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# DELIVERY OF THE POLICE & CRIME PLAN: PREVENTING CRIME



NORTHUMBRIA POLICE & CRIME PANEL

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# FROM THE PCC

Preventing crime goes hand in hand with the long term plan to fight crime. We need as a region to be doing all we can to provide our communities with the support they need to keep people away from criminality, and that is why the second key theme of my Police and Crime Plan is prevention.

Too often, across Northumberland, Tyne and Wear, we see criminality as a learned lifestyle. This is especially true in areas of deprivation and it is even starker a reality for our young people.

I recently joined with youth service providers to produce the first detailed look at youth provision in our region. The results showed a worrying trend. More than 100 youth providers warned of the dangerous combination of first ten years of austerity in which some 75% of their budgets were cut, followed by the last 18 months of a pandemic. These services are struggling to cope, and they are meeting young people who have simply never heard of a youth club.

This report to the Police and Crime Panel sets out what my office is trying to do to prevent crime. A key part of our efforts to prevent crime has been the work of my Violence Reduction Unit.

The team are now in to their third year, and have seen real success in youth diversionary activity and support for community services.

They are now also supporting projects to help find work for newly released prisoners and to try and turn around reo-offending rates.

None of this work will have overnight success, and if we are to bring about substantial longterm change we need to see substantial and longterm Government investment.

I and other PCCs are lobbying the Government asking for Violence Reduction Units to be handed the three year settlements that would make a big difference to our plans.

As we await those changes, I'll continue to support the police and others as part of our joint mission of preventing crime in Northumberland, Tyne and Wear.

# PRIORITY 1

## PREVENTING VIOLENT CRIME

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

1. Prevention, utilising a public health approach
  2. Reducing reoffending
  3. Roads policing
- 

# PRIORITY 2

## NEIGHBOURHOOD POLICING

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

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# PRIORITY 1

## PREVENTING VIOLENT CRIME



# PREVENTION

In the Police and Crime Plan, I committed to:

- Ensuring the Violence Reduction Unit Response Strategy to reduce serious and violent crime is clear and co-ordinated across the Northumbria Force area.
- Encouraging partners to improve data and intelligence sharing, which will allow for more effective targeting of interventions and resources at those areas most in need.
- Taking a direct approach to intervening with those who are showing signs of vulnerability or are on the fringes of criminal/anti-social activity.
- Backing continued funding for the life changing youth workers at the You Only Live Once (YOLO) project.
- Increasing the provision of family support within areas of most need.
- Supporting youth services.
- Ensuring young people are aware of the dangers and risks involved in criminal gangs.
- Coordinating an early intervention and prevention approach and implementing a serious violence and criminal exploitation strategy.
- Lobbying Government for more funding to ensure the Violence Reduction Unit can continue to make a difference.
- Ensuring the Force targets the illegal drugs trade and the crime that follows this.

## NORTHUMBRIA VIOLENCE REDUCTION UNIT

The Northumbria Violence Reduction Unit (VRU) was established in 2019 to prevent crime by taking a direct approach to intervening with those who are showing signs of vulnerability or are on the fringes of criminal/anti-social activity. This takes the form of direct intervention with young people as well as working with other services and organisations to address the wider needs of other family members such as siblings. The overall aim is to reduce crime and instances of violence as well as reduce the risk of vulnerable individuals being exploited by others.

**INVESTMENTS IN THE VRU  
& POLICE SURGE FUND  
SHOW SAVINGS OF  
£7.5 MILLION PER YEAR TO**



**PUBLIC  
PURSE**



**WIDER CRIMINAL  
JUSTICE SYSTEM**



**NHS**

A recent evaluation of the VRU and associated Police Surge activity identified the following:

- The investments in the VRU and through the Police Surge Fund have identified savings of £7.5 million a year to the public purse, the wider criminal justice system and the NHS.
- Relationships between the VRU and its partners and funded interventions are positive, with a broad appreciation of the move towards a public health approach and the merits of violence prevention rather than having to deal with its consequences.
- The VRU's Insight Report helped inform an appreciation of the linkages between different service providers when it comes to the causes and impacts of violent crime.
- Partnership working has been especially effective where collaborators can appreciate the benefits in a comprehensive and co-ordinated approach, based on a shared understanding of the issues, and can rely on other partners to play their part in bringing about positive change.

The VRU has gone from strength to strength, as show in the below summary of what we achieved in Year 2 (2020/21):



## Update on work undertaken

### Education team

Interventions delivered by the VRU education team form a key part of the VRU's approach to preventing crime. Earlier this year the VRU launched our new programme of support, for both educational establishments and community and voluntary sector organisations. The following new packages were produced in response to local needs and requests for awareness sessions on violence reduction subjects where there was an identified gap in provision:

- **Knife Crime (Key Stage 3&4)**
  - Encourages students to consider the impact and consequences surrounding the subject of Knife Crime. The lesson is an interactive discussion touching on the Law, Joint Enterprise and the impact and effect of knife crime on perpetrators, victims, families and communities.
- **Malicious Communications (Key Stage 3&4)**
  - Encourages students to consider the impact and consequences around sending and receiving messages, texts and posts on social media. Students are encouraged to discuss how unkind, inappropriate or offensive messages can impact both the sender and the recipient. Students will be made aware of the potential effect of a criminal record on a person's life and future. The session also addresses the issue of sexting or intimate image abuse, coercion of young people into the sending or distribution of nude or semi-nude photographs and the laws and potential repercussions of such activity. The session concludes with information around what to do if a person becomes involved as an unwilling perpetrator or victim and where support is available.
- **Criminal Exploitation (Key Stage 3&4)**
  - Exploring Child Criminal Exploitation by Organised Crime Groups, including what is known as 'County Lines', this session encourages open discussion about how children and young people might be exploited. Using a short film, students consider the consequences and long-term effect of exploitation, how to recognise the signs and indicators of exploitation, and how to build resilience against becoming a victim. The aim is to empower students to speak out if they suspect criminal grooming or exploitation of themselves or someone they know, and where to go for help.
- **Virtual Reality (Key stage 3&4)**
  - The Team also offer sessions using the latest 'VR' equipment. Students get the opportunity to learn and discuss subjects whilst being immersed in 'real life' environments. Subjects include:
    - Vulnerability in the night-time economy
    - Coercive control
    - Knife crime
    - Child sexual exploitation
- **Knife Crime Awareness for Practitioners**
  - Following an identified gap in the knowledge and understanding of knife crime amongst practitioners, particularly those who work with young people, the Education Team developed a specific package for adults. The training is now available as part of the team's education offer and has worked with more than 300 frontline key workers to better prepare them for supporting the region's most vulnerable young people. The sessions have so far been delivered in

hospitals, schools, probation, youth justice, children's homes, colleges and more. In addition to training staff from Northumbria, the training has been accessed by practitioners across the country and even by practitioners in Jersey and India.

"We have been delighted with the response from the VRU team who have been delivering training in relation to knife crime and gang activity to staff across the organisation and in particular targeting staff in the emergency department and trauma team".

**Caroline Grayson, Consultant Paediatrician and Designated Doctor for Safeguarding Children at Newcastle Hospitals**



The work of the Education team continues to develop with engagement with community organisations and groups becoming more prevalent. During the period April-July 2021:

102

schools and organisations engaged

5,282

students received an input from the Team

62

hotspot areas delivered within

253

sessions delivered

### Looking ahead:

#### Education team

To date, the Education team have a further 247 sessions scheduled with schools, colleges, youth groups and organisations for the remainder of the 2021/22 financial year, with more planned. In addition to the sessions outlined above, the team are planning new initiatives, including:

- **Drug Awareness (key stage tbc)**
  - As part of the ADDER project (addiction, diversion, disruption, enforcement and recovery) the VRU are working with colleagues in Newcastle to develop and deliver 'resilience focussed, awareness-based education packages for young people.
- **Project Based Learning**
  - The team have developed a partnership with Newcastle University and are exploring how Project Based Learning (PBL) can be implemented in Pupil Referral Units (PRUs). PBL is a pedagogical approach, stimulating curiosity and creativity as students learn collaboratively and engage with a relevant, real-world challenge. PBL scaffolds students' learning as they 'go places and meet people', developing their cultural and social capital, which strengthens protective factors. Such protective factors could minimise or break the cycles of harm from Adverse Childhood Experiences, coercive family interactions, poly-victimisation through exposure to multiple forms of abuse and lack of positive social interactions with trusted adults.

The team have worked with one school in Gateshead as a pilot. The pilot found that students enthusiastically engaged with the challenging topics of domestic abuse

and 'gaslighting', with the school linking these to their curriculum. Our successful bid to the Home Office Science, Technology, Analysis and Research (STAR) fund will, with our pilot-partners, extend our violence reduction PBL with other settings and allow us to investigate and evaluate its impact for these children and young people.

### Youth Navigators

Our work with statutory and voluntary sector organisations has shown that there are some individuals/families who will not engage with statutory services, but will accept support from non-statutory organisations. We have also learned that for some individuals/families, there is real value in being supported by people with 'lived experience' – someone that has "walked in their shoes" seems to be a key feature in accomplishing and sustaining engagement.

The Youth Navigator intervention provides community-led programmes of early intervention and support to young people, to divert them from crime, promote positive behaviours and increase aspirations. The Youth Navigators will also, where appropriate, provide holistic and intensive support to the wider family to address issues that may be influencing the young person's behaviours and to build stability and security in the home environment. The aim of the Youth Navigators is to reduce the risk of young people being drawn into the criminal justice system as well as reduce associated risks of further vulnerability and ASB. The navigators will work with young people between 10-17 year's old, where there is a pattern of the young people and their families not working with existing services/accepting supporting or where there are multiple barriers to engagement and the young person is at an early and preventative stage of anti- social behaviour. The project has been mobilised and the navigators will accept referrals from October.



## YOUTH SERVICES

### Update on work undertaken

In 2021, my office conducted research into the state of the youth services sector in Northumbria, following hefty cuts to funding nationwide. 111 organisations responded to a survey and/or attended a 'launch' event to share their views on past, present and future concerns for their organisations. The findings of this research are concerning, painting a picture of youth services struggling to cope. A decade of austerity has led to local authority annual expenditure on youth services in England and Wales to drop by £1bn in real terms over the past decade. Youth services across England and Wales are struggling but the Northumbria police Force area has been hit disproportionately hard, in particular the rural areas in Northumbria and elsewhere. There has been a 75% decrease in local authority spending on youth services in Northumbria since 2011.

Whilst the day-to-day impact of cuts to youth services often go unnoticed by the public, the consequences are beginning to be seen in the mainstream media. Scores of young people are presenting with increased and increasingly complex mental health issues, and being drawn into criminally exploitative situations. Cases

of knife crime, mental health difficulties and social isolation among young people continue to rise, while the number of services available to positively intervene and prevent such cases continue to decline.

The report ('Voices from the Frontline: The Future of Youth Services') sets out the key findings from the research, contextualised in the national picture of ongoing austerity measures. In the report I make six urgent recommendations to Government to rectify the situation:

- 1 The Government should **appoint a minister** who has a portfolio focussed on youth services.
- 2 Youth services should be backed with **urgent Government investment** in the next Comprehensive Spending Review. Funding should be provided in long-term settlements, to allow for proper embedding of services and the maintenance and development of staff and their relationships with young people.
- 3 The Government should devolve the funding and powers needed to **create localised youth strategies** in collaboration with young people themselves. These should clearly define the local minimum level of youth services young people can expect. This would make a real commitment to 'levelling up' across all areas of England and Wales.
- 4 The Government should make a long-term commitment to **Violence Reduction Units**, ensuring all Police and Crime Commissioners can play a role in supporting youth diversionary activity. These VRUs should be locally-led and able to reflect differing local priorities.
- 5 At a national level, the Government should develop a **workforce strategy** including expectations for the ratio of professional youth workers, trainees and volunteers, and the level of qualification they should hold. We refer Government to the National Youth Agency on this issue, who already set standards on the number of professional qualified youth workers each service should have.. We further support the recommendation of the NYA who state that such a strategy should facilitate the recruitment, training and deployment of 10,000 FTE qualified youth workers, alongside current targets for 20,000 additional police officers.
- 6 The Government, in collaboration with local authorities, frontline services and young people, should create a **Rural Action Plan**, setting out its intention to radically transform the provision of youth services in rural areas, which in some areas is largely non-existent. On this issue we echo the calls of the NYA.

### Looking ahead

I plan to lobby the government on the need to urgently reform the current approach to youth services funding, utilising the findings of the youth services report published in September 2021. The report will be presented at the Labour Party Conference. Plans are also in place to discuss the report with other Northern PCCs to make a case for the wider region.

### PREVENTING ANTI-SOCIAL BEHAVIOUR

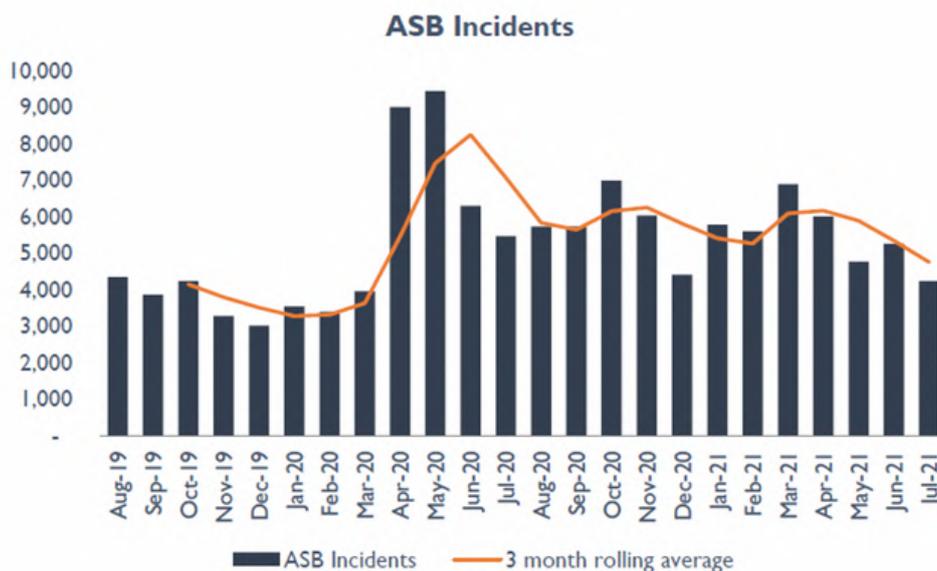
The prevention of anti-social behaviour (ASB) is an important priority for the Force. ASB is one of the most frequently reported issues to the police and Public Insight surveys tell us that 22% of people surveyed perceive ASB as a 'very or fairly big problem in their neighbourhood.' Working with partners to identify and address the causal factors, reduce incidents and support victims is a key function of Neighbourhood Policing Teams across the Force.

## Current Force position

The COVID-19 pandemic resulted in a very different profile of ASB over the last 16 months than normally experienced. Following the introduction of the Health Protection Regulations to tackle the COVID-19 pandemic there was an immediate increase in ASB incidents due to a national decision to record all reports of alleged breaches of the COVID-19 regulations as ASB. Between April 2020 and April 2021 there was a 44% increase in ASB incidents within the Northumbria police areas. All forces have experienced similar increases across England and Wales. Analysis conducted shows that of the 44%, 32% can be directly attributed to reports of breach of COVID-19 regulations. The remainder of the increase (approximately 3,500 reports) did not relate to breach of COVID-19 regulations.

The nature of COVID-related ASB required a different operational response than non-COVID ASB. The large majority of COVID-related ASB reported was behaviour by adults rather than children, for example holding house parties in breach of COVID regulations. The Force response was to implement appropriate and proportionate enforcement of COVID regulations with the approach adjusting in response to fluctuations in infection rates and changes to the regulations in force. Operations were conducted in conjunction with partner agencies to address specific issues, as outlined below.

The primary measure of success in relation to enforcement of COVID regulations is whether public support for and compliance with the regulations was maintained. Indicators of success are that public confidence that Northumbria police provide a good service increased during the pandemic to 82% (the highest in England and Wales) and public surveys showed a consistently high level of support for enforcement of the regulations with 54% reported fully supporting the Force approach and 30% stated we should take tougher action. The proportion of the public perceiving ASB as a problem in their neighbourhood increased from 20% pre-pandemic to 22% during restrictions but has returned to 20% since restrictions ended.



As restrictions began to ease in the spring there has been a reduction in COVID-19 related ASB incidents. Between 1 April 2021 and 31 July 2021, ASB reports have reduced by 33% (around 10,000 fewer incidents compared to the same period in 2020). It is anticipated that reporting levels will return to pre-pandemic levels.

Overall, the perceptions of ASB being a problem in the local area has remained consistent at around 20% of those surveyed over the last two years. Satisfaction of victims of ASB with the overall experience of how their incident has been dealt with have also remained consistent, with satisfaction for the 12 months to July 2021 at 79%.



## Update on work undertaken

A wide range of problem-solving activity is undertaken to address ASB across the force.

### ASB Awareness Week

In July 2021, the Force participated in ASB awareness week, focused on partnership work and perceptions of ASB. Over the course of the week, Area Commands focused on local problems within communities using a range of operational activities, including:

- Joint visits at ASB-related areas or properties with partners in the local authority areas to address issues with residents
- Increased patrols and engagement with young people through school breakfast clubs and youth centres.
- Operations relating to specific issues, such as marine traffic and student related ASB.

### Motorcycle-related ASB

Operations are ongoing across the Force to address motorcycle related ASB which increased during the first few months of the pandemic particularly in South Tyneside and Sunderland. All areas have now returned to pre-pandemic levels of motorcycle related incidents and taking of motor vehicles without consent reduced 26% across the Force in 2020/21.



## CASE STUDY: OPERATION VITA

Operation Vita in Wallsend was launched in January 2020 and has achieved a 47% reduction in youth related ASB in the Wallsend and Howden wards. The police operation is part of a multi-agency approach with North Tyneside Council (NTC) and other partner agencies to address issues in some of the most deprived communities in those areas. The project treats violence and ASB as a public health issue and is funded by Public Health England and the Violence Reduction Unit. The focus is to have a positive impact on primary

prevention and early intervention through joint outreach working between the police and early help services, community protection teams, housing, drug and alcohol service and youth workers to divert young people away from ASB and violence and into alternative community activities. Funding has also supported creation of a multi-agency hub at Wallsend Customer First Centre) which offers a range of services and amenities to the local community including NTC Customer Services, Citizens Advice Bureau, Care and Connect, Community Café, Wallsend Drug and Alcohol Unit.

Police Neighbourhood Officers deploy alongside partner agency staff both on the street and at a drop in centre for young people to conduct fully joined up engagement and intervention. On average 60 young people a week are engaged with and 65 have been referred for Early Help support. Future planned development includes accommodation of locality social workers.

This is one of three national projects the Local Government Association has identified as models of best practice and has been shortlisted for a national award for the project around 'best collaborative working'.

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## PREVENTING RURAL CRIME

### Update on work undertaken

#### Rural Policing Strategy & Rural Crime Team

The Force has recently developed a new Rural Policing strategy which states their commitment to understanding and tackling crime issues that impact on our rural communities, for example high value thefts of farming equipment and livestock or harm to wildlife.

Over 12 months ago the Force established a dedicated Rural Crime Team (RCT) to provide a Force wide response to the issues affecting rural communities and target rural crime offenders from within and outside the Force area. An important function within the team is the coordination of intelligence, both internally within the Force, but also externally with partners and regional forces.

There are a number of rural crime issues currently affecting communities locally, as well as nationally. Theft of agricultural satellite navigation systems often from unlocked and unattended vehicles throughout the country is a significant issue. The North East has experienced few thefts; however, the Forces working closely with the National Vehicle Crime Intelligence Service (NVCIS) to address this issue and there has been considerable work undertaken by forces to target offenders.

Based on engagement and the recent rural crime survey, under-reporting of crime and incidents continues to remain an issue. The RCT and rural Neighbourhood Policing Teams continue to promote and encourage reporting of incidents to raise the importance of reporting matters while also sharing crime prevention advice. Engagement links with local communities and partners are well established and recent engagement activity includes:

- Operation Acorn is in place to tackle issues affecting rural communities with Northumberland Council, the National Park, Forestry Commission and councillors; chaired by a rural Neighbourhood Inspector.
- Farm Watch remains an essential tool to engage with local communities.
- Engagement and liaison continues with Cumbria Constabulary and Police Scotland with a number of joint engagement events being held with both at Border Towns, Gilsland and Alston.

Operational activity through the RCT has included the following:

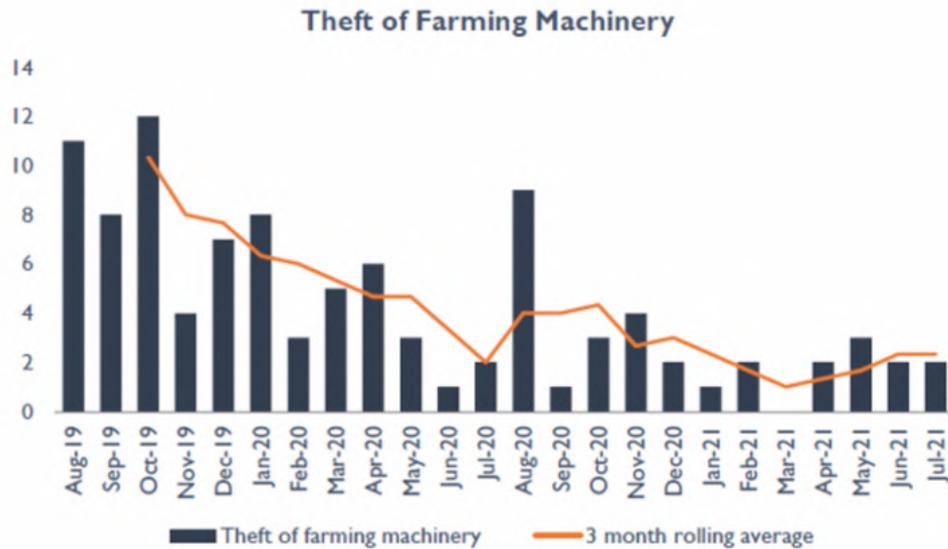
- Operation Checkpoint utilising Rural Crime Volunteers continues to be well supported. Recent results have increased people's enthusiasm to be involved.
- A recent high risk missing from home individual was found as a direct result of a game keeper in Northumberland being told of the incident as part of our Farm Watch network. During his rounds he found the individual in a car, having taken an overdose. This example has been promoted to demonstrate the value of the rural network and volunteers.
- Operation Branta (conspiracy to steal large plant machinery) is an ongoing investigation linked to OCG involvement.
- Regular information sharing under Operation Hawkeye continues between Durham, Cumbria and Police Scotland via regular meetings, events outlined above and newsletters and bulletins. Hawkeye is becoming more well-known and recent enquires from Devon and Cornwall has resulted in this being shared as best practice.

## Automatic Number Plate Recognition

Over the last two years there has been a significant investment in Automatic Number Plate Recognition (ANPR) cameras in the area covered by Northern Area Command, with an increase from one camera to over 30 cameras. This investment has had a significant impact on investigations, as well as leading to several high-risk missing persons being found sooner by having resources focused in the right location. The external funding that made this possible is being explored further to improve the infrastructure and extending to further rural areas.

## Current Force position

The Force's proactive approach is proving effective in preventing thefts of farming machinery, which has reduced since August 2019. While theft of livestock has slightly reduced overall, there are significant fluctuations in the number of incidents. In the 12 months to July 2021 there were 22 thefts of farm machinery compared to 68 for the previous 12 months.



## Looking ahead

### Poaching offences

The Rural Crime Team has plans in place to proactively prevent the increase in poaching offences that is historically experienced in the autumn and winter. This will be a rural priority for the next four to six months, with good use of the rural network of volunteers and Farm Watch, as well as the use of Criminal Protection Notices.

### Community Engagement

The Force is aware, through engagement activity, that there is significant under-reporting of some rural crimes. A rural crime residents' survey was completed in December 2020 as part of Operation Hawkeye and will be repeated in December 2021 to ascertain perceptions and concerns of rural communities. Farm Watch and email alerts are the main source of information and engagement activity has identified concerns regarding under-reporting of some incidents. This is an area for development and the opportunity to use the new Community Messaging system the Force is currently procuring to improve engagement and encourage reporting is being explored.

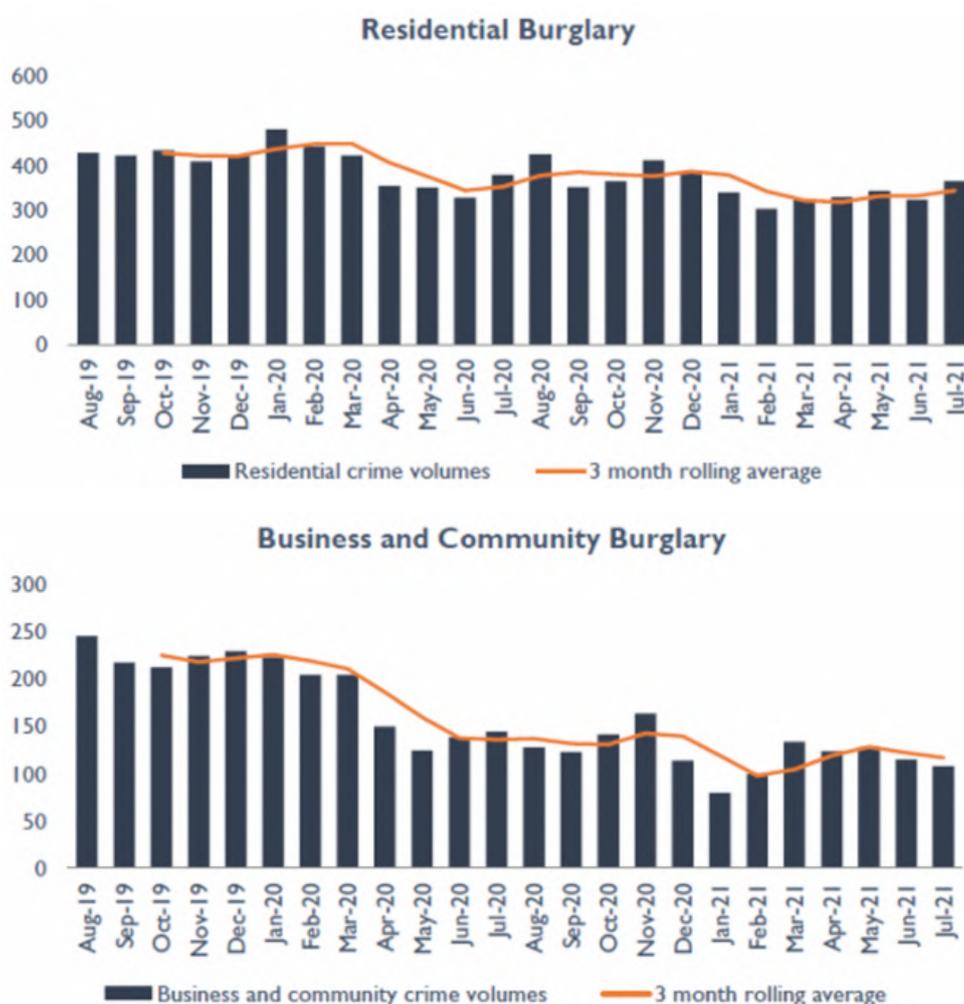


## PREVENTING BURGLARY

### Current Force position

I am very aware that burglary, particularly of residential premises, can have a high impact on victims and the public's sense of safety. In recent years we have seen sustained success in reducing burglary offences and prosecuting offenders.

The total number of burglaries has reduced by 20% over the last year; residential burglaries reduced by 12% (608 fewer offences), business and community burglaries reduced by 37% (865 fewer offences). Nationally, both residential and business and community crime rates have decreased over the same period. The Force remains below the national average for the number of offences per capita.



Burglary resolved rates have remained consistent for the 12 months to July 21 compared to the previous 12 months period; 12% total burglary, 11% residential burglary 15% business and community burglary. Nationally, the Force is ranked 2nd highest for residential burglary resolved rate and 4th highest for business and community burglary.

## Update on work undertaken

### Burglary Suppression Group

The Force has a dedicated Burglary Suppression Group which holds regular meetings at both local and Force level to identify patterns in offending and discuss trends and enforcement options.

### Supporting victims

Recognising the impact that burglary has on victims and on public confidence and in order to ensure victims feel supported, the Force has a team of officers who re-visit victims of burglary to provide progress updates regarding their investigation, crime prevention advice and signpost to victim services when required.

### High Impact Crime teams

The High Impact Crime teams based in each area command are key to the force's success in investigating offences. These teams of experienced investigators focus on linked burglary offences and other linked acquisitive crime offences. This enables the development of expertise and intelligence sharing to identify offenders and groups operating in the Force area and target their activity.

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## PREVENTING BUSINESS CRIME

## Update on work undertaken

Force operations to tackle cyber-crime and fraud were reported in the recent Fighting Crime report. The following section describes preventative activity to improve awareness and security measures across the business community in order to make the Northumbria area a hostile environment for such criminals to operate in. The following initiatives and activities were implemented in the recent period to support businesses to prevent crimes.

### Police Cyber Alarm

The Police Cyber Alarm was launched in August 2020. Since its launch 93 North East businesses have registered for the service; 42 of which are businesses within the Northumbria Police area. Promotional material has been sent out to local authorities, Local Resilience Forums (LRFs) and business contacts throughout the region. It is anticipated that these numbers will rise steadily over the coming months.

### National Cyber Security Centre and Project FORTITUDE

Northumbria Police's Cyber Protect and Prepare Officer are currently taking part in a National Cyber Security Centre (NCSC) pilot which aims to develop an on-line cyber incident reporting platform specifically for businesses. Launched in February

2021, there are approximately 60 private and public organisations taking part.

## Regional Website

In March 2021, the North East Cyber Protect Network (NECPN), which includes Northumbria protect officers, launched a new regional website which provides nationally approved, specialist advice on cyber-crime for businesses, communities and individuals. All engagement activity is advertised on the website along with the services available to businesses in the North East provided by the Force's protect officers.

## Shodan

Working in partnership with Internet and Managed Service Providers to proactively inform and raise awareness of cyber security vulnerabilities, Northumbria is utilising Shodan (a search engine for internet connected devices) to search for IP addresses geo-located within the three North East police Force boundaries that potentially have a specific and identified vulnerability. The people and/or organisation responsible for the IP address are then informed via a notification report. This tool was utilised when the recent Microsoft Exchange Server vulnerability was disclosed. Shodan was programmed to search specifically for that vulnerability, allowing those businesses identified as having that vulnerability to be prioritised. A total of 70 businesses were identified and contacted, with positive engagement from 50.

## Vulnerability Assessments

Since January 2021, the Force has conducted 24 vulnerability assessments on business networks based in the North East. A total of 223 vulnerabilities were detected, three of which were classified as critical risk. Since the service was first launched in June 2018, 92 vulnerability assessments have been conducted, with a total of 675 vulnerabilities detected; five of which were classified as critical risk. The Force's Cyber Protect and Prepare Officer lead on this project and are in the process of training Protect Officers in Durham Constabulary and Cleveland Police so they are also able to carry out the scans and collate the reports for their local businesses.

### Training for businesses

Since March 2021, 12 webinars have been delivered covering different aspects of NCSC guidance, such as Mitigating Malware, Ransomware Attacks and Cyber Security Toolkit for Boards. In September 2021, a further four webinars will be delivered on Phishing. A total of 250 businesses have attended these webinars to-date.



## TACKLING AND PREVENTING EXTREMIST ACTIVITY

### Current Force position

Northumbria Police tackles extremist activity through Prevent, which forms part of the four P's (Prepare, Prevent, Protect and Pursue) of CONTEST, the Counter Terrorism Strategy. Prevent is a government-led programme which aims to

safeguard vulnerable people from being drawn into terrorism. There is a multi-agency approach, with police working alongside statutory partners and communities to support those at risk from all forms of extremism. Northumbria Police has a key role in making initial assessments and coordinating between different organisations that might be involved. This collaborative approach to tackling terrorism seeks to reduce risk to all the communities.

Northumbria Police manage Prevent across three strands:

1. Identify: covers partnership work to identify and refer both those vulnerable to being drawn into terrorism and those who pose a radicalisation risk to others.
2. Safeguard: the Force work collaboratively to safeguard and divert those vulnerable to radicalisation or being drawn into terrorism.
3. Manage Risk: the Force work with partners, to assess, manage and disrupt those individuals who pose a CT or extremism risk and those who seek to radicalise the vulnerable.

Prevent activity has been maintained effectively during COVID-19, following the implementation of revised working practices which accord with Government, Northumbria Police and PHE guidance. All indications are that Prevent in Northumbria has, and will continue to deliver, business as usual. Referral levels have returned to normal or higher than normal levels when compared to the same period in previous years.

Region	Prevent Referrals		Discussed at a Channel Panel		Adopted as a Channel Case	
	Total	Per million population	Total	Per million population	Total	Per million population
North East	938	114.8	169	20.7	85	10.4
North West	887	120.8	261	35.6	147	20.0
East Midlands	604	124.9	146	30.2	53	11.0
West Midlands	776	130.8	141	23.8	84	14.2
East	594	95.3	244	39.1	70	11.2
London	907	101.2	221	24.7	142	15.8
South East	867	94.4	144	15.7	72	7.8
South West	440	78.2	75	13.3	28	5.0
Wales	274	86.9	23	7.3	16	5.1
<b>Total England &amp; Wales</b>	<b>6,287</b>	<b>105.8</b>	<b>1,424</b>	<b>24.0</b>	<b>697</b>	<b>11.7</b>

## Update on work undertaken

### Awareness campaign

The National ACT (Action Counters Terrorism) awareness campaign has been rolled out across Northumbria. ACT is delivered at strategic, corporate and operational levels and the new e-learning package has now been cascaded to thousands of businesses, statutory and third sector partners across the county.

### National Prevent Referral Form pilot

The National Prevent Referral Form and process have been developed and are now being piloted in a number of local authority areas, including Newcastle. The pilot ran throughout 2020 and an evaluation is now underway. The likely outcome is that a single national referral form will be sent directly by referrers to CTP and Local Authority safeguarding hubs simultaneously.

### Identifying and supporting those with vulnerabilities

Mental-ill health and disabilities, for example Autistic Spectrum Disorder, continue to feature as a significant vulnerability factor in radicalisation and increase the risks of individuals carrying out lone actor (henceforth to be known as Self-Initiated Terrorists) attacks particularly. The Northern Vulnerability Support Hub approach has continued to operate remotely with specialist mental health professionals advising on interventions and securing additional mental health services as required.



## REDUCING REOFFENDING

In the Police and Crime Plan I committed to:

- Working with probation and other services to promote changes which are known to reduce reoffending such as opportunities around employment, training and education.
- Develop and implement a strategy on reducing reoffending which understands and addresses factors which can lead to criminal behaviour including mental health and substance misuse.
- Supporting organisations seeking to help people out of gangs and the cycle of crime.

## Update on work undertaken

Not only does the VRU focus on preventing crime, as set out in the previous section, but work is ongoing to reduce reoffending across the Force area. The following interventions have been very successful in reducing reoffending:

## Out of Court Disposals - Conditional Cautions

Evidence suggests that many victims of low-level crime do not want the offender to go to court, what they do want is for something to happen which will prevent the offence happening again. To reduce re-offending, we need to tackle the root cause of crime, we need educational rehabilitative interventions aimed at changing the way offenders think and behave and we need these to be available as soon as possible after the offending has occurred. The Conditional Caution process is designed to improve victim satisfaction, rehabilitate the offender, change their behaviour, reduce reoffending and realise efficiencies. By reducing re-offending, we hope to get 'up stream' of demand, there are also efficiencies to be achieved in saving police time as well as wider savings for the CJS and a whole through early intervention and preventative policing.

The success of the VRU-established commissioned pathways is evidenced in the high compliance and low reoffending rates of the people who have received intervention from the Women's pathway and the 'V-Aware' programme:

- 83% compliance rate for women's pathway,
- 72% compliance rate for V-Aware
- 83% of women who complied with the pathway did not re offend
- 86% of those who complied with the V Aware programme did not re offend

## Employment Pathway

I recently backed a new scheme to prevent crime which will see dedicated employment support handed to those trying to turn their back on criminality. Newly released prisoners are supported back into full time employment to reduce reoffending across Northumbria.

Employment upon an individual's release is one of the biggest contributors in reducing re-offending as it provides them with much needed stability and keeps them from returning to familiar paths of criminality.

The scheme was set up as Government data shows nearly half of prison leavers re-offend. Newcastle based The Recruitment Junction, will work alongside my Violence Reduction Unit, with an aim to provide support for up to 150 individuals in the first year with the expectation that 50% will secure employment in that period.

Securing employment upon release is not only crucial to reducing reoffending, but also to reducing the £15 billion cost of reoffending that falls to taxpayers.

I made a commitment to reduce reoffending, and this is exactly what my Violence Reduction Unit and The Recruitment Junction are doing. Providing newly released prisoners with support into full time employment not only benefits the individual but their family, community and the wider public, with the aim of preventing crime in our region.

The Recruitment Junction work with an individual to support them in anything from writing a CV, to preparing a disclosure note, sourcing clothes for an interview and helping with transport – all of which are vital to the process of securing employment.

This is a local solution to a much bigger problem and the success of The Recruitment Junction's employment support so far speaks volumes in reducing re-offending. We will continue to work locally to provide support for individuals to enable them to make positive decisions for the future.

### ▶ 18-25 Vulnerable Males Pathway

As part of the VRU Year 3 interventions, NE Youth are providing a key worker and advocacy service to vulnerable males aged 18-25 who receive a conditional caution, in community venues across Northumbria. Participants who receive a conditional caution will complete a face to face assessment and motivational intervention session within 28 days of their conditional caution being imposed. Following an empowering initial assessment NE Youth will increase confidence and self-esteem, provide a transition into more structured training and/or employment opportunities and provide appropriate and meaningful diversion from offending behaviour. NE Youth will seek to engage participants whose offending is not at a serious level and who may be effectively diverted from further offending. Vulnerable males will be supported using approaches which are sensitive and trauma-informed.

### ▶ YOLO

Established in 2017, the YOLO project works with children and young people aged 8-14 who are, or are likely to become involved in serious violence, gang related offending or knife related crime. The project focusses on early intervention and seeks to use preventative methodology to reduce an escalation in offending and positively influence those on the periphery of more serious offending, prior to them entering the Criminal Justice System.

Year 3 of VRU funding created an opportunity to reshape the delivery of the YOLO programme. Building on a solid foundation we created a 16-week programme that guides children and young people through a structured programme which addresses behaviour change, encourages engagement with support and seeks to improve lives. The programme now consists of 3 phases:

- Intervention - individuals complete 4 mandatory sessions from 9 that are available. Each session is designed to facilitate a discussion between the mentor and the individual to explore attitudes, beliefs and ideologies around factors that increase the risk of them becoming involved in serious violence and knife crime.
- Consolidation - the individual is monitored, reassessed and supported into making life changes that will have an impact on behaviour and mental health. It is during this stage we expect to see attendance at school becoming more consistent, less intelligence being received by the police in relation to the individual, and the individual self-reporting that they have improved feelings linked to safety, emotional wellbeing, increased family resilience and better engagement with peers and other services.
- Transition – young people are exited from YOLO into services that can continue to provide support and guidance to further the work completed by the foundations.

### Key successes in 2021/22:

- 150 young people received mentorship, support and interventions from the Newcastle United Foundation and the Foundation of Light.
- An 87% reduction in young people coming to the attention of the police
- An 80% increase in school attendance for those engaged.
- 62 families have accessed the YOLO programme, with 34% reporting an increase in their resilience.



### CASE STUDY: YOLO PROJECT

YOLO is creating change in not only the young person's life but also other members of the immediate family. The case study below highlights the impact YOLO has.

"The young person on the YOLO programme came from a family with an extensive history of serious offending and violence. Following assessment, the mentor quickly established that the academic ability of the young person was well below their age and they were unable to read and write. Alongside the mandatory interventions the mentor has underpinned all sessions with reading and writing tasks in order to increase the young person's learning age.

Over time they have also started to undertake some practical tasks and life skills such as baking and cooking in order to give the young person a well-rounded experience within the programme. The mentor also features as a key part of the family's child protection plan and has received positive feedback from the social worker regarding the work undertaken with the young person and the outcomes that have been achieved.

The young person has been participating in diversionary activities, including attending a Newcastle United Foundation soccer week during the Easter holidays where they won 'star of the week' for constantly helping other participants, being a team player and always being polite to members of staff.

As the young person was unable to read and write they were extremely vulnerable to exploitation and becoming involved in criminal activity. With the help of their mentor these risks are now significantly reduced, there has been no further intelligence linking the young person to issues within the community.

The young person's mum said "If my son can be helped anyone's can as I never thought anything was ever going to get better and these sessions really do help kids".

### Integrated Offender Management (IOM)

IOM is an approach to manage the most prolific offenders in the community. It has been around for some time and particularly involves close working between Probation and Police who adopt a 'carrot and stick' approach which seeks to intervene and support offenders to access services to address the causes of their crimes and should they fail to engage, a tactical approach to disrupt opportunities for them to offend and arrest for any further crime or possible recall to prison for noncompliance and increase in risk.

The PCC, as Chair of the LCJB, has a responsibility to ensure that partners are engaging in this work and are implementing the recent National Refresh of IOM issued by the Home Office. Part of this refresh is clarification that the primary cohort (Fixed Cohort) should be made up of the most active offenders committing neighbourhood type crime. This work is being overseen by the LCJB Prevention and Rehabilitation Sub Group which reports to the LCJB at each quarterly meeting. IOM has its own meeting structure which includes a Northumbria wide Strategic Group and local IOM Delivery Groups in each Area Command.

## ROADS POLICING

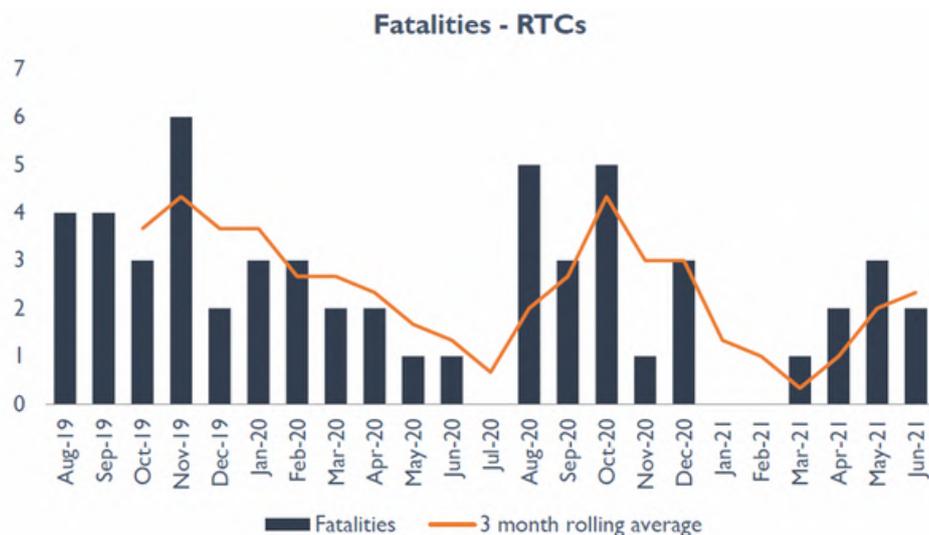
In the Police and Crime Plan I committed to:

- Reduce harm on the roads and promote safer driving.
- Develop fresh educational campaigns and carry out targeted enforcement.
- Send speed camera vans out in the areas where local residents have asked for them; there is intelligence to suggest they will make a difference.
- Keep promoting the message that roads are a shared space for all users
- Ensure action will be taken against those who endanger other road users and pedestrians

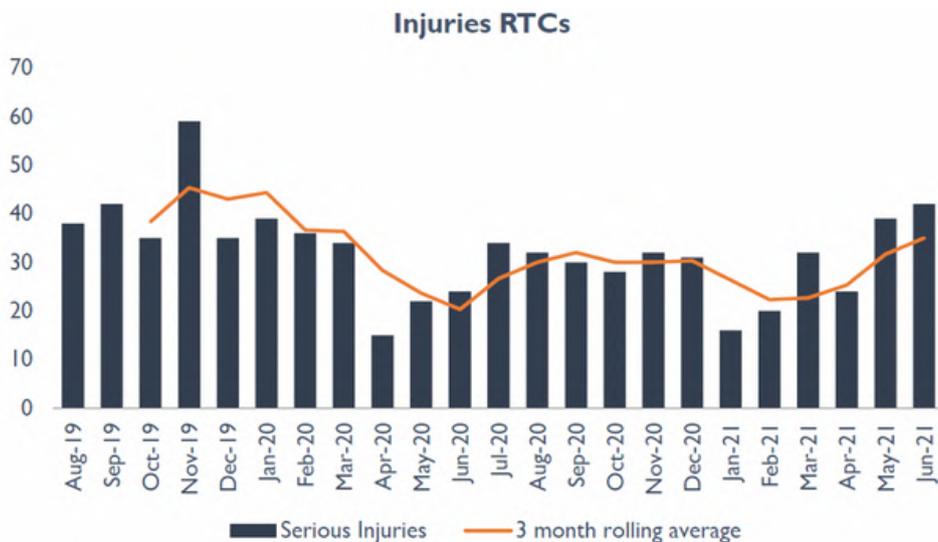
### Current Force position

The impact of road traffic collisions (RTCs) can be devastating to those involved and their families. The Force is committed to improving road safety and targeting offenders who drive dangerously or use vehicles to carry out criminal offences. During the pandemic there has been significant change in the profile of road use. During lockdown there was a large decrease in all travel. Since restrictions ended road traffic has returned to normal levels and we are seeing increased use of bicycles, E-Scooters and E-bikes.

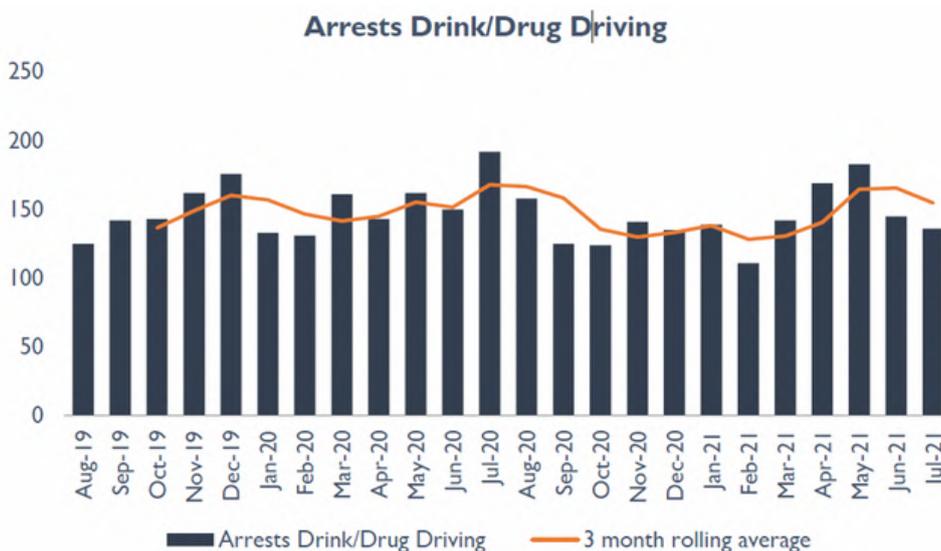
Nationally, the number of collisions resulting in fatalities has remained broadly stable since 2015. Northumbria Police reflects this national picture. Since August 2019, the same picture has continued, with a noticeable reduction of fatalities during the national COVID-19 lockdown.



Nationally, the number of serious injury collisions is broadly increasing. The Northumbria Police area reflects the national trend. Injury road traffic collisions have returned to pre-COVID figures over the last three months. During lockdown fewer vehicles on the road resulted in fewer collisions overall. The level of home working has slowed the return to pre-pandemic numbers.



Drivers are breath tested following police attendance at any collision or if the officer suspects the driver to be under the influence. A reduction in traffic volumes during national lockdowns in addition to greater levels of homeworking has led to an overall reduction in the total number of tests. The reduction of tests is in-line with the national trend. The percentage of drivers providing a positive test or failing to provide a sample remains stable with a rate of around 19%. The national trend data shows the number of tests refused or failed as a percentage has increased from 11% to 17%.



## Update on work undertaken

### Digital campaigns

Recent digital campaigns have been focussed on the safety of two wheeled road users. Support from within the riding community, for example well respected celebrity riders (Isle of Man TT winner) has been used to engage with motor bike users, particularly hard to reach groups. Further investment into the Motor Patrols teams is also planned to continue to support Force and regional crime and road safety operations.

### Staffing

Motor Patrols teams provide 24/7 cover across the Force area and undertake the investigation of all fatal and serious injury RTCs. All are carried out under the direction of a specially trained lead investigator, managing a multi skilled team supported by experts from our Collision Investigation Unit. Officers are trained as part of the PIP (Professionalising Investigation Programme) required as part of our investment in our officers' investigative skills. In order to further support the delivery of this key area the number trained Family Liaison Officers (FLOs) has been increased to support the bereaved, as well as the number of Trauma Risk Management (TRiM) trained staff to support those officers involved in the investigations.

### Operation Dragoon

The Motor Patrols unit have since 2014 conducted Operation Dragoon. This is a proactive team within Motor Patrols focused on high risk drivers, for example driving while disqualified, and criminals who use vehicles to commit offences, such as drug supply or burglary. The unit is an effective proactive asset who receive intelligence-led taskings and use road traffic powers to disrupt such offending.

### Commercial vehicles

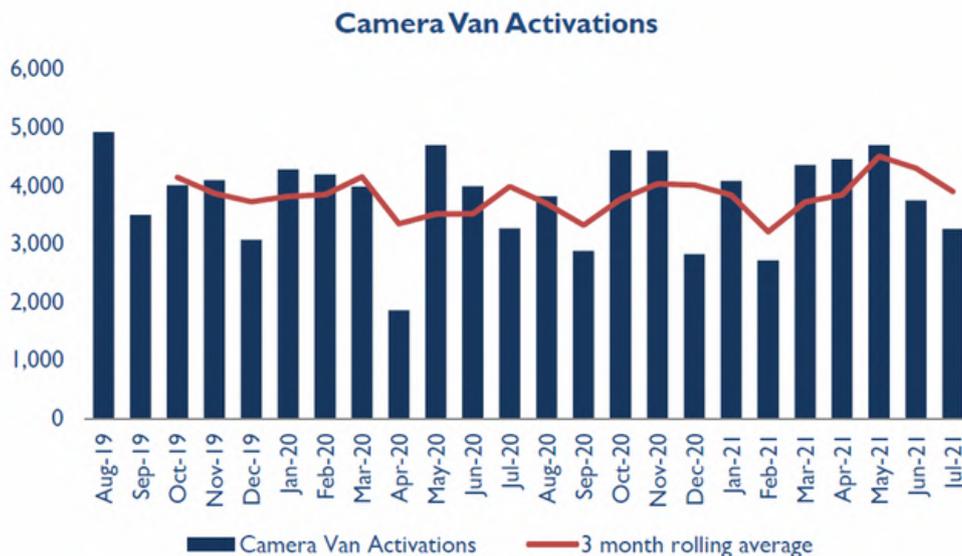
Over the last 12 months the Force has trained officers to deal with commercial vehicles on our road network. Our trained officers now conduct roadside commercial vehicle examinations, as well as checks on the type and security of loads being carried. This plays a large part in tackling the safety of all road users with the focus being to prevent serious and fatal road collisions.

### Dashcam submissions

The increased availability and use of dashcams in vehicles provides an excellent evidential resource to address unsafe driving and other road traffic related offending. Northumbria Police accept dashcam submissions direct from the public to be reviewed by a dedicated team of experienced staff who assess the footage for any potential offences. Submissions have risen from 126 in January 2021 to 542 in August 2021. During this period 1,340 drivers were identified for incidents involving two wheeled road users with 940 being prosecuted. Our Motor Patrols officers work closely with officers who review dashcam submissions from the public with incidents that pose a significant risk to the public being allocated to a Motor Patrol or Dragoon officer for immediate action.

## Camera vans

Our Road Safety unit operates camera vans across our region with the ability to capture speeding and other offences. The Force has changed the way they deploy our camera vans after consulting with the public and partners. This new style of deployment (Operation Modero) was introduced in 2020 in partnership with all six local authorities. It allows the Force to provide a prompt response to emerging trends and local complaints, particularly in residential areas. Working on public reports of concern and closely with our neighbourhood teams we deploy our vans to address emerging road issues with a “you said, we did” social media approach.



The number of camera van activations fluctuate in-line with COVID-19 lockdown and restrictions. During this period Operation Modero allowed vans to be posted to more urban locations in response to community concerns rather than driven by collision data. These sites often resulted in positive local feedback, but limited enforcement work due to high levels of speed compliance.

## Handheld camera devices

Northumbria Police Roads Policing resources continue to provide specialist training to Neighbourhood Policing Teams in relation to new handheld camera device technology. This has widened the force’s capability to address local low level speeding issues in a timely manner using local resources.

# PRIORITY 2

## NEIGHBOURHOOD POLICING



# NEIGHBOURHOOD POLICING

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

In the Police and Crime Plan I committed to:

- Protecting frontline policing and giving the Force the resources to deter, detect and deal with criminals.
- Committing to investing in and supporting neighbourhood policing teams.
- Engage with communities to build relationships and to provide safety advice, education and guidance in particular to young people, vulnerable people and marginalised communities and I will ensure information is always provided in a way which ensures all can access it.

## Update on work undertaken

### Neighbourhood Policing Strategy

In December 2020 the Force commenced a new Neighbourhood Strategy which provides your dedicated Neighbourhood Policing Teams with clear objectives. The Neighbourhood Strategy has a strong emphasis on intelligence-based prevention of crime and ASB. In February 2021 a new Harm Reduction and Communities Team was created to oversee Force wide delivery of neighbourhood, external engagement and serious violence strategies. This team provide strategic leadership and guidance to Neighbourhood Policing Teams and Community Engagement Teams, developing policy and processes, and providing expert support and leadership on crime prevention, problem solving, engagement, and early intervention.

### Training

Northumbria Police developed and delivered a multi-agency training package on problem solving methodologies to all Neighbourhood officers and staff and 50 key partner agency staff from the six local authorities and private housing companies. The package was designed to improve skills, share good practice and improve collaborative working. At the request of the Home Office the Force approach to developing bespoke problem solving plans to address serious violence hotspots has been shared nationally as best practice.

### Neighbourhood policing profile

This year the Force developed a new standardised Neighbourhood profile report to be maintained by each of the Neighbourhood teams across the Force. These detailed reports describe the sector, provide demographic data to inform engagement activity, identify key local partners, identify current priority issues in relation to crime and ASB and summarise plans to address these issues. These reports are available to all officers and staff as a Force intelligence resource. A new

approach to providing, accessing and using performance data provides Neighbourhood teams with current data on crime and ASB trends to inform operational activity.

## Partnership working

A key strand of the Force's Neighbourhood Strategy is to identify the highest priority areas for crime and ASB and work jointly with partners to tackle this by understanding and addressing the causal factors. In recent years the Force has worked with partners to develop projects in key locations, including:

- The Beacon Lough project in Gateshead where the NPT are co-located with key partners
- Operation Vienna in Gateshead, where the Force work closely with the Local Authority to address crime and vulnerability issues linked to housing
- The Byker Young People's Partnership, which is a network of organisations working with and supporting young people.

Over the past year the Force have worked with partners to establish two new long-term projects in Wallsend (Operation Vita) and Southwick (SARA project), where officers are co-located with partner agencies embedded in communities and working with local residents. Both projects are showing significant early success. Other operations led by Neighbourhood policing teams include Operation Momentum in Ashington, which has achieved considerable success in disrupting Organised Crime Groups (OCGs) involved in drug supply and violence.

## External Engagement Strategy

This year the Force has developed and introduced a new external Engagement Strategy which aligns to the Force strategic priorities and directs the Force's approach to engagement with our communities. The Harm Reduction & Communities Team leads on delivery through a monthly external engagement group incorporating the Chief Inspector Communities leads and Community Engagement Teams for each area command, Force Communications and Engagement Team, Diversity, Equality and Inclusion and Positive Action leads. This group consider the three months ahead and coordinates engagement activity across the force. Area commands work to an external engagement calendar with set engagement priority areas to be delivered throughout the year. This ensures focused tasking and consistency of messaging and delivery across the Force.

## Looking ahead

### Vulnerable repeat victims

The Force has engaged with the six local authorities and the Office of the Police and Crime Commissioner to develop a joint approach to Case Reviews to enhance our service to vulnerable repeat victims and provide them with an easily accessible and transparent route to ensure a thorough review of our response to persistent ASB issues.

## Community Messaging System

New neighbourhood profiles, which are in place force-wide, provide a considerably enhanced intelligence picture of our diverse communities, thereby informing local engagement activity. Nevertheless, demographic information remains very reliant on often dated census information. The Force is currently exploring acquisition of a new Community Messaging system which allows members of the community to register and thereafter receive alerts, notifications and messaging direct from the Force. The system under consideration will improve communication, but also the understanding of the issues affecting specific communities.

# PREVENTING CRIME



# NORTHUMBRIA POLICE AND CRIME PLAN

## CORE PERFORMANCE DATA

### FIGHTING CRIME

#### RECORDED CRIME

##### Performance Headlines

Total crime has reduced by 6%, with a reduction on the majority of crime categories. There has been an increasing trend in total recorded crime since lockdown eased in March 2021. However, levels of recorded crime in June and July are lower than those for the same period in 2019.

Cyber/online offending has been significantly above 2019 levels throughout the COVID-19 period; however, there has been a recent downward trend since lockdown measures eased.

Hate crime has increased year on year. An increase in race (+315 crimes) and homophobic (+181 crimes) accounts for the majority of the increase for the current 12 month period.

	12 months to July 2020	12 months to July 2021	% change
Total crime (Panel KPI)	138,180	130,157	-16%



## ASB - INCIDENTS

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
<p>There has been a 13% (+7,615) increase in ASB related incidents in the 12 months to July 2021 compared to the previous 12 month period. The majority of this increase is due to COVID-19 related ASB (+5,918 incidents), whilst ASB (excluding COVID) has increased by +1,697 incidents (+4%).</p> <p>26% of ASB incidents in the current period are COVID-19 related.</p> <p>16% of ASB is youth related in this 12 month period compared to 17% in the previous period.</p>	Anti-social behaviour incidents (Panel KPI)	59,959	67,574

### Recorded Levels of Anti-Social Behaviour Incidents

Month	Recorded Levels	3 month rolling average
Aug-19	4,200	4,200
Sep-19	3,800	4,000
Oct-19	4,000	4,000
Nov-19	3,200	3,800
Dec-19	2,800	3,500
Jan-20	3,200	3,500
Feb-20	3,200	3,500
Mar-20	3,800	3,500
Apr-20	8,800	6,500
May-20	9,200	7,500
Jun-20	6,200	8,200
Jul-20	5,200	7,500
Aug-20	5,500	6,000
Sep-20	5,200	5,800
Oct-20	6,800	6,000
Nov-20	5,800	6,200
Dec-20	4,200	6,000
Jan-21	5,500	5,800
Feb-21	5,200	5,500
Mar-21	6,800	5,800
Apr-21	5,800	6,000
May-21	4,800	5,800
Jun-21	5,200	5,500
Jul-21	4,200	5,000

## ASB - SATISFACTION

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
<p>79% of ASB victims feel satisfied with their service as a whole. Whole experience satisfaction has remained stable over time.</p>	Whole experience (Panel KPI)	79%	79%

### Anti Social Behaviour Satisfaction

Month	Actions Taken	Follow Up	Whole Experience
Aug-19	78%	57%	78%
Sep-19	79%	58%	78%
Oct-19	80%	62%	78%
Nov-19	80%	63%	78%
Dec-19	80%	64%	78%
Jan-20	81%	65%	78%
Feb-20	81%	65%	78%
Mar-20	80%	64%	78%
Apr-20	81%	64%	78%
May-20	81%	65%	78%
Jun-20	84%	68%	78%
Jul-20	84%	69%	78%
Aug-20	83%	68%	78%
Sep-20	83%	68%	78%
Oct-20	83%	68%	78%
Nov-20	83%	68%	78%
Dec-20	83%	67%	78%
Jan-21	83%	67%	78%
Feb-21	83%	68%	78%
Mar-21	81%	65%	78%
Apr-21	80%	64%	78%
May-21	79%	63%	78%
Jun-21	78%	62%	78%
Jul-21	78%	61%	78%

## POLICE RESPONSE TIMES GRADE 1 URBAN

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021	Standard																																																		
<p>There has been a significant increase in grade 1 incidents in the last three months. The number of incidents has increased by 29% (+ 4,497 incidents) compared to the same period in 2020 and +47% (+6,370 incidents) compared to the same period in 2019.</p> <p>There has been a small reduction in the percentage of incidents attended on time for grade 1 urban incidents in the 12 months to July 2021. The 90th percentile time of 15 minutes has remained the same.</p>	Attendance rate for priority 1 incidents-urban (Panel KPI)	91% 15 mins	90% 15mins	15 minutes																																																		
<p><b>% Attended within standard - Grade 1 Incidents (Urban)</b></p> <table border="1"> <caption>Data for % Attended within standard - Grade 1 Incidents (Urban)</caption> <thead> <tr> <th>Month</th> <th>Attendance Rate (%)</th> </tr> </thead> <tbody> <tr><td>Aug-19</td><td>88</td></tr> <tr><td>Sep-19</td><td>88</td></tr> <tr><td>Oct-19</td><td>89</td></tr> <tr><td>Nov-19</td><td>89</td></tr> <tr><td>Dec-19</td><td>89</td></tr> <tr><td>Jan-20</td><td>89</td></tr> <tr><td>Feb-20</td><td>89</td></tr> <tr><td>Mar-20</td><td>89</td></tr> <tr><td>Apr-20</td><td>92</td></tr> <tr><td>May-20</td><td>95</td></tr> <tr><td>Jun-20</td><td>92</td></tr> <tr><td>Jul-20</td><td>92</td></tr> <tr><td>Aug-20</td><td>91</td></tr> <tr><td>Sep-20</td><td>90</td></tr> <tr><td>Oct-20</td><td>90</td></tr> <tr><td>Nov-20</td><td>89</td></tr> <tr><td>Dec-20</td><td>89</td></tr> <tr><td>Jan-21</td><td>89</td></tr> <tr><td>Feb-21</td><td>89</td></tr> <tr><td>Mar-21</td><td>89</td></tr> <tr><td>Apr-21</td><td>89</td></tr> <tr><td>May-21</td><td>88</td></tr> <tr><td>Jun-21</td><td>85</td></tr> <tr><td>Jul-21</td><td>80</td></tr> </tbody> </table>					Month	Attendance Rate (%)	Aug-19	88	Sep-19	88	Oct-19	89	Nov-19	89	Dec-19	89	Jan-20	89	Feb-20	89	Mar-20	89	Apr-20	92	May-20	95	Jun-20	92	Jul-20	92	Aug-20	91	Sep-20	90	Oct-20	90	Nov-20	89	Dec-20	89	Jan-21	89	Feb-21	89	Mar-21	89	Apr-21	89	May-21	88	Jun-21	85	Jul-21	80
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## GRADE 1 RURAL

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021	Standard																																																		
<p>Improvement in the 90th percentile for grade 1 rural incidents, improving by 1 minute compared to the previous 12 months.</p> <p>As previously stated, the reduction in July is primarily due to the introduction of the new command and control system and officers and staff taking time to become proficient in the use of the system.</p>	Attendance rate for priority 1 incidents-rural (Panel KPI)	76% 27 mins	75% 26 mins	20 minutes																																																		
<p><b>% Attended with standard - Grade 1 Incidents (Rural)</b></p> <table border="1"> <caption>Data for % Attended with standard - Grade 1 Incidents (Rural)</caption> <thead> <tr> <th>Month</th> <th>Attendance Rate (%)</th> </tr> </thead> <tbody> <tr><td>Aug-19</td><td>68</td></tr> <tr><td>Sep-19</td><td>75</td></tr> <tr><td>Oct-19</td><td>72</td></tr> <tr><td>Nov-19</td><td>75</td></tr> <tr><td>Dec-19</td><td>80</td></tr> <tr><td>Jan-20</td><td>70</td></tr> <tr><td>Feb-20</td><td>75</td></tr> <tr><td>Mar-20</td><td>73</td></tr> <tr><td>Apr-20</td><td>82</td></tr> <tr><td>May-20</td><td>85</td></tr> <tr><td>Jun-20</td><td>78</td></tr> <tr><td>Jul-20</td><td>75</td></tr> <tr><td>Aug-20</td><td>75</td></tr> <tr><td>Sep-20</td><td>75</td></tr> <tr><td>Oct-20</td><td>75</td></tr> <tr><td>Nov-20</td><td>72</td></tr> <tr><td>Dec-20</td><td>72</td></tr> <tr><td>Jan-21</td><td>75</td></tr> <tr><td>Feb-21</td><td>73</td></tr> <tr><td>Mar-21</td><td>78</td></tr> <tr><td>Apr-21</td><td>80</td></tr> <tr><td>May-21</td><td>78</td></tr> <tr><td>Jun-21</td><td>75</td></tr> <tr><td>Jul-21</td><td>63</td></tr> </tbody> </table>					Month	Attendance Rate (%)	Aug-19	68	Sep-19	75	Oct-19	72	Nov-19	75	Dec-19	80	Jan-20	70	Feb-20	75	Mar-20	73	Apr-20	82	May-20	85	Jun-20	78	Jul-20	75	Aug-20	75	Sep-20	75	Oct-20	75	Nov-20	72	Dec-20	72	Jan-21	75	Feb-21	73	Mar-21	78	Apr-21	80	May-21	78	Jun-21	75	Jul-21	63
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## ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
<p>For the 12 months to July 2021 the number of calls remained at a similar level compared to the previous 12 months. However, more recently call demand has increased, with 934 calls per day in July 2021 compared to 721 in July 2020 and 789 in July 2019.</p> <p>SmartContact, a new system replacing the existing command and control functionality, was introduced on the 29th June 2021. With the introduction of a new system there is a period of time for staff to become familiar and proficient in its use. As a result, call handling times were longer during July 2021.</p> <p>The percentage of 999 calls answered within call handling standards has reduced to 84% for the 12 months to July 2021. The percentage of calls answered within call handling standard for July 2021 was 54%.</p>	<p>% of 999 emergency calls answered within call handling standards</p> <p>86% 9 seconds</p> <p><b>84%</b> <b>13 seconds</b></p> <p><b>Calls answered within standard</b></p>		

## 101 NON-EMERGENCY CALLS

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021	Standard
<p>For the 12 months to July 2021, 92% of 101 non-emergency calls were answered (91% in the previous 12 months), with 70% answered within the call handling standard of 1 minute.</p> <p>The average answer time in the last 12 months for 101 non-emergency calls is above the 1 minute threshold (1 minute 28 seconds).</p> <p>Due to increases in 999 demand in July 2021, call handling profiles were prioritised for the emergency calls leading to extended call answer times for non-emergency contact.</p> <p>The percentage of 101 NE calls answered in July 2021 was 51%, with 19% answered within the 1 minute call handling standard.</p>	<p>% of 101 non-emergency calls answered within call handling standards</p> <p>70% 67 seconds</p> <p><b>70%</b> <b>88 seconds</b></p> <p><b>60 seconds</b></p> <p><b>Calls answered within standard</b></p>			

# PREVENTING CRIME

## FIRST TIME ENTRANT INTO CRIMINAL JUSTICE SYSTEM

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
There has been a reduction in the number of first time entrants to the criminal justice system.	Monitor the number of first time entrants to the criminal justice system	2,704	2,043

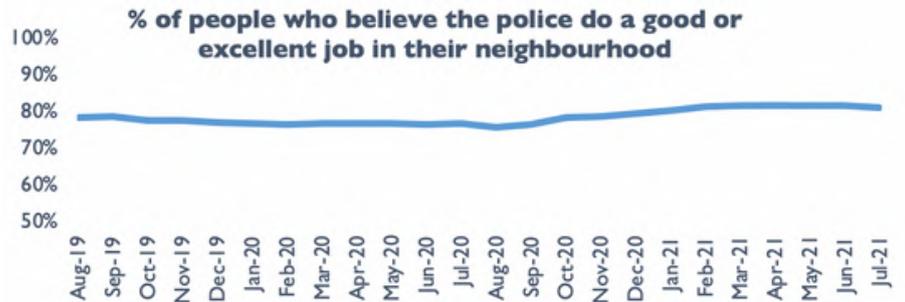
## OPCC VIOLENCE REDUCTION UNIT

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021	% change
<p>The number of serious violence offences has increased over the last three months. There was an average of 59 per day for May to July 2021 compared to an average of 53 per day in the same period for the two years prior to COVID-19 (May to July 2019 and 2018).</p> <p>Knife enabled serious violence was 4.6% of the total serious violence offences in the 12 months to July 2021, compared to 4.4% for the previous period.</p>	Serious violence offences (Panel KPI)	17,938	18,191	+1%
	Knife enabled serious violence (Panel KPI)	793	840	+6%
	Homicides (Panel KPI)	14	9	-36%*
	Hospital admissions (under 25s for assault with a sharp object) (Panel KPI)	84	87 (to Jan '21)	N/A
*Please note this percentage change is against very low volumes.				

# IMPROVING LIVES

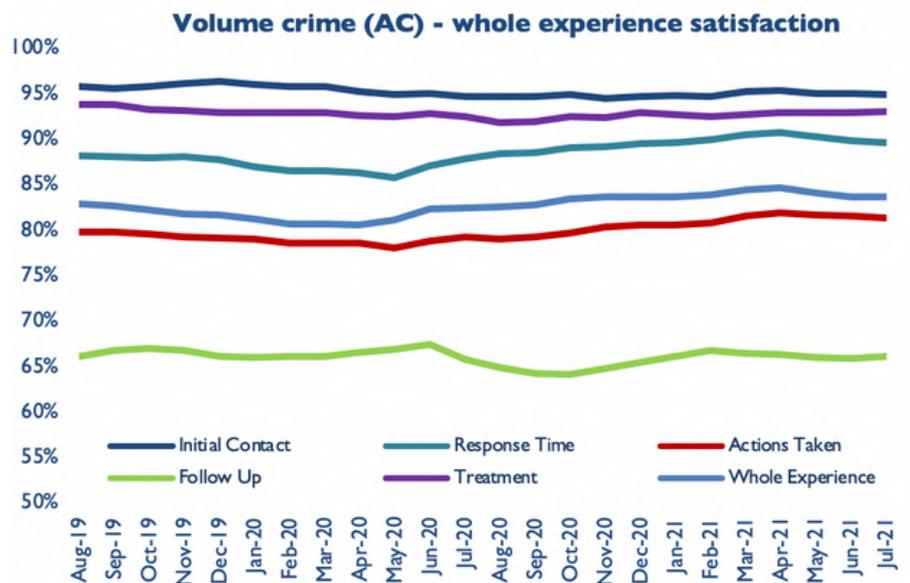
## PUBLIC PERCEPTION

Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
<ul style="list-style-type: none"> <li>There is a statistically significant increase in the percentage of residents who feel police do a good or excellent job in their neighbourhood.</li> <li>Residents reference positive experiences with the police such as receiving a quick response time, good communication and issues being resolved quickly as reasons for rating the police service as good or excellent.</li> </ul>	Percentage of people who think the police do a good or excellent job in their neighbourhood (Panel KPI)	77%	81%
<ul style="list-style-type: none"> <li>Other positive feedback centres on perceptions that police 'do what they can' with the resources and funding available.</li> </ul>			

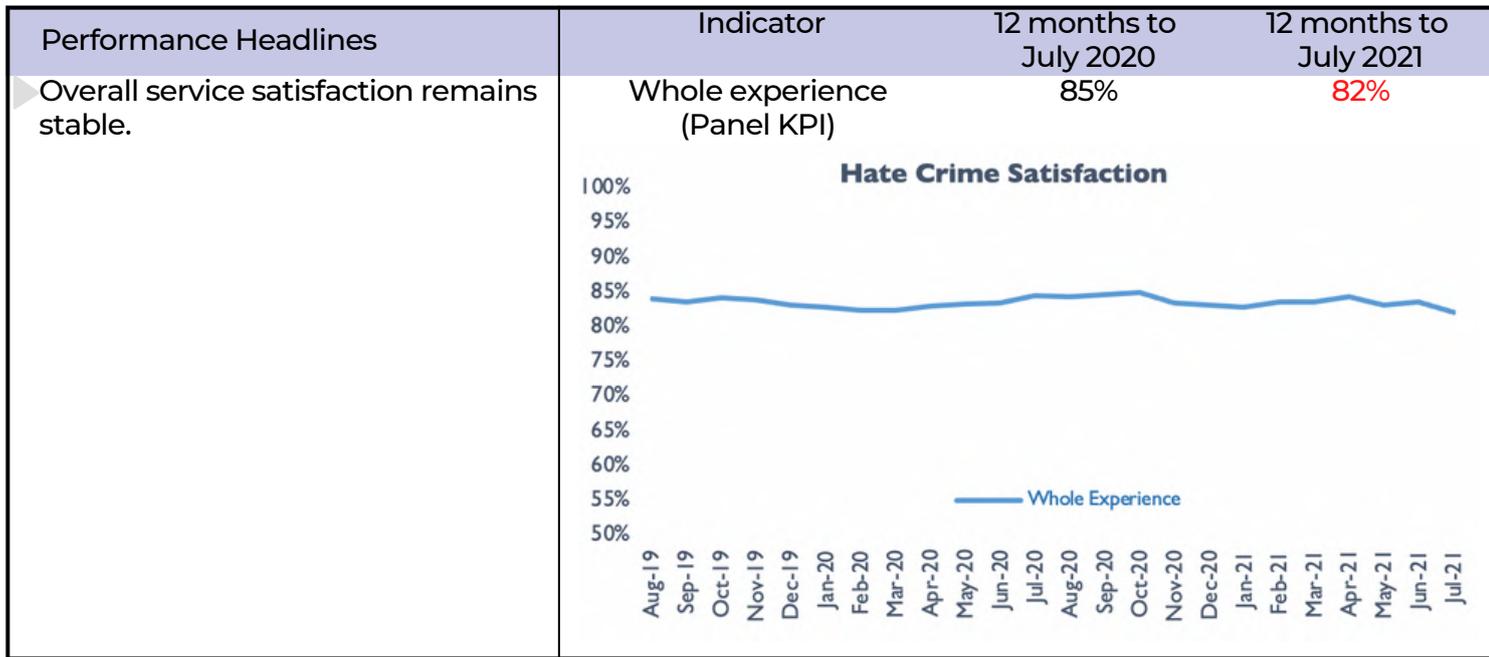


## SATISFACTION - VOLUME CRIME

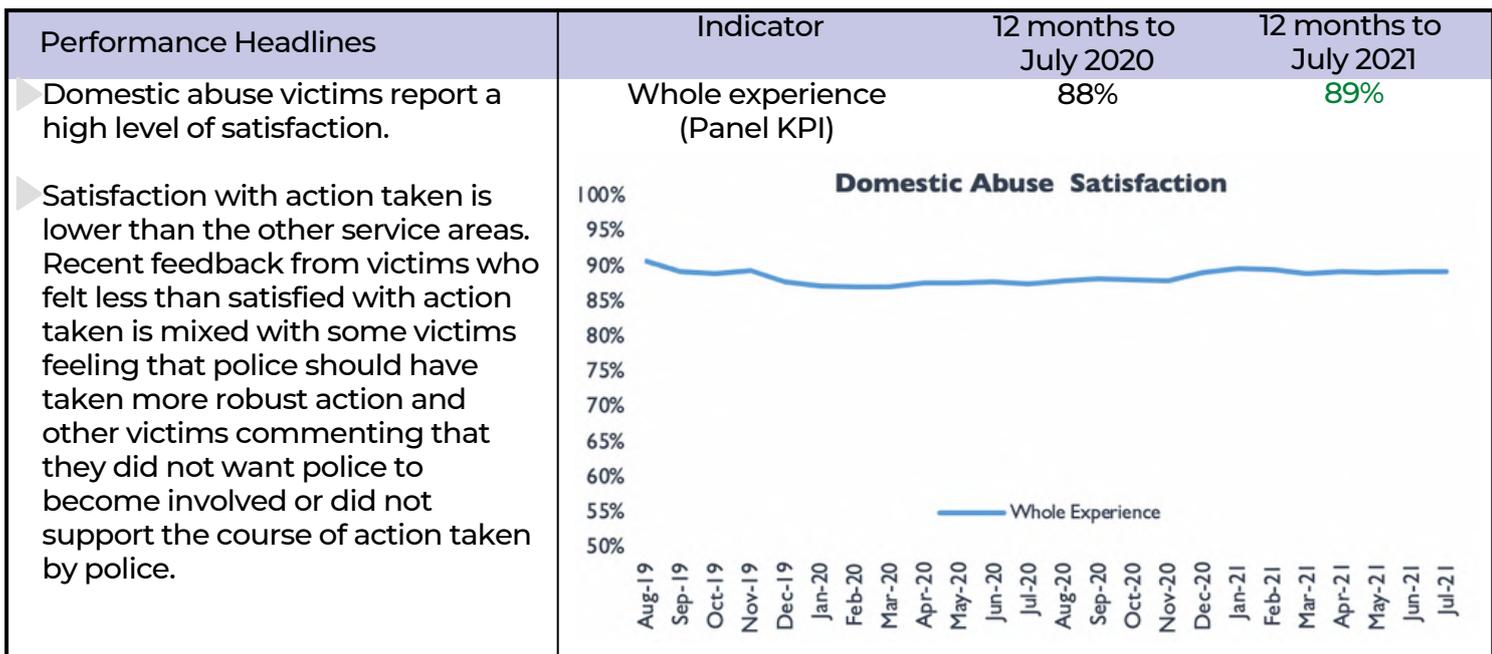
Performance Headlines	Indicator	12 months to July 2020	12 months to July 2021
<ul style="list-style-type: none"> <li>There are no statistically significant changes in satisfaction across the key aspects of service.</li> <li>84% of volume crime victims are satisfied with their service as a whole.</li> <li>The percentage of service users who feel 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 to access information about their report.</li> </ul>	Whole experience (Panel KPI)	83%	84%



## SATISFACTION - HATE CRIME



## SATISFACTION - DOMESTIC ABUSE



# DELIVERY OF THE POLICE & CRIME PLAN: PREVENTING CRIME OCTOBER 2021

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