and offenders and has good partnership arrangements in place to support vulnerable victims.

As I am charged with close scrutiny of Northumbria Police I don't agree on this occasion with HMICFRS's assessment that Northumbria Police, in one aspect, should be classed as 'needing improvement'. Northumbria Police is good at protecting the vulnerable and I hear praise for that almost every day from members of the public. Although they are modest about their achievements, they accept that there is always room to get even better. I want to make clear that my own

experiences of the Force are not in line with those of HMICFRS. However, whilst I have queried this assertion, I will, of course, continue to work with the Chief Constable to address all concerns.

The report identified six areas for improvement, listed below. From these, a clear theme emerges around consistency. While the inspection highlights that good standards are being achieved, it states there are areas where this level is not being met all of the time.

1. The force should ensure that all investigations are completed to a consistently good standard and that victims receive regular, meaningful contact.
2. The force should improve its IOM programme by adopting clear and consistent methods to select offenders. There should be clear measures of success, which enable the force to evaluate how effectively it is protecting the public from prolific and harmful offenders.
3. The force should improve its initial assessment and response to incidents involving vulnerable people by ensuring that call handlers understand and apply the THRIVE decision-making model consistently.
4. The force should ensure that crimes which involve vulnerable people are allocated promptly to investigators with the appropriate skills, accreditation and support to conduct the investigation to a good standard.
5. The force should improve its initial investigation of cases involving vulnerable victims by giving responding officers photographic and/or video-recording equipment to show evidence of injuries and crime scenes.
6. The force should take steps to understand the reasons why a high proportion of crimes related to domestic abuse fall into the category 'Evidential difficulties; victim does not support police action', and ensure that it is pursuing justice on behalf of victims of domestic abuse.

Since the inspection in October last year, significant progress has already been made to address this with additional training and new processes in place. The Safeguarding Department is now also working towards a new model, developed shortly prior to the inspection, with additional members recruited to the team, and more on their way. The scope of offences dealt with by this specialist unit has also been widened to further make sure vulnerable victims receive the best service possible.

Nationally in respect of Effectiveness, HMICFRS made four recommendations relating to neighbourhood policing, shortage of investigators, peer review and use of bail:

1. By October 2018, all forces should review their own approach to neighbourhood policing to check whether the service they provide to local communities meets these guidelines. As soon as possible, they should make any changes they need to implement the guidelines.
2. By September 2018, all forces with a shortage in qualified detectives and/or other investigators should develop an action plan. The plan should set out in detail what the force will do to address the shortage in the short, medium and long term. It should be in line with the national plan to develop investigative capacity and capability that all chief constables in England and Wales have agreed.

3. The College of Policing, working with the NPCC leads, should develop an approach to peer review. This approach should support forces to work with each other to improve how they identify, respond to and keep safe vulnerable victims. The infrastructure to support peer reviews should be in place by September 2018 with the first reviews taking place by January 2019.
4. By September 2018, all forces should review how they are implementing changes to pre-charge police bail, working with the National Police Chiefs' Council lead. The review should include an assessment of how far vulnerable people are being affected by these changes. As soon as possible, forces should then put into effect any necessary changes to make sure they are using bail effectively, and in particular that vulnerable victims get the protection that bail conditions can give them.

Both the areas of improvements identified and the four national action points are being addressed by Northumbria Police and I will receive updates and progress reports through my monthly Scrutiny meetings.

Section 4 How is the PCC improving communication/consultation with the public?

4.1 Social media - a new world of engagement.

Part of my role as Police and Crime Commissioner is to ensure that Government Ministers are aware of the issues facing Northumbria Police. I have traditionally done this in a number of ways. The long standing traditional method of writing to a Minister, I regular do this on issues ranging from funding to dealing with individual constituent concerns. I also sit on national working groups, such as the Victims Panel, which is chaired by Justice Minister, Phillip Lee MP, I ensure he knows the importance of providing good local services and the value of Victims First Northumbria locally. I believe having Ministerial dialogue opens up a relationship between our region and Whitehall that keeps our force at an influential level and ensures we have access to Ministers - though we may feel they do not always listen, they are certainly made aware of what is going on in Northumbria.

Social media phenomenon - staying in touch with local residents is important - social media is a popular way of achieving this. My work Twitter account has over seven thousand followers and a similar number following my personal account. To give you an example of the power of Twitter, this tweet *"In a week when 9 people died of knife crime in London, Amber Rudd announces a new law. You can't prosecute your way out of this. Try properly funding neighbourhood police, youth services, probation bring back EMAs, tackle poverty & unemployment, stop slashing in-work benefits"* was seen by over 330,000 people, and nearly 10,000 people engaged with the Tweet (either liking it, retweeting it). Similarly on Facebook, a comment I made about a statement by former Met Chief Ian Blair reached over 4,000 people. Social media can work wonders in engaging with local residents, by including Ministers accounts, it will also reach them.

4.2 Responding to contact

I pride myself on ensuring that members of the public who contact us receive a response, quickly and efficiently. Those who contact my office do so on a range of issues, whether it is to congratulate Northumbria Police, offer advice where something can be done better or asking me to take up a matter. Where possible, my team will respond that day - even if it's just with an initial contact. By law, some cases do not fall under my remit as they are operational and must go to the Chief Constable. When these cases come in to the office, it is important that we are clear in our response, as PCC I cannot interfere in any investigation. There is a clear demarcation that is followed, however once a case is closed and if a constituent still remains concerned, if appropriate, I can raise the matters with Chief Constable so he is aware of them and he can take forward the issues raised in a manner he feels most appropriate.

4.3 National Consultations and Inquiries

I continue to respond and provide evidence to government consultations and inquiries to ensure the views of Northumbria are considered at both a national policy and decision-making level. It's important that I continue to influence to bring about change for the benefit of the people of Northumbria. In the last three months I have responded to the following requests for views:

- **Ministry of Justice consultation- Fit for the future: Transforming the Court and Tribunal Estate** - to assist in finalising their future strategy and approach to court and tribunal estate reform in England and Wales.
- **Justice Committee inquiry into the disclosure of evidence in criminal cases** - to investigate disclosure procedures fully to ensure they are fit for purpose and that the steps proposed to address existing issues are sufficient to resolve them. The Committee's findings will feed into the Attorney General's ongoing review.
- **Women and Equalities Committee inquiry into the sexual harassment of women and girls in public places** - to better understand sexual harassment, following the emergence of widespread allegations in the UK and US about sexual assault and harassment across a wide range of sectors. The Committee is interested in how age, ethnicity, sexuality and other characteristics affect women's experiences.
- **Sexual Violence All Party Parliamentary Group (APPG) inquiry into the links between pornography and sexual violence** - to consider the evidence that pornography creates a conducive context for sexual violence, or leads to copycat crimes, referencing current research, and the impact on young people; to understand the challenges of implementing the current regulatory and legal framework, for example the effectiveness of the more recent changes to the law on age verification, and prohibiting the depiction of rape in pornography. To draw conclusions about the effectiveness of the laws and make recommendations.
- **Department for Communities and Local Government consultation on improving access to social housing for victims of domestic abuse** – to look at the existing statutory guidance to ensure that Local Authorities (a) dis-apply any existing residency tests for victims of domestic abuse who have fled

from another area, and (b) give appropriate priority to this group of social housing applicants and (c) use their existing powers to pro-actively support victims who wish to remain in their home.

- **Department for Education consultation on changes to the teaching of sex and relationship education and PSHE** - the update of existing Sex and Relationship Guidance to ensure that schools are adequately supported in their delivery of two new subjects - 'Relationships Education' at primary level and 'Relationships and Sex Education' at secondary level - as well as Personal, Social, Health and Economic Education (PSHE) resources.
- **National Police Chiefs Council: workforce plan for creating a representative police service** - the plan focuses on improving diversity in the workforce, and encouraging the recruitment, retention and progression of people from all communities within the police service. This is a welcome development as the plan is extremely comprehensive and will enable police forces to systematically work towards employing a more diverse workforce and create a working environment where all staff are treated with dignity and respect. The plan also provides a coherent vision for equality which sits within the wider business framework.
- **National Police Chiefs Council: draft Wildlife Crime Strategy 2018 – 2021** - I contributed to the consultation on the NPCC Wildlife Crime Strategy which will help strengthen Northumbria Police's focus and ongoing work to tackle rural crime and protect those who need it from harm. Against a background of reduced public sector budgets Northumbria Police continues to work collaboratively with partners to tackle wildlife crime and have developed effective community engagement and strong partnerships with statutory and non-statutory agencies to reassure rural communities that the police are committed to tackling all forms of wildlife and rural crime.
- **Home Office: Mental Health Demand** - Nick Hurd, the Minister for Policing and the Fire Service undertook a consultation to better understand Chief Constables and PCCs frustration at the increasing amount of police time spent on issues relating to mental health. The Minister has discussed with national policing leads Chief Constable Mark Collins and PCC Matthew Scott, some of the work that many forces have already done to help get a better understanding of scope of demands on them, as well as the potential benefits of a clearer national overview of some of the key challenges for forces. He wants to work with PCCs to address these concerns and is looking for a clearer and more comprehensive evidence base.

Section 5 How is the PCC improving confidence in the police across the area?

5.1 Hate Crime Victim Satisfaction

At the Police and crime Panel in January reference was made in the performance report to the decrease from 91.9% to 82.4% in the victims of hate crime whole experience satisfaction measure. Panel Members, at that time, were advised that an internal inspection review report of the forces response to victims would be undertaken. I have since received and scrutinised the findings of this review.

The internal review methodology mirrored that to be used by HMICFRS during 2018 in their thematic inspection on how forces are tackling hate crime. Focus groups were held with 24/7 and Neighbourhood Policing Teams officers and a dip sample of 50 hate crimes from end to end justice covering a range of protected characteristics were reviewed along with analysis of the survey responses of satisfied and dissatisfied hate crime victims.

The review looked at Leadership, People Development, Partnership and Resources, Confidence and Satisfaction and force procedures and processes. A number of areas were identified for improvement including:

- That there was evidence of good harm reduction plans but in some cases plans were not completed,
- There is a need for better understanding of Victims Code of Practice and enhanced entitlements under the code, 11% of victims surveyed who felt they needed support were not offered support from a victim service.
- Better coding, grading and investigation of crimes and incidents
- Crimes being closed when the victim declined to support prosecution, with no consideration given to an evidence led prosecution.

These issues will be addressed in an action plan and an update will be provided to my Scrutiny meeting.

In considering the work of Northumbria police in respect of engagement with community groups, including those with protected characteristics the review found that Northumbria Police is well regarded and has been recognised nationally when the team won the Law Enforcement Upstander Award at the #No2H8 crime Awards 2017 in recognition of their work to improve the reporting of hate crime.

5.2 Connecting with our communities

The priorities of the Police and Crime plan were set by local residents, so it is invaluable that they see how the plan is delivered. One way of doing this is through campaigns - my office work closely with corporate communications in Northumbria Police to put together effective messages to show how the plan is being delivered. This can be at a very local level to address community issues via a leaflet drop or it can be working in partnership with our partners in the fire service, by delivering a joint bonfire campaign. My team are currently working on a summer campaign focusing on anti-social behaviour and domestic abuse - the team are currently developing ideas and I will be meeting with them at the end of the month to discuss the thoughts behind the ideas and linking in with partners to see which designs they think are most effective to take forward.

I'm determined that our work, the Police and Crime plan and our response to how we handle communication from constituents remains the very best. My role is to speak up for Northumbria - however this is done has to be effective and I believe we are delivering a service that does exactly that.