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DELIVERY OF THE POLICE &
CRIME PLAN:

FIGHTING CRIME



NORTHUMBRIA POLICE & CRIME PANEL

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FROM THE PCC

Welcome to my first thematic report covering the new Police and Crime Plan.

Over the course of the year I will be setting out how I am using the powers of my office, and my scrutiny of Northumbria Police, to fight crime and prevent crime.

At the end of this series reports I will bring to the Police and Crime Panel a chance to help refresh the current Plan, after seeing in-detail how we are meeting existing commitments.

In these new reports I want to provide the public and the police and crime panel with a deep dive look in to some of the work being done in our region to keep us safe, the partnerships that are in place working together to ensure people are kept safe and an insight in to how the police use their powers in line with the Police and Crime Plan.

My plan is to bring reports on each of the core themes in the plan, covering Fighting Crime, Preventing Crime and Improving Lives, setting out activity to support those aims.



INTRODUCTION



Fighting Crime is a core priority for Northumbria Police, and now more than ever. The pandemic changed both the work of the police and the nature of crime in our country. Many crime types, especially those linked to the night time economy, went down, while it appears more victims were targeted in online fraud activity as life moved online more during lockdown.

As we come out of lockdown, it is reasonable to expect crime rates to return to their pre-pandemic levels, and we should keep that in mind as a comparison when we review data throughout this year. But even with that return to normality, it is important Northumbria Police continue to act on your priorities and keep us all safe. There was great proactive work carried out to target criminals during lockdown, from both Northumbria Police and my Violence Reduction Unit, and we must continue to build on that.

There are hurdles ahead in this aim. It is likely that the Government's next Comprehensive Spending Review will see pressure placed on police budgets. At the same time, the Home Office continues to distribute police funding using one-year funding settlements. Unlike local councils, which receive three-year funding settlements, police forces are effectively denied the chance to make detailed plans for long term public safety.

I will continue to lobby for an effective funding system to ensure Northumbria Police is well placed to Fight Crime.

PRIORITY 1

REDUCING CRIME

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

- 01.** Giving the force the tools to do the job
- 02.** Early intervention and reducing reoffending
- 03.** The illegal drugs trade
- 04.** Reducing burglary
- 05.** Business crime
- 06.** Rural crime
- 07.** Responding to the needs of the public
- 08.** Online crime
- 09.** Serious and organised crime

PRIORITY 2

ANTI-SOCIAL BEHAVIOUR

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

- 01.** Changing behaviours
- 02.** Holding police and partners to account
- 03.** Community trigger
- 04.** Youth services

PRIORITY 1

REDUCING CRIME



REDUCING CRIME

In the Police and Crime Plan, I committed to:

- Ensuring Northumbria Police has a solid financial footing from which to plan and respond to public safety demands.
- Lobby central government for urgently needed long-term funding certainty for police forces, following ten years of austerity.
- Ensuring every police officer will have access to taser training if relevant to their role.
- Reversing the impacts of austerity when it comes to officer numbers and going above and beyond government recruitment targets, including for example, replacing departing and retiring officers.
- Overseeing the multi-million pound refresh of force infrastructure, especially digital infrastructure, ensuring Northumbria Police is equipped to deal with emerging crime trends.

Update on work undertaken to reduce crime

Recruitment - Giving the force the tools to do the job

Police officers: A total of 553 new police officers have taken up roles with Northumbria Police since March 2020, as part of the Force's on-going recruitment drive. This figure has smashed Government targets of recruiting 185 police officers by the end of March 2021. There has been a lot of hard work to maintain recruitment targets during the on-going pandemic. These figures highlight the commitment everyone in Northumbria Police has towards keeping up with, and getting ahead of, the ever-changing demands faced by modern-day policing as well as continuing to build a strong and diverse workforce.

Detectives: It's vital that our police force is well resourced to for targeting and disrupting organised crime, as well as bringing to justice others who break the law. In addition to delivering above and beyond on recruitment targets, a further 60 new detectives have been taken on to support neighbourhood policing and tackle serious organised crime as well. This will help to address the increase in demand and complexity of investigations the force has experienced in recent years.

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Early intervention and reducing reoffending

As part of my commitment to Fighting Crime, the Violence Reduction Unit (VRU) has commissioned a range of interventions aimed at providing intensive engagement and diversion for those involved in serious violence and vulnerable to wider criminality.

The approach aims to bring key agencies together to provide an operational and problem-solving response in areas of most need, identifying and working with those who are at risk of causing the most harm to communities.

Reducing Serious Violence

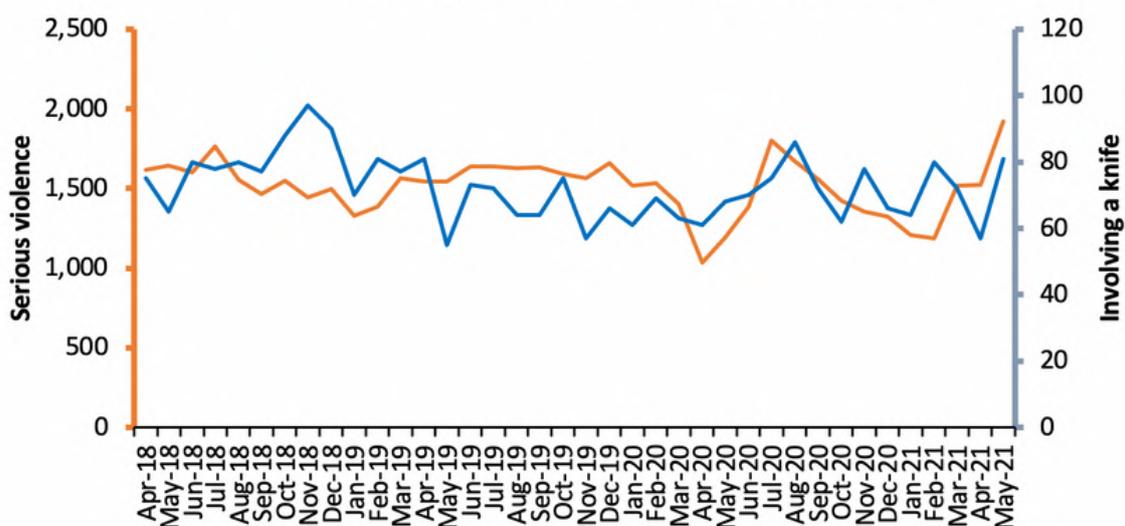
Part of the work of the VRU is centred on tackling serious violence. The broad measures of impact, on which the Home Office monitors the impact of the VRU are:

- Reduce knife enabled serious violence
- Reduce hospital admissions for knife related serious violence
- Reduce homicides

In summary, during the 12 months to 31/05/21:

- Overall levels of serious violence in Northumbria reduced by 1% (164 offences) to 17,865 offences. Of these 17,865 offences, 5% were knife related.
- The number of knife-related serious violence offences increased by 9% - from 793 offences to 863.

Table 1: Serious violence offences in Northumbria, including those involving a knife, between April 2018 - May 2021



- Four crime types within serious violence which involved a knife have seen increases. Attempted murder offences increased by 1 offence to 6 during the year. Threats to kill offences have shown the highest increase over the 12 months with a 35% increase, closely followed by 'assault with intent to cause serious harm' offences which showed an increase of 31%. 'Assault with injury' has increased by 5% with 261 offences during the period
- Non-domestic homicides in the Northumbria Force area increased by 4 offences (44%), with 13 offences in the 12 month period.
- Overall the number of hospital admissions for 'assault with a sharp object' increased by 28% during the 12 month period, with increases in four of the six local authority areas (Northumberland, Newcastle, Sunderland and Gateshead). In North and South Tyneside levels remained the same and decreased by 21% respectively.

Hospital admissions in each Northumbria local authority area for 'assault with a sharp object'

	2017-2018	2018-2019	2019-2020	2020-2021	% Change (2019 - 2021)
Northumberland	19	24	14	21	+50%
Newcastle	54	52	25	38	+52%
North Tyneside	8	18	18	18	0%
South Tyneside	16	18	14	11	-21%
Sunderland	25	27	21	32	+52%
Gateshead	15	15	14	16	+14%
Total	137	154	106	136	+28%

Update on work undertaken

The above figures show that the challenge of reducing serious violence requires a long-term approach. Good progress has been made both in terms of establishing and mobilising a VRU as well as through intelligence-led operational policing to respond to the issue in our key hot spot locations. The response to serious violence will continue to be a challenge this year as we also take into account the impact of COVID-19. There needs to be a balanced approach in terms of an operational response as well as a proactive approach to early intervention and support. Across Northumbria a solid foundation is in place to take on this challenge and the success of a number of individual VRU interventions in a relatively short space of time show that a public health approach can have an impact.

For example, in year 2 of the VRU-funded activity, several successful early interventions were delivered:

- **Employability:** Junction 42, through their employability offer, delivered an intervention to young people identified by Northumbria Police as being at risk of increasing their offending behaviour. Working with this cohort Junction 42 were successful in supporting 13 individuals into education and training, 14 into volunteering placements and 10 to develop CV's and complete job applications resulting in 2 gaining paid employment. This was achieved alongside other outcomes that focused on preparing for and maintaining work readiness which covered a range of aspects including opening bank accounts, dealing with historical debt, securing and maintaining stable accommodation, developing positive social networks and overcoming social isolation.
- **Women's Pathway:** Further work with individuals in the criminal justice system in year 2 included Out of Court Disposals (OCCD). Through a dedicated Women's Pathway, the re-offending rates for women who were offered an OCCD in 2020/21 and accepted it shows 83% (n=98) did not go on to re-offend, in comparison to 56% (n=37) of those who did not accept the offer of an OCCD. This included offering support to women around vulnerability, exploitation and abuse as well as establish reducing re-offending themes including addiction, mental health, housing and education, training and employment.

Looking ahead

Taking into the account the current position across Northumbria, and building on the success of previous work, the VRU will progress a number of interventions to support the wider priority of 'Fighting Crime' during this third year of VRU-funded activity, including:

- **V Aware Pathway:** The V-Aware programme is an interactive and challenging experience which requires participants to think about the impact their offending can have on the victim and others. It also explores the consequences of repeat offending. It is aimed at men who have committed a range of lower level offences who will benefit from this educational and motivational behaviour change programme. It is particularly suitable for cases where there is an identifiable victim, however crimes against organisations are not excluded. The intervention is delivered as a single 3.5 hours session, which must be attended to achieve compliance with the disposal, and covers: the impact offending has on victims, the consequences of offending on others, and an introduction to desistance. The session aims to: increase awareness of the impact of crime, identify offending related needs and provide information on agencies that provide support, and increase motivation to stay crime free and change risky behaviour. In year 2, 86% (n=25) of those who accepted an OOC and engaged in the V Aware Pathway did not go on to re-offend, compared to 50% of those who did not accept the OOC.
- **VRU Short Sentence Diversion Programme:** this 'Whole System Approach' will offer structured activity to a cohort of adult offenders, with a primary focus on 18-24 year olds, who are causing the most issues within communities and are repeatedly entering the judicial system. The programme will be delivered by a team of three Diversion Programme Officers working directly with Police and National Probation Service colleagues to manage the cohort of offenders - addressing their immediate offending behaviour and working with training and community providers to support a reconnection with communities. The Diversion Programme Officers will manage a caseload of individuals and develop a tailored work programme to address individual needs. Support could include help with housing issues, re-connection with families, pathways into addiction services and other interventions to address behaviour.

This programme of VRU work will support the fight against crime by supporting those involved to address underlying issues that drive their involvement in criminality. A public health approach is at the heart of this work, which seeks to establish why violence and criminality occurs and which interventions can be mobilised to reduce risk factors.





The illegal drugs trade

Drug addiction destroys lives, spreads crime and fear, and puts money in the hands of organised criminals. The North East of England has had the highest rate of drug misuse for the past seven years.

A new threat that has grown since the last Police and Crime Plan is the emergence of County Lines. These are drugs networks in which organised crime groups and professional criminals from elsewhere exploit children and vulnerable adults in rural locations, towns and smaller cities to sell drugs, often forcing people into committing criminal acts based on violence, debt, addiction and lies. For the people at the top of these networks this is a business and it can be a sophisticated operation. For the victims who are sucked in, this ruins lives and blights communities.

Part of the answer to the drugs misery we see on our streets is direct police action: investigating drug dealers, arresting them and taking them to court. But part of the response has to be about supporting those with addictions - those people who often turn to crime to fund their addiction. In the police and crime plan I committed to:

- Hold Northumbria Police to their commitment to target and disrupt the illegal drugs trade at all levels.
- Work with others to try and rebuild drug treatment programmes lost to austerity – including looking at wider help available to those suffering from substance abuse and mental health concerns.
- Ensure Northumbria Police use the full enforcement options available to break up County Lines, and punish the gangs responsible, whilst also finding those at risk and getting them out of a life of crime.

Update on work undertaken

- **Prioritisation:** Northumbria Police prioritise the tackling of illegal drug supply in all its forms. The supply of illegal drugs (including ‘County Lines’) are specific Serious and Organised Crime (SOC) threat areas contained within the National Crime Agency (NCA) strategic assessment and as such this area of work is a key focus for the force.
- **Operation Venetic:** Co-ordinated by the NCA, Operation Venetic was the UK law enforcement response to product acquired via an international investigation into encrypted communications used by criminals. The Regional Organised Crime Unit (ROCU) network (including the North East Regional Special Operations Unit – NERSOU) and other law enforcement agencies were involved in the investigation. Nationally, the UK received in the region of 5,000 data packages, 233 of which NERSOU’s Sensitive Intelligence Unit (SIU) received on the basis that they appeared to relate to unattributed North East based SOC nominals. With support from the ROCU network, the three collaborative forces (Northumbria, Durham and Cleveland) and law enforcement partners, NERSOU was able to deliver a phenomenal impact on SOC in the region, through targeting OCGs involved in drug supply. Some work is still ongoing and there are numerous court cases still pending both regionally and nationally. Results are detailed below for information.

<u>NERSOU Led Operations</u>		<u>NERSOU Supported Operations</u>	
	7 Arrests		7 Arrests
	1 Charge		1 Charge
	0 Adults & 0 Children Safeguarded		0 Adults & 0 Children Safeguarded
	73.5kg Drugs Recovered		73.5kg Drugs Recovered
	0 Section 1 Firearms Seized		0 Section 1 Firearms Seized
	0 Section 5 Firearms Seized		0 Section 5 Firearms Seized
	0 Rounds Ammunition Seized		0 Rounds Ammunition Seized
	£753,804 Cash Seized		£753,804 Cash Seized

Overview of results secured by Operation Venetic

- **Identification of County Lines:** Significant work has been undertaken by the force to improve the response to the identification of county lines and drugs lines, attribution to subjects and subsequent disruption. For example, in May of this year the force held a successful County Lines Intensification Week, which saw 23 arrests being made and more than £20,000 in criminal money seized.
- **Support with addiction and diversion from crime:** As aforementioned, the Violence Reduction Unit is working on many projects which aim to fight crime through diversion. When it comes to the illegal drugs trade, much of this work is focussed on supporting those with substance addiction to move away from criminality through recovering from addiction and receiving support to rebuild their lives. For example, the VRU is working with the Recruitment Junction and Northumbria Police to deliver an Employability Pathway for men subject to an Out of Court Disposal (O OCD) – an alternative to short prison sentences. Compliance with the requirements of the O OCD will be based on the completion of a Work Readiness Assessment with The Recruitment Junction which will consider an individual’s real and perceived primary and secondary barriers to work, their employability and transferable skills. Following assessment individuals will have the opportunity to join the Recruitment Junction’s employability programme or access other specialist provision if their underlying level of additional support needs (substance addiction, mental health, unsettled accommodation for example) are likely to be barriers to entering the employment market.

Ongoing voluntary engagement could include support with housing and/or homelessness prevention, debt and money management, substance misuse recovery advice, sourcing ID and setting up bank accounts, advice around self-employment, welfare conditionality and workplace financials (PAYE, NI, pension contributions), or help to develop a CV and navigate DBS disclosures.

Looking ahead

- **Drugs threat desk:** The creation of a drugs threat desk in force during the summer of 2021 is designed to assist in the holistic understanding of the threat, harm and risk posed to our communities. Once in place, the threat desk will assist the force drugs leads in ensuring that an effective 'four P' (Prepare, Prevent, Pursue and Protect) based response is delivered against the areas of highest harm.
- **Project ADDER:** The Newcastle Local Authority area has been chosen by the Home Office as one of five new Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) accelerator sites. Project ADDER is a targeted project to reduce drug-related offending, drug deaths, drug supply and prevalence and of drug use. The indicative allocation for Newcastle Local Authority is £1.1m with a further £550k awarded directly to Northumbria Police for enforcement activities. This project is being led by the Central Area Command in close consultation with Crime Department and the SOC drugs portfolio lead. The project will build on existing work and look to expand multi-agency partnership working to drive sustained health and crime related outcomes taking a whole-system 'four P' approach across enforcement, treatment, and diversion. This will also include work to tackle supply, including 'county lines' and exploitation emanating from this.
- **Improving data collection and intelligence:** The QlikSense SOC dashboard is currently under development. When live, it will show partnership data from the force and other key partners across Northumbria relating not just to just drug deaths and supply (police data), but drugs overdose 'near-miss' data from the North East Ambulance Service and intelligence from the private sector in relation to workplace drug testing (which shows levels of positive tests for Class A drugs).

Rural crime

Rural crime can have a devastating impact on the more isolated communities within our region. It is important to me that these communities feel heard, well-connected and supported by their police force. Whilst recent reports have found that Northumbria continues to be amongst those least affected by rural crime, stolen farm equipment, livestock thefts and sheep worrying are all typical crimes known to impact those living in rural areas. I am determined to support rural policing and in the Police and Crime Plan I committed to:

- Make sure that issues like domestic abuse aren't hidden crimes that get forgotten about in the remote parts of our region.
- Invest further to help fight and prevent all crimes that take place in the countryside.

New rural crime figures compare data from 18/06/19 to 17/06/20 with 18/06/20 to 17/06/21 and show:

- 517 fewer rural crimes have been recorded
- Rural burglary is down 47%
- All vehicle crime is down 35%
- Theft of quad bikes is down 70% from 37 to 11

Update on work undertaken

- Residents in Northumbria continue to be amongst those least affected by rural crime but we aren't complacent. This is largely due to regular proactive initiatives to tackle organised criminal groups, FarmWatch schemes, Operation Checkpoint and speaking with residents and community groups to promote crime prevention and how to securely store and tag property.
- **Operation Checkpoint** is an ongoing fighting crime initiative that targets suspected criminal activity and works to protect rural communities guided by local intelligence and emerging crime trends. Checkpoint is supported by a network of volunteers who provide valuable local insight and knowledge to officers. A total of 30 volunteers have now joined the ranks since the countryside crime fighting initiative was launched in 2019. New recruits team up with experienced officers and help gather intelligence or act as a link to communities with crime prevention advice – this works well and achieves good results.
- Looking ahead, as part of a continued commitment to serving rural communities there are plans underway to appoint the force's first dedicated rural engagement and wildlife officer and my office has plans to regularly meet with the National Farmers' Union to develop new ways of working together in the fight against rural crime.



Responding to the needs of the public

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

When incidents come in to the force they are assessed using an approach called THRIVE (Threat, Harm, Risk, Investigation opportunities, Vulnerability and Engagement), which is used by policing nationally to determine how best to respond. This assessment allows a judgment to be made about the response required and places the needs of the victim at the centre of that decision.

In the Police and Crime Plan I committed to:

- Ensure that each call to the police is met with an appropriate response.
- Ensure the force continue to focus on response times.
- Publish regular information setting out call handling and response time data.

The latest position for the force is:



- **Call handling:** 89% of 999 emergency calls were answered within call handling standards, on average within 8 seconds. This is an improvement on the 12

months to April 2020 where 85% were answered within call handling standards, within 10 seconds on average.

The force has also improved its handling of 101 non-emergency calls, with 76% being answered within call handling standards, on average within 51 seconds, in the 12 months to April 2021 – an improvement of 13% and 24 seconds on the previous 12 months. The force are actioning plans to improve call handling yet further, for example with a new shift pattern introduced in May 2021 designed to provide more available resource to handle calls at key intervals during the day.



- **Response times:** In the 12 months to April 2021, the force responses to priority 1 urban incidents in 14 minutes 53 seconds, on average. This satisfies the standard of 15 minutes, and is an improvement on the previous 12 months to April 2020 where the average response times was 15 minutes 34 seconds. For priority 1 rural incidents, the response time standard is 20 minutes. In the 12 months to April 2020 the force averaged a response time of 26 minutes 15 seconds. I am raising this performance through my scrutiny meetings with the force. Area commands found that 91% of volume crime victims were satisfied with the response time received.



- **Satisfaction:** Area commands found that 85% of volume crime victims were satisfied with their service as a whole. This is a statistically significant improvement compared to the previous year (12 months to April 2020) when 81% of victims were satisfied. The percentage of service users who were satisfied with the way they were kept informed about their incident remains an area for improvement, with only 66% satisfied with the follow up provided with by the force. The force Victims and Witnesses project will introduce a new model for engaging and updating victims, which will include bespoke engagement plans and a self-service portal for victims.



Online Crime

Cybercrime, including online fraud, is a growing threat both regionally, nationally and internationally. The type, frequency and sophistication of cyber-enabled crimes are continually increasing, ranging from organised crime groups to individuals targeting victims via social media. Many cyber-enabled crimes lead to complex investigations, and I'm committed to ensuring the force has the resources to carry these out. But we must recognise that online crime ignores all borders, and it's clear our response has to be part of a co-ordinated national approach.

In the Police and Crime Plan I committed to:

- Raise awareness of cybercrime and fraud and enhancing the force's investigation of these cases. I pledged to explore with the force the potential for more dedicated cyber fraud campaigns, and back the cyber volunteers who bring even more expertise to Northumbria Police.

- Work with the force to ensure those grooming children online and those who download or share images of abuse are found and those at risk are helped; ensuring early identification of child and adult sexual exploitation cases and provision of long term support for victims to assist their recovery.

Current force position

Online crime overview

- Cyber Crime is a significant threat with increasing demand and complexity; it is recognised by the National Police Chiefs' Council (NPCC) and Association of Police and Crime Commissioners (APCC) as a specialist capability.
- Northumbria Police has a dedicated, trained and well-equipped specialist Cyber Unit who carry out all elements of the four Ps (Pursue, Prevent, Protect, Prepare). The DCI-led Cyber Unit encompasses all elements of online crime including fraud, financial investigation, cyber enabled and cyber dependent crime and indecent images of children (IIOC). The Cyber Team is allocated all cyber-dependent crimes, which are often high profile, sensitive and complex investigations, and which can have significant consequences to the victim / organisation. There is positive interoperability and collaboration between forces and regional and national agencies across all areas of the Cyber Unit and it is intrinsically linked with NERSOU for all elements of the four Ps. The Protect and Prevent officers particularly, work closely with industry and academia.
- The Cyber Crime threat to Northumbria has increased this year as criminals exploit the lifting of COVID-19 restrictions by using ransomware to apply additional pressure to schools, universities & businesses. As shown below, the volume of recorded cyber-crime is up 35% from 9,462 for the 12 months to April 2020 to 12,748 for the 12 months to April 2021. Cyber/online offending has been significantly above 2019 levels throughout the COVID period and is expected to remain elevated until lockdown measures are eased.



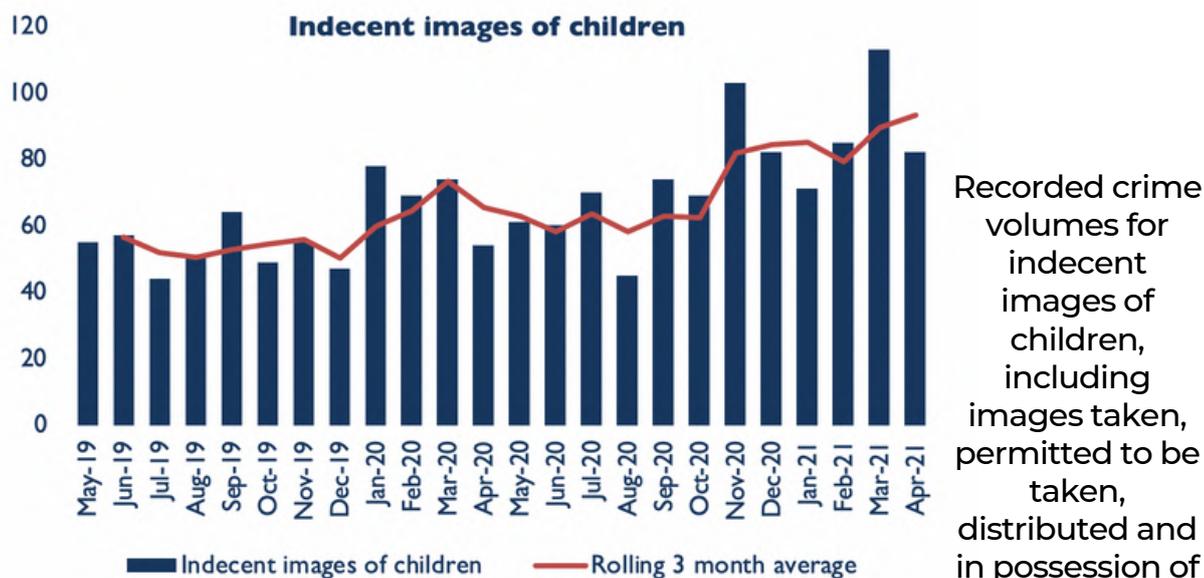
Online Fraud

- Northumbria Police has a Complex Fraud Team which works closely with the three north east forces and NERSOU via the Fraud Regional Development Officer, based within the Regional Organised Crime Unit (ROCU), as well as enhanced links with the National Lead force, City of London Police. The Complex Fraud team continue to improve the consistency of fraud investigations across the Force, in line with the national Fraud Investigation Model (FIM). The FIM is a problem solving approach and provides investigators with a structure focused on prioritising the prevention and disruption activity, such as asset recovery, to support the victim and prevent further criminality. It was designed to simplify fraud investigation and enable more timely and victim focused outcomes.
- In the 12 months to April 2021 there were a total of 6,711 incidents of online fraud reported to Action Fraud within the Northumbria area; with 1,378 (21%) of these victims identified as vulnerable and requiring intervention via Neighbourhood Policing Teams to deliver Operation Signature. There has been an overall increase of 695 (23%) for the 6 months to April 2021 compared to the 6 months to November 2020.



Cyber-enabled child abuse

- Enhanced pressure on social media platforms worldwide has led to greater reporting of uploads of indecent images of children (IIOC). The volume of IIOC is up 39% from 697 for the 12 months to April 2020 compared to 969 for the 12 months to April 2021. Investigations are becoming more complex, labour intensive, protracted and often international.
- Recent investigations have necessitated cloud-based evidence recovery as the result of the use of encrypted storage solutions; specialist techniques and capabilities are required to capture crucial evidence, which are provided by the Paedophile Online Investigation Team (POLIT).



Update on work undertaken

- **Disrupting offending:** Northumbria Police has adopted the regional ‘Cease & Desist’ supportive intervention tool, promoting voluntary engagement with subjects that have been identified as involved in or being on the periphery of cyber-crime, but not met the threshold for arrest, to prevent possible offending or to stop ongoing offending.
- **Awareness raising:** Improving the Force capability and response to cyber investigations is being addressed in a number of ways. This includes a recent six week media campaign to raise awareness of the Cyber Unit and its capabilities both externally utilising local radio and local radio as well as internal engagement. In addition, there are drop-in advice sessions and contact facilities for officers outside the specialist cyber team who require investigative support and ongoing training in the different aspects of cyber. The Force continues to support all national, regional and local campaigns.
- **Training:** A Force training programme has been delivered in relation to fraud and work continues to increase awareness and confidence internally.

Looking ahead

- **Cyber volunteers:** Opportunities to utilise cyber volunteers on a national scale are being realised with the launch of a national App in July 2021. The App will contain a skills profile of all cyber volunteers across the country to enable them to nationally assist with investigations where they have specialist knowledge. Consideration is also being given on how to use the volunteers locally to enable those who are most vulnerable to protect themselves in the cyber arena.
- **Education:** The force, VRU and SafetyWorks are working together to develop a package to be delivered in all schools, alternative education provision and voluntary groups to educate teachers, parents and children about cybercrime. Delivery is planned for October 2021 and is to be targeted towards those most at risk of being drawn into Child Sexual Exploitation. The packages will cover cyber bullying, sexting, sextortion and viewing of indecent images of children (IIOC). Resources to support this work are being drawn from across the VRU, SafetyWorks and the specialist cyber team.

- **Improving support for victims of fraud:** In January 2021, Northumbria Police was one of the forces inspected as part of the re-visit of the National Fraud HMICFRS thematic inspection. Feedback was positive and both recommendations and four of the five areas for improvement (AFIs) were assessed as complete following the inspection. The remaining AFI ('Chief constables should ensure that their force complies with the Code of Practice for Victims of Crime when investigating fraud') remains open. Compliance with the Victims' Code of Practice (VCOP) has been identified as a priority for the Force and inspectors found this was evident during the re-visit. HMICFRS is satisfied the Force is taking appropriate action to address this area for improvement and this will be assessed through the HMICFRS continuous monitoring regime, to ensure that the positive early results become established and embedded.

The Force has undertaken significant activity to improve VCoP performance across all areas. In relation to fraud specific crimes, fraud disseminations through the National Fraud Intelligence Bureau (NFIB) are subject to a THRIVE assessment at the point of contact and allocated appropriately. The victim will receive a SMS or email which provides a reference for their crime and updates them regarding their rights as a victim of crime. Support is given to all investigations from the specialist fraud team and the National Economic Crime Victim Care Unit (NECVCU) has agreed to provide additional support to non-vulnerable victims of fraud within Northumbria with anticipated roll out from July 2021. Implementation will improve the service to all victims of fraud. I will continue to monitor the force's progress against the inspection recommendations through my Scrutiny process.



Serious and organised crime

Organised crime often operates at an international level, but its impact can be seen on our streets. Every part of the force has a role to play in tackling this, especially neighbourhood policing with their close links to the communities we serve. We know, for example, that criminals involved in serious and organised crime frequently commit 'low level' crimes in their local area, sometimes creating a climate of fear.

In the Police and Crime Plan I committed to:

- Back Northumbria Police to disrupt organised crime at every level, ensuring the public can see that those who try to profit from crime are targeted and inappropriate role models are stopped in their tracks.
- Ensure the force continue targeting the organised crime groups behind the illegal drugs trade, ensuring those who seek to profit from the misery of addiction are in our sights and brought to justice.

Current regional position: NERSOU

Northumbria Police work regionally with Durham and Cleveland police forces to tackle Serious and Organised Crime (SOC) as a Regional Organised Crime Unit (ROCU), named the North East Regional Special Operations Unit (NERSOU). NERSOU provides specialist capabilities to tackle serious and organised crime (SOC) in support of Northumbria, Durham and Cleveland Police forces.

In 2020/21, NERSOU provided support to ongoing activity against OCGs in Northumbria on 110 occasions which could range from being involved in a problem-solving meeting to a full deployment via the gateway requests. Further detail is contained within the quarterly performance report which is shared with the OPCC and Chief Constables. The delivery remains in-line with the national strategy for ROCUs and offers additional or specialist capabilities to that which exists in forces.

An overview of the threat posed to the region shows that from January 2021:

- The primary crime types are **Drugs (77%), Economic Crime & Money Laundering (11%), Organised Acquisitive Crime (6%)** and **Violence & Firearms (3%)**. Other crime types account for 4% of the total. Across the forces the **predominant OCG crime type is drugs**.
- 57% of the North East regional OCGs impact on **Northumbria**, followed by 48% impacting upon **Durham** and 37% **Cleveland**.

The infographic below shows the success of NERSOU in the 2020/21 financial year:

NERSOU disruption outcomes (led & supported) 2021/21



Update on work undertaken

- **Understanding risk:** All mapped Organised Crime Groups and Priority Individuals (PIs) are scored to give an understanding of threat, harm and risk. Each OCG or PI is then populated onto a SOC master-list, which is central to the National Crime Agency (NCA) SOC system tasking methodology. This system enables a greater understanding of organisational risk from SOC and provides a consistent grading in respect of how effectively each issue is being managed by the owning agency to support efficient tasking and coordination. The intention is that this SOC system tasking will, in time, replace tasking and coordination processes.
- **Operation Sentinel:** Operation Sentinel is an initiative that was launched in January 2019 which saw Northumbria, Durham and Cleveland police join forces and work alongside NERSOU to highlight regional activity tackling serious and organised crime across the region.
- **Partnership working:** The Force holds a bi-monthly SOC Governance Group (led and chaired by ACC (Crime and Safeguarding)), involving key internal and external stakeholders. This underpins delivery of Operation Sentinel, the collective response between Northumbria, Cleveland Police, Durham Constabulary and NERSOU to targeting offenders and preventing SOC activity from taking place.
- **Identifying harm:** Significant work has been undertaken to develop a QlikSense SOC dashboard that uses a wide range of police and partnership data to provide an indication of community place-based harm emanating from SOC.
- **Operation Venetic:** As aforementioned in this report, Operation Venetic currently facilitates opportunities to fundamentally dismantle dozens of sophisticated OCGs involved in high level organised crime such as supply of firearms and drugs via an encrypted communications platform. Significant success has been achieved by Northumbria Police including recovery of circa 22.5kg of cocaine (value £1m), 2.5kg of heroin, several firearms and ammunition, and £1.03m in cash. To date 103 arrests have been made, 29 charges, whilst the remainder await CPS advice.

PRIORITY 2

REDUCING ANTI-SOCIAL BEHAVIOUR



REDUCING ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour is a concern in many parts of our region; it is one of the most frequent issues reported to the police and undoubtedly impacts on the lives of many people. Sadly, there is often no easy answer, and many of the solutions to anti-social behaviour need a non-police response. Housing providers, councils and schools, for example, all have a role to play. That is why I am committed to creating a new ASB taskforce to bring together all those with a stake in making our neighbourhoods safer and empowering residents to get their concerns acted on. Change will not come overnight, but I am committed to working with others to reduce ASB.

We saw the benefits of working together like this during the COVID-19 pandemic, when reports of anti-social behaviour increased. The police deployed dedicated task forces and met weekly with each local authority to discuss the response in that area and coordinate work with businesses, public transport providers, education and voluntary sector organisations.

That's why in my Police and Crime Plan I commit to improving ASB by:

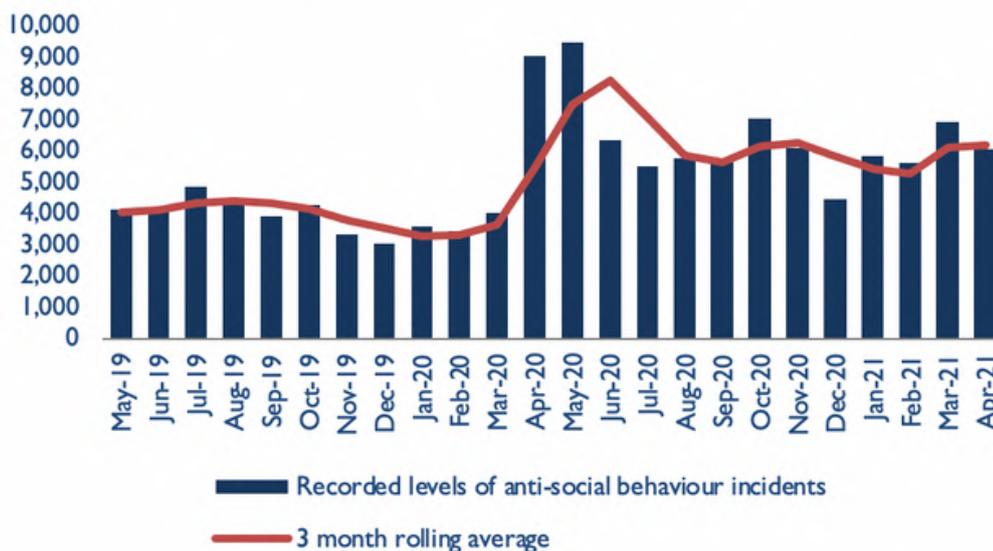
- Working with your councils to build joint ASB task forces, ensuring every local organisation plays their part in working alongside the police to address concerns about ASB. I will support the roll out of this approach to some of our most affected communities.
- Ensuring your ASB concerns are acted on. The police and local authorities, in consultation with my office, will review and redevelop the ASB case review process to ensure repeat incidents of ASB are identified and get a prioritised response. I will ensure these are used to their full effect to support victims of ASB and that you can find out about this easily.
- Continuing to hold senior police and local authority leaders to account for their response to community concerns around ASB, my expectation is that the public will get a prompt and effective response with these organisations jointly taking ownership to address the causes and prevent repeat incidents. I will continue to support investment in youth services and diversion programmes to provide young people with life opportunities.

As the data here shows, ASB has considerably increased over the last 12 months. This is partly as a result of how COVID fines were registered in police systems. But there has been a general increase in ASB, and it is clear that as more of us work from home, there have been more points of exposure to ASB.

Anti-Social Behaviour - Incidents

Indicator	12 months to April 2020	12 months to April 2021
Anti-social behaviour incidents (Panel KPI)	51,710	74,532

Anti-Social Behaviour Incidents



Performance Headlines

There has been a 44% (+22,822) increase in ASB related incidents in the 12 months to April 21 compared to the previous 12 month period.	5.132% of ASB incidents in the current period are COVID related.	5.115% of ASB is youth related in this 12 month period compared to 19% in the previous period.	5.4 Whilst the majority of the increase in ASB is due to COVID classifications, ASB (excluding COVID) has increased by 8% (from 46,898 to 50,485).	Analysis over the last three months (February to April 21) has shown an increase in neighbourhood disputes/noise problems and motor cycle disorder.
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Giving residents a voice

Work is already underway to re-develop the ASB Case Review. My office has met with the police and representatives of all six local authorities to review the current position across Northumbria and identify any opportunities for development. The revised process will identify vulnerable victims and provide residents with an easily accessible and transparent route to have a review of cases where they are persistently experiencing ASB. This will also be complemented by the ASB Victim Support Network that the OPCC currently contributes £30,000 into across the region.

Investment in youth services to prevent and divert young people from ASB is also something the PCC has already commenced through the Violence Reduction Unit, Operation Payback Grant Fund and other community grants.

There have been meetings with the senior leadership team at NP to look at co-ordinating the strategic direction for addressing ASB in Northumbria and we have been in touch with other forces up and down the country to benchmark what they do and identify any good practice that might fit within our vision.

FIGHTING CRIME



NORTHUMBRIA POLICE AND CRIME PLAN

CORE PERFORMANCE DATA

FIGHTING CRIME

RECORDED CRIME

Performance Headlines	12 months to April 2020	12 months to April 2021	% change
<p>Total crime along with the majority of crime categories remain lower than last year; however, as restrictions have eased there has been an increase in crime in March and April. Whilst the levels in those months were lower than those in the same period in 2019 it is an early indication that crime is likely to rise steadily to pre-COVID levels.</p> <p>Cyber/online offending has been significantly above 2019 levels throughout the COVID period and is expected to remain elevated until lockdown measures are eased.</p> <p>Hate crime has increased year on year with a further peak in March and April. An increase in race (+253 crimes) and homophobic (+155 crimes) accounts for the majority of the increase in the current 12 months.</p>	143,666	128,240	-11%

Total Recorded Crime

Legend: ■ Crime, — 3 month rolling average

Month	Crime (Estimated)
May-19	12,500
Jun-19	12,500
Jul-19	12,500
Aug-19	12,500
Sep-19	12,500
Oct-19	12,500
Nov-19	12,500
Dec-19	12,500
Jan-20	12,500
Feb-20	12,500
Mar-20	12,500
Apr-20	9,000
May-20	10,000
Jun-20	10,000
Jul-20	12,500
Aug-20	12,500
Sep-20	12,500
Oct-20	12,500
Nov-20	12,500
Dec-20	12,500
Jan-21	12,500
Feb-21	12,500
Mar-21	12,500
Apr-21	12,500

ASB - INCIDENTS

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>There has been a 44% (+22,822) increase in ASB related incidents in the 12 months to April 21 compared to the previous 12 month period.</p> <p>32% of ASB incidents in the current period are COVID related.</p> <p>15% of ASB is youth related in this 12 month period compared to 19% in the previous period.</p> <p>Whilst the majority of the increase in ASB is due to COVID classifications, ASB (excluding COVID) has increased by 8% (from 46,898 to 50,485).</p> <p>Analysis over the last three months (February to April 21) has shown an increase in neighbourhood disputes/noise problems and motor cycle disorder.</p>	Anti-social behaviour incidents (Panel KPI)	51,710	74,532
	<p style="text-align: center;">Anti-Social Behaviour Incidents</p> <p style="text-align: center;"> ■ Recorded levels of anti-social behaviour incidents — 3 month rolling average </p>		

ASB - SATISFACTION

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>78% of ASB victims were satisfied with their service as a whole. Whole experience satisfaction has remained relatively stable over time.</p> <p>81% of survey participants were satisfied with the actions taken by police in response to their incident in the 12 months to April 2021. This was consistent with the previous year.</p> <p>Follow-up satisfaction remains an area for improvement.</p> <p>The Recovery Coordination Group will continue to monitor the impact of COVID on ASB perceptions, satisfaction and other public safety concerns.</p>	Whole experience (Panel KPI)	79%	78%
	<p style="text-align: center;">Anti-Social Behaviour - Satisfaction</p> <p style="text-align: center;"> — Actions Taken — Follow Up — Whole Experience </p>		

POLICE RESPONSE TIMES

GRADE 1 URBAN

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021	Standard
<p>Improvement in both the 90th percentile and percentage of incidents attended on time for grade 1 incidents in the 12 months to April 21.</p> <p>A revised standard of 15 minutes for urban grade 1 incidents has been applied from April 2021. Performance has been adjusted for the period prior to April to provide a comparison.</p> <p>The Response Policing Team moved to an interim shift pattern at the end of March 2020 when COVID-19 lockdown commenced in order to increase flexibility and better service demand during this period. This has now been extended to 2023.</p>	Attendance rate for priority 1 incidents-urban (Panel KPI)	89% 15 mins 34 secs	90% 14 mins 53 secs	15 minutes
% of G1 (urban) attended within standard				
<p>Legend: ■ % of G1 (Urban) attended within 15 min threshold — % of G1 (Urban) attended within 15 min threshold -3 month av</p>				

GRADE 1 RURAL

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021	Standard
<p>The 90th percentile for grade 1 rural incidents has improved by 1 minute 7 seconds compared to the previous 12 months</p>	Attendance rate for priority 1 incidents-urban (Panel KPI)	76% 27 mins 22 secs	77% 26 mins 15 secs	20 minutes
% of G1 (Rural) attended within standard				
<p>Legend: ■ % of G1 (Rural) attended within threshold — % of G1 (Rural) attended within threshold -3 month av</p>				

ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021																																		
<p>90% of 999 calls were answered within 14 seconds for the 12 months to April 21.</p> <p>The introduction of a new shift pattern in May 2021 will help with realignment of key time patterns to deliver improved capacity to meet demand, including in seasonal high demand areas, as well as introducing protected learning days for staff.</p>	90th percentile for emergency calls (Panel KPI)	N/A	14 seconds																																		
<p>Call answer time - 90th percentile 999</p> <table border="1"> <caption>Call answer time - 90th percentile 999</caption> <thead> <tr> <th>Month</th> <th>Call Answer Time (90th Percentile)</th> </tr> </thead> <tbody> <tr><td>Jan-20</td><td>00:00:05</td></tr> <tr><td>Feb-20</td><td>00:00:15</td></tr> <tr><td>Mar-20</td><td>00:00:12</td></tr> <tr><td>Apr-20</td><td>00:00:10</td></tr> <tr><td>May-20</td><td>00:00:12</td></tr> <tr><td>Jun-20</td><td>00:00:25</td></tr> <tr><td>Jul-20</td><td>00:00:35</td></tr> <tr><td>Aug-20</td><td>00:00:22</td></tr> <tr><td>Sep-20</td><td>00:00:18</td></tr> <tr><td>Oct-20</td><td>00:00:10</td></tr> <tr><td>Nov-20</td><td>00:00:20</td></tr> <tr><td>Dec-20</td><td>00:00:05</td></tr> <tr><td>Jan-21</td><td>00:00:05</td></tr> <tr><td>Feb-21</td><td>00:00:05</td></tr> <tr><td>Mar-21</td><td>00:00:14</td></tr> <tr><td>Apr-21</td><td>00:00:12</td></tr> </tbody> </table>				Month	Call Answer Time (90th Percentile)	Jan-20	00:00:05	Feb-20	00:00:15	Mar-20	00:00:12	Apr-20	00:00:10	May-20	00:00:12	Jun-20	00:00:25	Jul-20	00:00:35	Aug-20	00:00:22	Sep-20	00:00:18	Oct-20	00:00:10	Nov-20	00:00:20	Dec-20	00:00:05	Jan-21	00:00:05	Feb-21	00:00:05	Mar-21	00:00:14	Apr-21	00:00:12
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101 NON-EMERGENCY CALLS

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021																																		
<p>90% of 101 NE calls were answered within 2 minutes 50 seconds for the 12 months to April 21.</p> <p>The recent increase in March and April in both 999 and 101 calls (primarily 999 calls) has impacted 101 call performance as a result, with 70% of 101 calls answered within 1 minute and the 90th percentile increasing.</p>	90th percentile for 101 non-emergency calls (Panel KPI)	N/A	2 min 50 secs																																		
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PREVENTING CRIME

FIRST TIME ENTRANT INTO CRIMINAL JUSTICE SYSTEM

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>Current data only available up to December 2019. Next data update expected in August 2021.</p>	Monitor the number of first time entrants to the criminal justice system	2,840	2,589

OPCC VIOLENCE REDUCTION UNIT

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021	% change
<p>Although serious violence offences have reduced for the 12 months to April 21, volumes for March and April 21 have returned to the levels seen in March and April 19 – pre COVID</p> <p>Knife enabled serious violence was 4.9% of the total serious violence offences in the 12 months to April 2021, compared to 4.2% for the previous period</p>	Serious violence offences (Panel KPI)	18,383	17,134	-7%
	Knife enabled serious violence (Panel KPI)	780	850	+9%
	Homicides (Panel KPI)	11	13	+18%
	Hospital admissions (under 25s for assault with a sharp object) (Panel KPI)	84	87 (to Jan '21)	

IMPROVING LIVES

PUBLIC PERCEPTION

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>Confidence in police increased significantly in the 12 months to April 2021, with a +5% increase in the percentage of people who think the police do a good or excellent job in their neighbourhood.</p>	<p>Percentage of people who think the police do a good or excellent job in their neighbourhood (Panel KPI)</p>	77%	82%

Percentage of people who think the police do a good or excellent job in their neighbourhood

Month	Percentage
May-19	78%
Jun-19	78%
Jul-19	78%
Aug-19	78%
Sep-19	78%
Oct-19	78%
Nov-19	78%
Dec-19	78%
Jan-20	78%
Feb-20	78%
Mar-20	78%
Apr-20	78%
May-20	78%
Jun-20	78%
Jul-20	78%
Aug-20	78%
Sep-20	78%
Oct-20	78%
Nov-20	78%
Dec-20	78%
Jan-21	78%
Feb-21	78%
Mar-21	78%
Apr-21	82%

SATISFACTION - VOLUME CRIME

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>85% of volume crime victims were satisfied with their service as a whole. This was a statistically significant improvement compared to the previous year.</p> <p>Response time satisfaction showed a statistically significant increase.</p> <p>Action taken performance increased significantly in the 12 months to April 2021 compared to the previous year.</p> <p>The percentage of service users who were satisfied with the way they were kept informed about their incident remains an area for improvement. The Victims and Witnesses project will introduce a new model for engaging and updating victims, which will include bespoke engagement plans and a self-service portal for victims.</p> <p>Initial contact and treatment satisfaction remains high.</p>	<p>Whole experience (Panel KPI)</p>	81%	85%

Volume Crime (AC) - Satisfaction

Month	Initial Contact	Response Time	Actions Taken	Follow Up	Treatment	Whole Experience
May-19	96%	88%	80%	65%	93%	83%
Jun-19	96%	88%	80%	65%	93%	83%
Jul-19	96%	88%	80%	65%	93%	83%
Aug-19	96%	88%	80%	65%	93%	83%
Sep-19	96%	88%	80%	65%	93%	83%
Oct-19	96%	88%	80%	65%	93%	83%
Nov-19	96%	88%	80%	65%	93%	83%
Dec-19	96%	88%	80%	65%	93%	83%
Jan-20	96%	88%	80%	65%	93%	83%
Feb-20	96%	88%	80%	65%	93%	83%
Mar-20	96%	88%	80%	65%	93%	83%
Apr-20	96%	88%	80%	65%	93%	81%
May-20	96%	88%	80%	65%	93%	81%
Jun-20	96%	88%	80%	65%	93%	81%
Jul-20	96%	88%	80%	65%	93%	81%
Aug-20	96%	88%	80%	65%	93%	81%
Sep-20	96%	88%	80%	65%	93%	81%
Oct-20	96%	88%	80%	65%	93%	81%
Nov-20	96%	88%	80%	65%	93%	81%
Dec-20	96%	88%	80%	65%	93%	81%
Jan-21	96%	88%	80%	65%	93%	81%
Feb-21	96%	88%	80%	65%	93%	81%
Mar-21	96%	88%	80%	65%	93%	81%
Apr-21	96%	88%	80%	65%	93%	85%

SATISFACTION - HATE CRIME

Performance Headlines	Indicator	12 months to April 2020	12 months to April 2021
<p>▶ In the 12 months to April 2021, overall service satisfaction remained stable.</p> <p>▶ Satisfaction with action taken remained relatively stable between current and previous periods.</p> <p>▶ In the 12 months to April 2021, 73% of hate crime victims were satisfied with the way they were kept informed about their incident. Although follow-up satisfaction has increased since the previous year, the change was not statistically significant.</p>	<p>Whole experience (Panel KPI)</p> <p>Hate Crime - Satisfaction</p> <p>100% 95% 90% 85% 80% 75% 70% 65% 60% 55% 50%</p> <p>May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20 Sep-20 Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21 Apr-21</p> <p>— Actions Taken — Follow Up — Whole Experience</p>	83%	84%

DELIVERY OF THE POLICE & CRIME PLAN: FIGHTING CRIME JULY 2021

