



DELIVERY OF THE POLICE & CRIME PLAN: FIGHTING CRIME PANEL REPORT

MARCH 2023



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FROM THE PCC

The staff and officers of Northumbria Police work hard every day to keep our region safe and proactively fight crime. Since my last Fighting Crime report I have visited officers across the force and seen first-hand the dedication to the job that exists at every level in Northumbria Police.

But the officers working to keep us safe, and the staff supporting them, are doing so under incredible pressure. Demand is increasing, while resources are rationed by the Government. Data presented in this report shows that December 2022 saw 13% more emergency calls made across Northumberland, Tyne and Wear, compared to 2021, and 52% more compared to the pre-pandemic December in 2019. Figures also show that 999 calls last year rose by 9% in contrast to the previous year.

While more people call on the force for help, the funding available to the police diminishes. Last year I asked the Government to provide extra police funding to offset the cost of inflation and pay increases in forces across the country. The Home Office turned down this plea. In Northumbria alone we need to find an extra £11m in savings as a result.

These pressures compound the longterm impact of Government austerity on Northumbria Police. Since 2010, the force has lost more than 1,100 officers and £148m in budget reductions.

In 2019 the Government announced a national police recruitment programme. While some forces have been allowed to recruit to record levels, in Northumbria the Government only provided funding for around 615. Our region is still owed 485 new officers.

Ahead of this report, I set out my commitment to frontline policing and standing by our neighbourhoods. Of the limited number of new officers joining the force, I have promised that 134 will be deployed to neighbourhood policing. While there are difficult decisions to come, both myself and Northumbria Police are standing by our communities.

These are challenging times for policing, but I am proud to oversee on behalf of the public a police force that is dedicated to maintaining our record as a safe place to live and work.

**Yours,
Kim**

FIGHTING CRIME PRIORITIES

Priority 1: Reducing crime

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

- Giving the force the tools to do the job
- Tackling crime
- The illegal drugs trade
- Reducing burglary
- Business crime
- Rural crime
- Responding to the needs of the public
- Online crime
- 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:

- Changing behaviours
- Holding police and partners to account
- Community trigger
- Youth services



FIGHTING CRIME PRIORITY 1: REDUCING CRIME

1. GIVING THE FORCE THE TOOLS TO DO THE JOB

In my Police and Crime Plan, I committed to:

- Ensure Northumbria Police has a solid financial footing from which to plan and respond to public safety demands.
- Authorise budgets which will ensure that over the course of this plan every police officer will have access to taser training if required, ensuring those who protect us are kept safe and those who threaten our safety face well-equipped officers.
- Reverse the impacts of austerity when it comes to officer numbers. I am committed to going above and beyond Government recruitment targets, including for example replacing departing and retiring officers.

Update on work undertaken

- **Medium Term Financial Strategy:** Panel members will be presented with the MTFs in the March Police & Crime Panel meeting. The strategy sets out how Northumbria Police will be funded to meet the day-to-day needs of our region.
- **Taser training:** Training remains in place as an ongoing force requirement for existing officers and new recruits.

2. TACKLING CRIME

Whether it is a small number of people making a neighbourhood unhappy with anti-social behaviour or the organised crime gangs that infuriate our sense of justice, crime has no place in our region. This Police and Crime Plan commits the police to tackling crime, using all available resource to reduce crime and to stand by our communities for the greater good.

REDUCING SERIOUS VIOLENCE

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.

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:

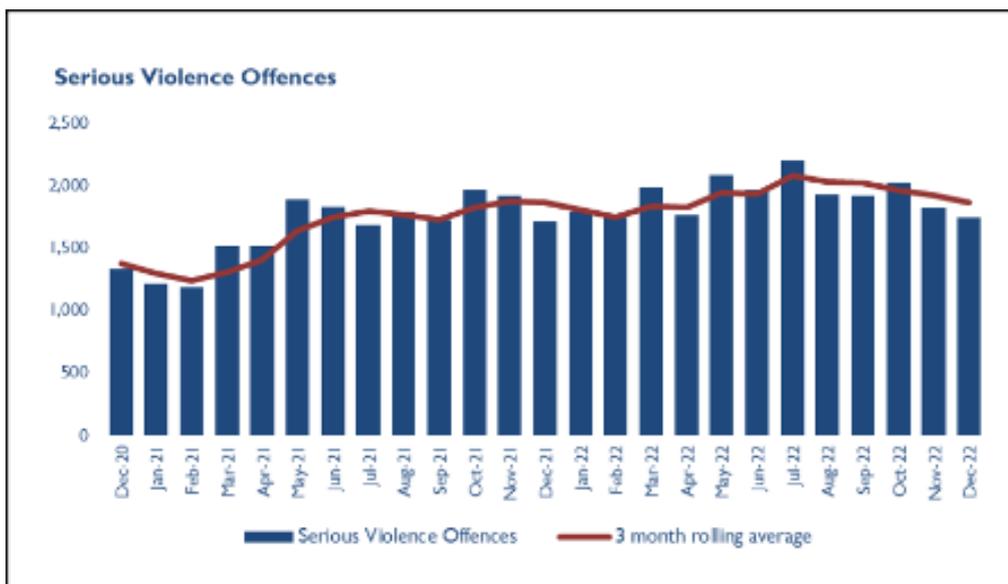
- Reduce knife enabled serious violence
- Reduce hospital admissions for knife related serious violence
- Reduce homicides



Current position:

Indicator	12 months to Dec 19	12 months to Dec 21	12 months to Dec 22	% change
Serious violence offences	18,709	19,862	22,892	+15%
Knife enabled serious violence	800	882	991	+12%
Homicides	N/A	10	18	+80%
Hospital admissions (under 25s for assault with a sharp object)	N/A	30 (to Sep 21)	30 (to Sep 22)	-

- **Levels of Serious Violence** increased by 15% (3,029 offences) in the 12-months to 31st December 2022, compared to levels in 2021.
 - A third of offences were domestic-related, 1,756 offences.
 - Following peaks in May, July and October 2022, in Q3 levels of serious violence declined by 7.7% compared to Q2, and to the lowest levels during the FYTD. The only exception was offences of rape which remained at the same levels seen in Q2.
 - For serious violent crime, the force is placed 35th nationally for the 12 months to November 2022.
- **Knife-enabled serious violence** accounted for 4% of the total serious violence offences in the 12 months to December 2022, consistent with the previous period.
- **Offences of assault with injury with a sharp object** increased by 16 offences to the same levels seen in Q1. However there have been reductions in the number of possession offences, both knives and other offensive weapons, reducing by 6.8% and 16.8% respectively.
- **Homicides** have remained at the same levels seen in Q2 with 6 offences, domestic homicides decreased by 2 offences although non-domestic increased by 2 offences.
- **Hospital admissions for assaults and assaults with a sharp object** both declined during April-September in comparison to the same previous 6-month periods.
- **The top hotspot areas** in the 12-months to 31st December 2022 are historically the top hotspot areas due links to the NTE, Newcastle City Centre, South Shields, and Sunderland City Centre.
 - Newcastle City Centre continues to feature as the top hotspot area, with four of the top 5 locations during Q3.
 - Offences in Newcastle City Centre accounted for 11.3% (627) of all serious violence offences during Q3.



Update on work undertaken by the force

- Strategy:** The force continues to deliver against its Serious Violence & Homicide Strategy supported by the Violence Reduction Unit (VRU), with internal governance arrangements strengthened through the development of a Serious Violence and Serious Acquisitive Crime Board chaired by T/ACC (Communities) and supported by ACCs for Crime and Safeguarding and Force Coordination. The Board will monitor and drive activity against 4P plans and is supported by a serious violence threat group which monitors performance, threats and risks whilst ensuring problem solving and targeted activity is taking place to tackle violent crime.
- Funding:** Funding for the force’s GRIP Hotspot Programme has been confirmed for the next 3 years until end of March 2025 and incorporates visible patrols and problem-solving activity within serious violence hotspots. The force has 24 hotspot areas with an additional two covering Newcastle and Sunderland city centres.

Update on work undertaken by the Violence Reduction Unit (VRU)

Community Alternative to Short Prison Sentences (CASPS):

- Of the 31 active cases during Q3 2022/23 there was 2 revocations and 3 successful terminations (i.e., suitable for an exit strategy).
- There were 12 referrals which were taken onto the caseload, these referrals came from Newcastle & Tynedale Magistrates Court (7), and from South Tyneside MC (5).
- During the quarter notable outcomes include:
 - 31 individuals accessing service with a tailored support plan
 - 3 individuals with safer peer networks (lifestyles & self-care)
 - 3 people developing and maintaining skills and resources to support desistance factors.
 - 3 people reporting improved family relationships/community ties/stake in society.
 - 3 people reporting increased confidence in ability to desist from offending
 - 2 people reporting improved emotional wellbeing.
- Below is a breakdown of those individuals on CASPS:
 - 24 of the 31 on the caseload are male.
 - 28 are aged 25 years and above.
 - 11 reporting needs and risk factors including mental ill-health and drug or alcohol use.
 - Partial postcodes for individuals including multiple NE6, SR6, SR4.

Case Study: CASPS

MC was referred to CASPS and has attended most of his CASPS appointments which have taken place both at the Probation Office and at NERAF (North East Recovery from Addiction Foundation) in a community setting. He has engaged really well and has been supported by a range of professionals due to his additional learning needs.

He has been supported to access services from NERAF, the Recovery College for residents of Sunderland with mental health problems, Andy's Man Group a peer-to-peer support group, and the Beacon of Light (a community hub in Sunderland providing sports, education, events etc.), all of which have contributed to an improvement in his self-esteem, confidence, ability to manage, and has not reoffended.

He has improved in all areas from his STAR Assessments.

Out of Court Disposals (Women's Pathway, and 18-25 Men's Pathway):

- The OOCDD pathways continue to engage individuals who enter the criminal justice system and divert them away.
- During Q3 a total of 98 referrals were made. Of those referrals 70 individuals were taken onto the caseload of one of the three OOCDD pathways.
- 44 of those did not return to custody/offending since accessing the intervention, demonstrating the immediate impact of these pathways.

Women's Pathway –

- During Q3 there have been 60 individuals referred to the Women's Pathway, with 45 taken onto the caseload.
- There were 45 assessments during this quarter, ensuring the women involved were diverted away from the criminal justice system and received the support they required. From the assessments carried out 7 women are still receiving ongoing support from our service.
- Of the caseload, 24 have accessed onward referral for information/advice and guidance including the brief intervention, and accessed ongoing services.

18-25 male pathway –

- The 18-25 Male pathway received 28 referrals during Q3, with 20 taken onto the caseload and attended their appointments. There were also 8 males exiting the pathway during Q3.
- The young males have been opening up about other issues affecting their lives and asking for support.

Case Study: OOCB 18-25 Pathway

CC was referred to this pathway, and during his assessment he explained what happened on the day he got in to trouble. He had been out to watch the match and had been drinking, there was an altercation with another individual and they ended up having words, the other person swung at him first so reacted by hitting back, I asked him if he reacted the way he did because he had been drinking he replied not really as he probably would of done the same with or without alcohol if someone swung at him.

We spoke about him controlling his temper and if this is something he needs or would like support with which he replied no we also spoke about the consequences of what can happen and the effects it can have on all involved.

CC then opened up and admitted he needs help and support to stop using cannabis as it is causing day to day life to be a struggle. He is smoking cannabis every day and can't leave the house unless he has made a joint, he is feeling paranoid, he's not sleeping as he think people or the police is going to come through his door. CC said he is not eating properly and gets agitated and angry he is having nightmares about getting stabbed and waking up in pain, he has also admitted when he drinks he takes cocaine. I spoke about getting support from other agencies which he was happy do so but asked if I could do it for him. I have referred him to the Northumberland recovery partnership and also asked him to make an appointment at his doctors to discuss how he's feeling with anxiety.

CC was on benefits and we spoke about him looking for work or doing a course. He was very appreciative for the support, stating it means a lot having someone there to help him.

Education, Training & Employment (ETE) Pathway:

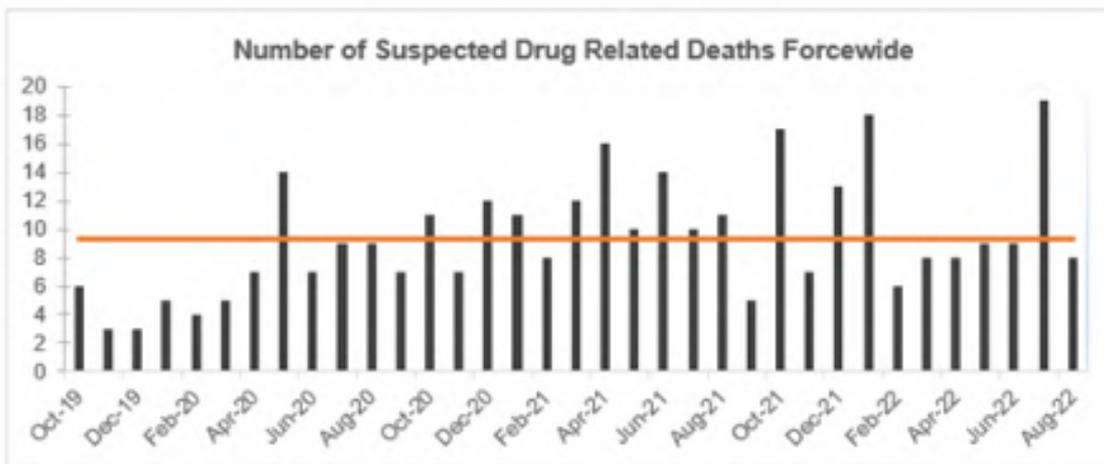
- There were 2 launch events for this new pathway in Q3, delivered to all VRU intervention partners. There has also been a comms release by both VRU and DWP.
- Monitoring and recording systems have been put into place, and assessment tools have been created.
- Regular meetings are in place between VRU/DWP and support for the Employability support co-ordinator.
- Strong links have been established with NPT inspectors and visits to individual teams to promote the pathway are underway.
- 10 referrals have so far been received via the conditional caution pathway and these have resulted in additional support for the individuals referred, with positive outcomes.

3. THE ILLEGAL DRUGS TRADE

Part of the answer to the drugs misery we see on our streets is direct police action: investigating drug dealers, arresting them and taking them to court. But part of the response 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.

Current position:



- The North East of England has had the highest rate of drug misuse deaths of any English region for the last nine consecutive years.
- Northumbria is one of the worst affected areas, both within the region and across the UK, in relation to drugs related deaths (DRDs).
- Between October 2019, when the recording of DRDs began, and August 2022, there have been 328 suspected DRDs within the force area, with an average of 9.4 a month.
- July 2022 saw the highest number of suspected DRDs, totalling 19 across the month.
- In the fiscal year 2020/21 Northumbria recorded 114 suspected drug related deaths compared to 135 in the fiscal year 2021/22, which is an increase of 18.4%.
- The Tackling illegal drug supply has been continually prioritised by the force; this criminality holds many different forms and can range from organised importation of multi-kilos of Class A drugs, industrial scale cannabis farms operated by OCGs from the UK and abroad, to low level street supply of prescription medication.



Northumbria Police executing a drugs warrant during County Lines Intensification Week.

Update on work undertaken

- **Operation Venetic:**
 - Op Venetic continues to facilitate 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. This will have a significant impact in the long term upon those OCGs involved in drug supply and the identification of vulnerable individuals in the community. As of November 2022, a total of 127 suspects have been arrested, 43 of whom have been charged. The rest remain on Police bail or released Under Investigation whilst waiting for a charging decision from the Crown Prosecution Service
- **Operation Substrate:**
 - In July 2022, enforcement activity was undertaken on Operation Substrate which resulted in a significant drugs seizure. The operation, sanctioned via the TCG process and led by SOC Proactive team, resulted in the seizure of 50kg of Cocaine with an estimated street value of 5 million pounds. This recovery matches the quantity of Cocaine seized during Operation Hercules in February of this year. An offender has been convicted and sentenced to 12 years imprisonment.
- **Project Adder:**
 - Project Adder is a targeted project to reduce drug-related offending, drug deaths, drug supply and prevalence and of drug use. Funding for this project is currently secured until March 2025 and there continues to be good progress. The project builds on existing work and looks 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. Activity for the 12 months to November 2022 has included 113 warrants executed, 374 arrests, £367,107 cash seized and an estimated £2,730,300 of drugs seized.

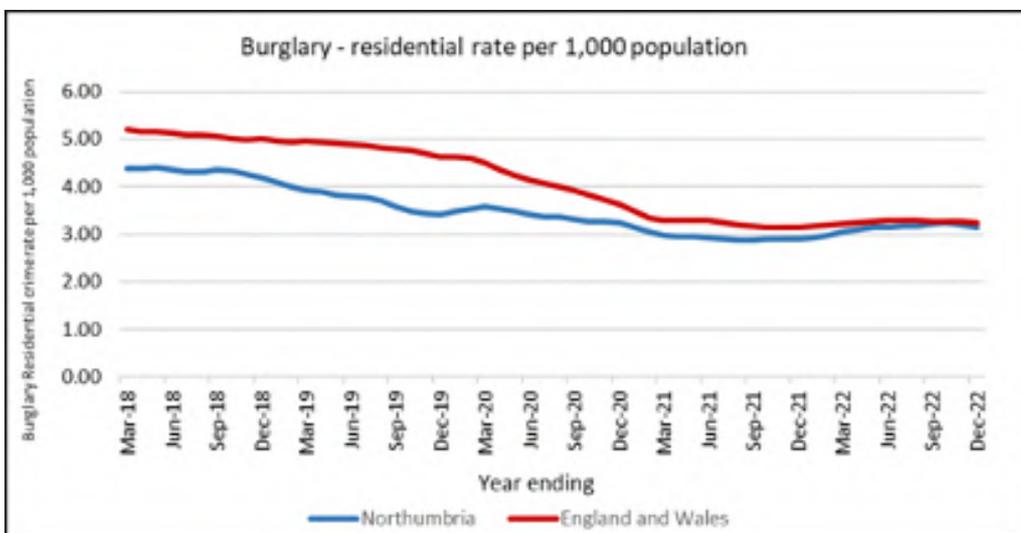
4. REDUCING BURGLARY

Burglary is a crime that often feels deeply personal, and many people taking part in my police and crime plan survey said they wanted to see those who commit this crime brought to justice. I'm proud to be Police Commissioner for a force that has a strong track record in tackling burglary. In the Police & Crime Plan I committed to:

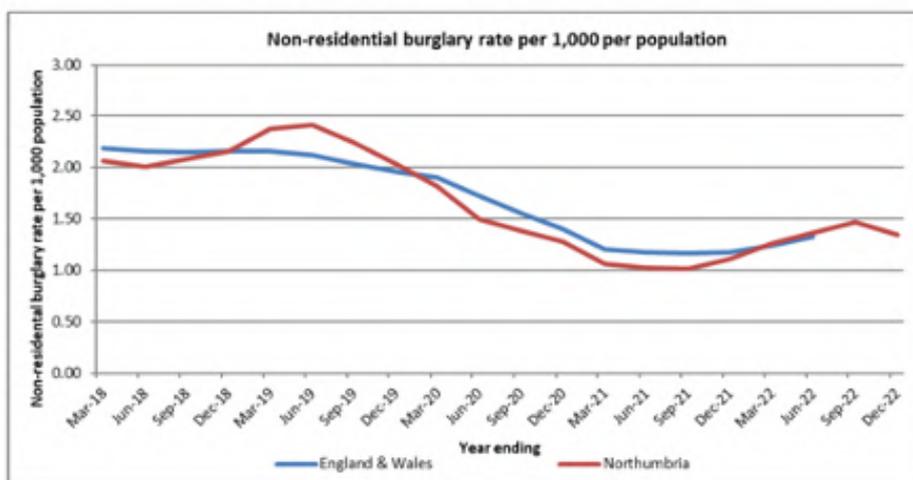
- Regularly publishing burglary data so the public can see that Northumbria continues to have a strong record on tackling burglary.
- Back home safety measures in the most at risk areas to help people feel more secure in their own home.

Current position:

- Northumbria Police has a successful long-term record in tackling burglary. The force recognise the impact that burglary has on victims / public confidence and continue to focus on burglary as a priority crime with a dedicated force lead.
- Over the past year residential burglaries in Northumbria have increased, with the residential burglary rate increasing from 2.90 crimes per 1000 population (year ending December 2021) to 3.16 crimes per 1000 population (year ending December 2022).
- National burglary data is only currently available up until the year ending June 2022. The gap between the national residential burglary crime rate and the Northumbria residential burglary crime rate has reduced over time but as of June 2022 our residential burglary crime rate remains below the national average.



Over the past year non-residential burglary in Northumbria has increased from 1.11 crimes per 1000 population (year ending December 2021) to 1.47 crimes per 1000 population (year ending December 2022). The Northumbria non-residential crime rate tracks the national data up to June 2022.



The national average rate for positive resolution for burglary in 2021/22 was 3.47%. Northumbria was ranked 3rd highest nationally with a positive resolution rate of 6.55%. For the last three years Northumbria Police have featured in the top three forces nationally for burglary outcome rates.



Northumbria Police & PCC on patrol in Elswick, Newcastle.

HMICFRS Inspection Report: 'Finding Time for Crime'

- HMICFRS published their report entitled 'Finding Time for Crime' in August 2022. This followed an inspection of the police response to burglary, robbery and other acquisitive crime.
- HM Chief Inspector of Constabulary suggested the current low positive outcome and charge rates for SAC are unacceptable and unsustainable, with a concerted effort and focus now required, otherwise the public is likely to lose confidence in the force's ability to keep them safe.
- Findings further highlighted that some screening models can overlook the complexity and harm caused by SAC and forces often lack capacity to investigate the right crimes. Too often, some forces have inadequate digital forensic capability and on occasion, insufficient supervision and direction of investigations.
- The report advised that a whole-force approach is required and that the focus on SAC needs to be on crime prevention, repeat offending and problem-solving.

- The publication of HMICFRS report was followed by a letter from the Home Secretary to Police Leaders on 24 September 2022. In summary, the letter requested:
 - Police forces should get back to focussing on the fundamentals of our service delivery. This would include attending every burglary, treating victims as they deserve and providing more responsive and visible policing.
 - Some forces are not treating drugs, criminal damage, ASB and vehicle crime seriously enough and for many crimes, an increase in charge rates should be a priority.
- The force have kept me abreast of their plans to improve through my regular Scrutiny process – some of the work undertaken in response to this report is highlighted below.

Update on work undertaken

- **Strategic planning:**
 - Northumbria Police has a 4P plan for burglary. The force takes a proactive response, seeking to identify and target repeat offenders and organised crime groups involved in this offending.
- **Officer response:**
 - In October 2022, the NPCC committed to attend all home burglaries. Northumbria now sends a police officer to all dwelling house burglaries. All residential burglaries are also now being appropriately referred to the Crime Scene Investigation Unit (CSIU) for immediate forensic triage as Grade 2 incidents.
- **Partnership approach:**
 - There is a partnership approach to reducing Serious Violence and Serious Acquisitive Crime (SAC – burglary, robbery, vehicle crime) with activity managed and delivered through a series of 4P Plans (Prepare, Prevent, Protect and Pursue). This activity will further strengthen the focus in regard to these crime types and reduce the number of victims. The plans reflect Northumbria Police’s vision to be outstanding in the service we provide and to put victims at the heart of our service, and focus on preventative problem solving, targeting of offenders, and crime prevention.



5. BUSINESS CRIME

In the North East we boast a strong, vibrant business community and it's vital we do all we can to protect it. The impact of business crime can be very damaging, particularly to small or medium sized enterprises – losses can ruin them. I'm pleased with how local business owners recognise the importance of working closely with our officers, sharing intelligence and making sure they're taking the right steps to prevent them from being targeted by criminals.

In the Police & Crime Plan I committed to:

- Ensure that Northumbria Police keeps building on its focus on preventing and fighting business crimes such as theft, cybercrime, and fraud.
- Give my full support to schemes and initiatives that help raise awareness and tackle issues in the workplace too, from the continued roll-out of our nationally acclaimed Hate Crime Champions Scheme to lending my support to the Co-op's Respect for Shopworkers campaign.

Update on work undertaken

There have been several initiatives and activities implemented in the recent period to support the force's commitment to reduce crimes against businesses:

- **Police Cyber Alarm (PCA):** Since its launch in August 2020, PCA registration has continued to grow with 153 Member Codes Issued / 66 Active members and 22 Installed Members of Northeast businesses registered for the service. Promotional material is sent out regularly to Local Authorities, Local Resilience Forums (LRFs) and business contacts throughout the region and PCA is continually promoted by North-East Regional Organised Crime Unit (NEROCU) Protect Officers.
- **Regional Cyber Protect, Prepare and Prevent Website (NEROCU):** Launched in March 2021, the website has undergone significant improvements over the last year, with the release of v.2 in April 2022. Updates include the addition of regular cyber security developments, a blog section and additional signposting to relevant online resources. Originally designed by regional and local Cyber Protect and Prevent Officers; the website will soon include information and updates from the Regional Economic Crime Coordination Centre (RECCC) which focuses on financial fraud and economic crime in the North East. The North East Regional Cyber Crime unit (NERCCU) website is updated regularly. All victims of Cyber Crime whether business, organisation or individuals are direct to NERCCU website.
- **Shodan:** Working in partnership with Internet and Managed Service Providers to proactively inform and raise awareness of cyber security vulnerabilities, Northumbria police are 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 and support from Protect Officers is offered. Shodan continues to be used/developed and promoted by Cyber Protect Officers at NEROCU.
- **Vulnerability Assessments:** Since January 2022, the force has conducted 8 vulnerability assessments on business networks based in the North East. No vulnerabilities were detected. The force's Cyber Protect and Prepare Officer leads on this project and have completed training with Protect Officers in Durham Constabulary and Cleveland Police, so they are also able to carry out the scans and collate the report.

- **Business Engagement Activity:** Since January 2022, 144 business engagement events have been carried out in the form of webinars, presentations, table-top exercises, and networking events.
- **Force Training Package:** During 2022, work began to upskill and educate front line officers and staff about the difference between cyber-dependent and cyber-enabled crimes and how to deal with a report of cyber-dependent crime in line with the national cybercrime and fraud reporting guidelines. A total of nine training sessions have been delivered to Enquiry Office Staff and Officers in the Primary Investigation Unit with plans to deliver the same sessions to the Communication Centre as part of their Protected Learning Days later this year. A total of 73 staff members have received this training input.
- **PCDA, DHEP & Police Cadets:** Work continues to deliver awareness sessions to Police Cadets and Student Police Officers studying the PCDA and degree holder entry programme (DHEP) course at Northumbria University. A total of 546 individuals have received these inputs since January 2022 and figures are expected to increase in 2023.
- **Business Victims:** Since January 2022, a total of 16 Business Victims have received Protect advice after submitting a report to Action Fraud.
- **Social Media & Newsletters:** Since Jan 2022 a total of 42 cyber security messages have been shared across various social media platforms and via force newsletters with a combined potential reach of over 67,350,00 individuals and businesses.
- **National Cyber Security Centre:** The Northeast Cyber Protect Network (NECPN), which includes Northumbria protect officers, provides nationally approved, specialist advice on cyber-crime for businesses, communities, and individuals via a website. All engagement activity is advertised on the website along with the services available to businesses in the Northeast provided by the force's protect officers. The NERCCU website is updated regularly and overseen by Regional Cyber Protect Officers at NEROCU. All victims of Cyber Crime whether business, organisation or individuals are direct to NEROCU website.
- **Webinars:** During 2022, 24 webinars have been delivered covering different aspects of NCSC guidance, such as Mitigating Malware, Ransomware Attacks and Cyber Security Toolkit for Boards.



6. 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.
- Ensure the force remain proactive in policing rural crime to ensure communities are protected. In recent years we've seen Farm Watch and Operation Checkpoint, our network of rural crime volunteers, go from strength to strength and I am committed to building on this.

Current position:

- The force Rural Crime Policing Team (RCPT) report into the HRCT Chief Superintendent. The force holds key national roles in this area, with the Deputy Chief Constable holding the role of National Police Chiefs' Council (NPCC) lead for Rural Policing. The force lead for Rural Policing operates as her deputy in delivering this portfolio, working closely with the Home Office and key partners in the agricultural and construction sectors.
- The impact of COVID-19 on supply chains has forced second hand prices up and with it, the levels of thefts of All Terrain Vehicles (ATV) trailers and construction machinery. Thefts are expected to remain of concern as the war in Ukraine continues and the demand for rebuild and agricultural production increases.



Above: Northumbria Police Rural Open day / Below: Engagement event at Hexham Mart with NFU



Update on work undertaken

- **Partnership working:**
 - Theft of agricultural satellite navigation systems often from unlocked and unattended vehicles is a significant issue throughout the country although the region has experienced fewer thefts of this type primarily due to having less arable farms that use this equipment compared to the south of the country. The force continues to work with the Home Office, Europol, National Vehicle Crime Intelligence Service (NaVCIS) to address the theft of navigation systems and are feeding this into the national acquisitive crime team OPAL. The Force Lead is working with manufacturers to forensically mark, disable and covertly track these devices as well as having 24-hour live police access to each manufacturer's telematics systems.
 - The RCPT, with the support of the Rural Crime Volunteers (RCVs), has continued to deliver positive results in rural areas of the force. This has included the innovative use of police powers through Criminal Protection Notices (CPNs) which has supported the implementation of an innovative nine force agreement to address poaching covering the north of England. Operation Checkpoint has also played a significant role in this and its success is acknowledged by partners and community alike.
 - The Northumbria rural crime survey highlighted underreporting of crime and incidents as an issue. The RCPT, Rural NPTs, RCVs and Rural Watch continue to promote and encourage the reporting of incidents whilst also sharing crime prevention advice.
 - Engagement links with local communities and partners are well established with partners now working with the RCPT through the **Northumberland Partnership Against Rural Crime** (NPARC) with partners working to establish an externally funded rural watch co-ordinator.
 - Joint work continues at a national level and with partners e.g. **Home Office Stolen Goods Working Group**. The force rural crime lead has worked with the Home Office to develop a Private Members' bill aimed at preventing the theft and resale of equipment and tools used by agriculture and other businesses.
- **Funding:** A successful bid was submitted to the Safer Street Funding (Round Four) by my office. This funding will enable: the appointment of a rural partnership co-ordinator, as well as investment in several areas, including visitor advice and guidance, Automatic Number Plate Recognition (ANPR) and analysis of data and incidents that will shape how we prevent and respond to crime and ASB in rural areas. Officers will also be issued with thermal imaging technology - Northumberland has large areas of dark skies and by using this type of technology it will enable officers to locate those committing both wildlife and rural crime offences.



Operation Checkpoint with partners

7. 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 into the force's control room 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

More in-depth data regarding call handling, responses, answer times and satisfaction can be found in the Performance Management Data in Appendix 1, however in summary:

Call handling:

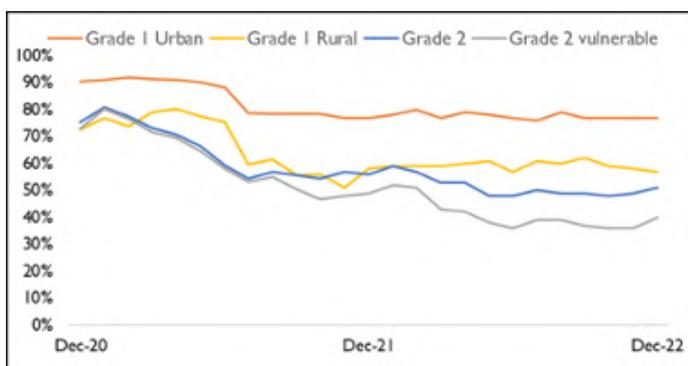
- Overall call handling performance continues to improve.
- 99.9% of 999 calls were answered in December 2022, with 94.2% answered within the Service Level Agreement (SLA) of 10 seconds. The average answer time was 5 seconds. This improvement is above the rates that were previously projected. This is likely to be because of the unexpected reduction in demand across the winter period, combined with the continued focus seen through the force's contact delivery plan.
- The longest wait time in December 2022 for a 999 call was 4 minutes and 57 seconds. This has reduced from 5 minutes and 10 seconds in November; discounting a three second increase October-November there has been a steady decrease since April 2022.
- 101 non-emergency call handling performance has also improved; however, current performance remains below the SLA and previous levels of performance. In December 2022, 91.6% of 101 non-emergency (NE) calls were answered, with 80% of 101 NE calls answered within the SLA of 1 minute. The average answer time was 56 seconds.



Northern and Southern Communication Centres.

Response times:

- Since July 2021, attendance times to grade 1 (urban and rural) incidents has remained consistent over time.



Percentage of incidents attended on time

- In December 2022, 77% of grade 1 (urban) incidents and 57% of rural incidents were attended within the respective SLAs.
- Attendance times for grade 2 incidents have shown some improvement, with 51% of grade 2 incidents and 40% of grade 2 (vulnerable) incidents attended on time, an improvement versus 48% and 36% respectively in October 2022.

Satisfaction:

- As per the below chart, initial contact victim satisfaction remains high, however the results indicate that satisfaction has been gradually decreasing across most of the victim surveys, with the exception of domestic abuse. The force is working to improve satisfaction, as set out below.

Survey	12 months to December 2021	12 months to December 2022	Stat sig.
Volume crime (AC)	94% / $\pm 1\%$	91% / $\pm 2\%$	↓
DA	99% / $\pm 1\%$	97% / $\pm 2\%$	↓
Hate crime	93% / $\pm 3\%$	88% / $\pm 4\%$	↓
ASB	90% / $\pm 2\%$	88% / $\pm 2\%$	↔
Volume crime (TIU)	90% / $\pm 2\%$	90% / $\pm 3\%$	↔
Rape	99% / $\pm 3\%$	89% / $\pm 7\%$	↔

Area for Improvement (AFIs) identified by HMICFRS

The Communications Department currently have 4 AFIs identified by HMICFRS:

1. The force should improve the time it takes to answer emergency calls and reduce the number of non-emergency calls that are abandoned.
2. The force needs to make sure that call takers give appropriate advice on the preservation of evidence and crime prevention.
3. The force is poor at recording crime when anti-social behaviour is reported.
4. The force needs to attend calls for service in line with its published attendance times and make sure that when delays do occur, it fully updates victims.



Across each AFI Northumbria Police have generated a response plan, with progress monitored at various points/places across the force governance structure as well as through my regular Scrutiny meetings. Some of the work being undertaken to make the necessary improvements is highlighted below.

Update on work undertaken

- **Quality action plan:** The force have developed a quality action plan to improve call handling, which is based around identification, prioritisation, solution focused response, shared learning, and evaluation of effectiveness. This will be delivered and managed through: focused dip sampling, tailored 1-2-1's, increased staff briefings, protected learning days and reporting of performance improvements through Force Governance Structures. There is a reasonable assumption that a renewed and improved focus on quality will impact on average handling times, with the likelihood that any increase in handling times will affect the Force's ability to meet their current SLA.
- **Digital contact:** Ongoing work to improve digital contact has begun, as part of preparations to onboard to single online home (SOH) and establish and implement the Digital Desk. The force are working to better understand the expectations and needs of communities from a reporting perspective and will be undertaking a range of community engagement tactics that will inform and improve their strategy. The desire is to create the best user experience through digital reporting to aid behaviour change that will in turn support channel shift. This engagement activity is being supported by key stakeholders/experts across the force and the programme aligned to the implementation of all digital platforms.

Several activities have been implemented to improve incident attendance times, and to off-set the increase in grade 1 and 2 incidents:

- **Communications Resourcing** – Within the Communications Department, a Resource Controller (RC) training course for 8 RCs has just finished with the staff allocated to respective shifts and in mentoring phase. A further course commenced on 30th October, with a further 8 RCs fully independent by the end of February 2023. Consequently, the deployment function will be resourced to establishment and will ensure effective incident management. In addition, work is ongoing to uplift officers within the Risk Management Desk to mitigate interim risk until the point of deployment and to ensure victims are updated should there be a delay in attendance.
- **Response Shift Pattern:** On the 3rd January 2023 a new Response Policing Team (RPT) shift pattern was introduced. This includes the introduction of a protected learning day, fewer 12 hours shifts and introducing a period in the late afternoon with a surge in officer numbers to meet identified incident demand peaks. It is anticipated this will improve performance in terms of reducing delayed incidents per week by approximately 40%.
- **Action Plans:** There is a RPT business plan in place to track activity including influencing culture, such as double crewing and the time spend on patrol, and fleet utilisation. A Communications Department action plan has been implemented to deliver a force approach to improving response times through four identified workstreams – People and Culture, Demand and Response, Technology, RMD and Control Room.

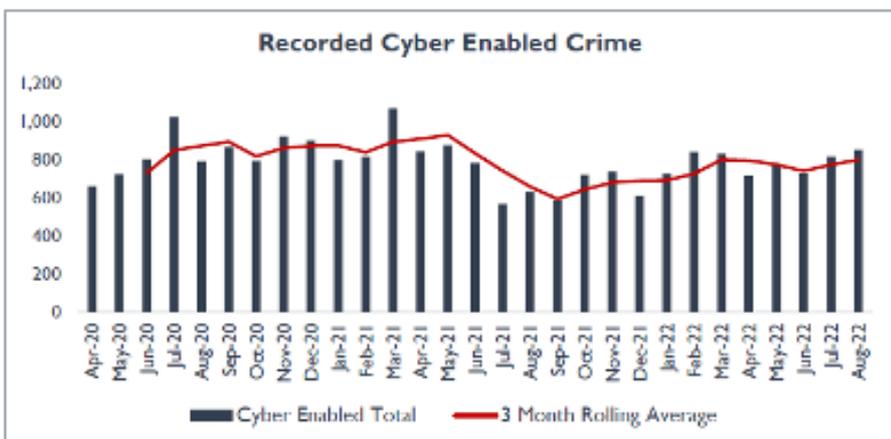
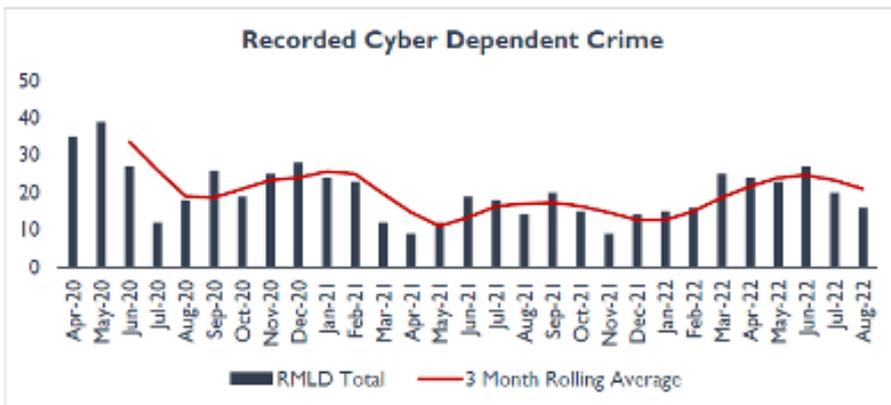
8. ONLINE CRIME

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 pledge 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.
- Ensure the force has the resources to carry out the complex investigations that many cyber-enabled crimes require.
- 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 position:



All cyber crime:

- Cyber Crime is recognised by the National Police Chiefs' Council (NPCC) and Association of Police and Crime Commissioners (APCC) as a specialist capability. It is an umbrella term used to describe two closely linked, but distinct, types of criminal activity:
 - **Cyber dependant** crimes can be committed only through the use of Information and Communication Technology (ICT) where the devices are both the tool and the target for the crime. These crimes often involve hacking to steal, damage or destroy data and network activity.
 - **Cyber enabled crimes** are traditional crimes such as fraud and theft which can be increased in scale or reach by the use of computers or other forms of ICT.

- The volume of cyber dependant crimes has remained broadly consistent over the previous 12 months, but the volume of cyber enabled crime has seen a steady increase since last year. Many of the latter offences include the use of social media by overseas offenders.

Online fraud:



- In the six months to August 2022 reports to Action Fraud within the Northumbria area stabilised at approximately 430 reports each month.
- Around 14% of these victims were identified as vulnerable and required intervention by Neighbourhood Policing Teams (Operation Signature). The National Economic Crime Victim Care Unit support the force to provide protect advice to non-vulnerable victims of Fraud Crime. There is ongoing consultation with NECVCU to expand victim care work to vulnerable victims.

Cyber-enabled child abuse:

- The volume of recorded Indecent Images of Children (IIOC) offences increased by 24% in the six months to August 2022, compared to the previous six months. In addition, referrals have continued to rise as more pressure is placed on social media companies to actively seek out offending.
- Additional investment of resource has been made but dealing with the increased demand has been challenging. A Paedophile Online Investigation Team (POLIT) improvement plan has been developed and is under constant review to impact the backlog and improve the management of risk.

Update on work undertaken

- **Cease and Desist tool:** 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 dependant crime, but not met the threshold for prosecution, to prevent possible offending or to stop ongoing offending.
- **Work with young people:** The force follow the national 'Cyber Choices' programme. This demonstrates to young people how important it is to use their cyber skills and tech knowledge safely and legally, to ensure they stay out of the world of cyber-crime and work towards more positive pathways. This work is carried out by liaising with colleagues in force, schools, local authorities, Youth Offending Teams and initiatives such as the YOLO Project to identify at the earliest opportunity vulnerable young people who may be prone to becoming involved in cyber dependent crime or be coerced by others into using their tech skills illegally.

- 
- **Cyber volunteers:** Opportunities to utilise cyber volunteers on a national scale has been hindered due to the delay of the launch of a national App. Northumbria have agreed to be part of the pilot. 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. Volunteers can be tasked locally and regionally, having recently received bespoke training. Volunteers are a crucial part of the Northumbria Police family and we praise the work not just of our rural and cyber volunteers, but everyone who gives up their time to support the force.
 - **Meeting demand:** The challenge of meeting demand in a complex business area is being addressed in a number of ways. This includes the use of media both internally and externally to raise awareness of cybercrime and the Cyber Crime Unit. In addition, there are drop-in advice sessions and contact facilities for officers outside the specialist cyber and fraud teams who require investigative support and ongoing training in the different aspects of cyber and fraud. The force continues to support all national, regional and local campaigns.

Fraud:

- **Partnership working:** Northumbria Police has a Complex Fraud Team which works closely with the three north east forces and NEROCU via the Fraud Regional Development Officer, as well as enhanced links with the National Lead force, City of London Police. The NEROCU have received additional funding to increase their Fraud Investigation Teams and opportunities are being sought to effectively work together.
- **Improving investigations:** 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.

Cyber-enabled child abuse:

- **Resourcing:** A resourcing plan has been developed and implemented with the support from across the force investigative resource to deal with the enforcement packages. POLIT is in the process of expanding their Victim identification capability with recruitment of a further dedicated officer and updated digital equipment. New technology is also being used to identify and safeguard more victims of CSEA and triage devices more effectively and expeditiously.
- **Collaborative working:** POLIT works collaboratively with the Digital Forensics Unit and ROCU Undercover Online (UCOL) teams to deliver against aims of effective justice and raising investigative standards. This interoperability allows the team to bring the most harmful offenders to justice more efficiently. A MOU has begun with the charity NEPACS to provide support to indirect victims.

8. SERIOUS AND ORGANISED CRIME

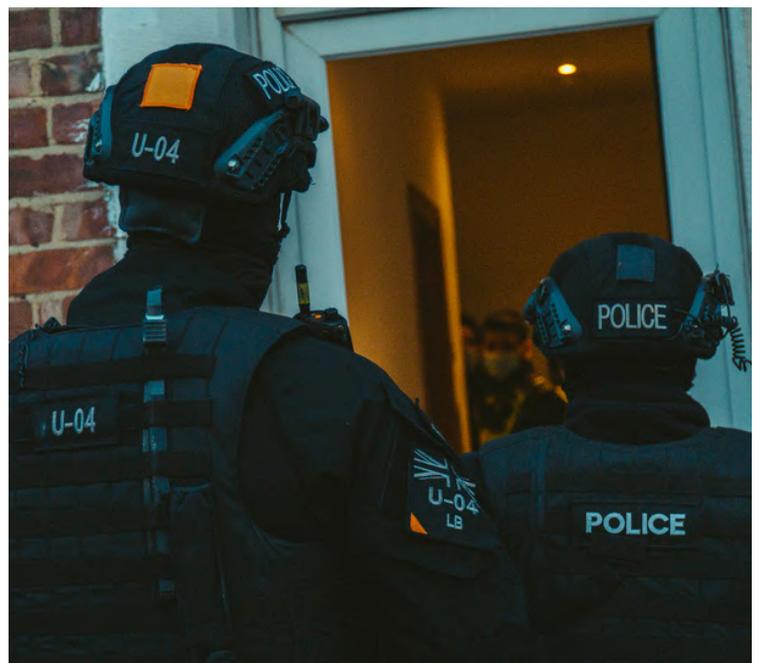
Organised crime often operates at an international level, but its impact can be seen on our streets. Every part of the force has a role to play in tackling this, especially neighbourhood policing with their close links to the communities we serve. We know, for example, that criminals involved in serious 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 position:

- In 2020/21, NEROCU provided support to ongoing activity against SOC Threats in Northumbria on 110 occasions which could range from being involved in a problem-solving meeting to a full deployment via the gateway requests.
- NEROCU continue to provide support with 126 requests, which is 15% increase on the previous year, and a further 56 requests since April 2022 to date.
- As of 20.09.22, there had been a 11.6% reduction in the number of recorded crimes (291 compared to 329) over the previous 12 months, where members of currently mapped OCGs and PIs were suspected of involvement.
- Within the above, there had been a 24.4% reduction in the number of recorded Violence Against the Person crimes (96 compared to 127) over the previous 12 months, where members of currently mapped OCG's and PI's were suspected of involvement.



A joint Northumbria Police, NEROCU & NCA operation.

Update on work undertaken

- **Understanding organisational risk:** All mapped Organised Crime Groups (OCGs) and Priority Individuals (PIs) are currently being scored via the new MoRILE 2020 framework which facilitates common language, consistency, and 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.
- **Clear-Hold-Build methodology:** In April 2021, the Home Office released the latest OCG disruption guidance for officers and staff who perform the Lead Responsible Officer (LRO) role (each area command / department has a number of LROs who are responsible for ensuring resource allocation by harm, threat, and opportunity against the OCGs mapped in their area). This contains specific reference and guidance to 'Clear – Hold – Build' methodology of a holistic approach to tackling SOC within communities to ensure a sustainable geographical approach beyond simplistic 'pursue' and disruption tactics. Northumbria Police are adopting the Clear – Hold – Build methodology within three areas of the force.
- **QlikSense dashboard:** Work has been undertaken to develop a QlikSense SOC dashboard that uses a range of data to provide an indication of community place-based harm emanating from SOC, as well as the crimes that OCGs and PIs are linked to.





FIGHTING CRIME PRIORITY 2: 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. ASB is any behaviour that is capable of causing nuisance and annoyance; is likely to cause harassment, alarm, or distress; creates significant and persistent problems in a neighbourhood and leaves communities intimidated. It can come in variety of forms; from being inconsiderate, reckless, and abusive to committing crimes. It can refer to any situation where someone does something which has a harmful effect on another person or group's quality of life.

Examples of such behaviour would include noise, harassment, criminal damage, graffiti and fly tipping, nuisance neighbours, street drinking, illegal riding of motorbikes, intimidation and hate behaviour that targets members of their identified groups because of their perceived differences.

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

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 committed to 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, have reviewed and re-developed 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.



South Shields Interchange has been a focus area for reducing ASB & crime

Current position:

- There was a 36% (-24,018) reduction in ASB related incidents in the 12 months to August 2022, compared to the previous 12-month period.
- Total ASB incidents are 12% lower than they were for the 12 months to August 2019.

Indicator	12 months to Aug 19	12 months to Aug 21	12 months to Aug 22	% change
Anti-social behaviour incidents	47,447	65,936	41,918	-36%

- Reports of ASB continue to be higher in Newcastle compared to other local authority areas, which has been a consistent theme during 2022.

Area	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Total
Newcastle	1044	968	977	1032	1089	5110
Sunderland	728	760	682	764	789	3723
Northumberland	786	671	664	751	861	3733
Gateshead	472	513	451	487	529	2452
North Tyneside	546	494	494	520	524	2578
South Tyneside	410	446	379	507	442	2184
Total	3986	3852	3647	4061	4234	19780

- Rowdy/Inconsiderate Behaviour continues to be the most frequently identified marker for ASB. Work is ongoing within the Control Room to implement a system of flags and qualifying codes for ASB which will allow for a greater understanding of the type of behaviour, therefore enabling for more informative and detailed intelligence products.



Initiatives like that of Project Vita in North Tyneside have had significant success in reducing ASB locally.

Update on work undertaken

Northumbria Connected and ASB Survey

- The force's 'Northumbria Connected' service currently has 7656 members and ASB continues to be the main issue for new members, when surveyed about their local area.
- Between Aug-Sept 2022, a bespoke ASB survey was sent to members of Northumbria Connected who had previously highlighted ASB as being an issue in their area. Members were asked if they had experienced or witnessed ASB in their local area within the past eight weeks and were given a list of types of ASB to choose from.
- 579 people responded to the survey with the following results highlighting the top 5 ASB issues.

1) Inappropriate use of off-road motorbikes	396
2) Littering	346
3) Dog fouling	319
4) Vandalism	226
5) Young people hanging around public spaces	208

- A force wide POP Plan for inappropriate use of motorbikes is in place and has been shared with force partners.

Community Trigger

- The Community Trigger (also known as the ASB Case Review), is an important safety net for victims and communities experiencing ASB to request a review of their ASB case and to bring agencies together to find a solution for the victim(s)
- The revised process was relaunched in July 2022 and my office now oversees and coordinates all activations in the region and works closely with Community Safety Partnerships throughout the Community Trigger process.
- In the first 6 months of this new process:
 - We have processed 61 applications to activate the Community Trigger
 - 46 cases met the threshold to activate the ASB Case Review
 - From the ASB case reviews held, recommendations have been made in 98% of cases
 - 93% victims have attended the ASB Case Review panels or provided written impact statements, this shows us that victims of ASB want to have their voices heard and want to be part of the solution.
- Further information on the Community Trigger, including Statutory Reporting Requirements and information on how to activate a Community Trigger, can be found on my website.
- This process has been identified as an area as best practice and I am pleased to announce that this project, and our partner agencies, have been shortlisted for a national award with Resolve ASB.

Improving the response to ASB

- The regional Strategic ASB Board, which brings together Local Authorities, Fire Services, transport providers and other key agencies has now been established for over a year. The Board have agreed to run projects based on all 3 Board priorities:
 - Reporting ASB and the experience of victims throughout ASB processes, this includes looking at how young people experience and report ASB.
 - The way we record and report on ASB and ensuring that there is consistency throughout our region.
 - Early prevention and intervention strategies to reduce ASB.
- In addition, Board representatives have agreed to fund cross border working on our transport networks and have overseen the relaunch of the new Community Trigger procedure.

Funding for ASB

- Operation Payback Round 3: In Summer 2022 my Operation Payback fund awarded over £200,000 to improve local communities. The fund focussed specifically on reducing ASB. The Operation Payback fund is taken directly from money seized from drug dealers, human traffickers and thieves is used to improve lives and benefit grassroot causes.
- Operation Payback Round 4: In February 2023 I awarded a further £177,000 worth of funding to grassroots charities to further prevent and deter ASB in our local communities. Funding has been used towards local sporting activities, mental wellbeing services and projects for young people.
- Mental health work in ASB Cases: This year I provided £19,000 to support a newly designed ASB Project in Gateshead. The research for this project found that mental ill-health was prevalent in 100% of ASB cases audited and the project aims to incorporate access to mental health advice into daily case management for earlier identification and access to help, support and signposting.
- Safer Streets Round 4: In 2022 my office was successful in bidding for over £2m from the Home Office Safer Streets Fund Round 4, to work on detailed initiatives to make people feel safer. One of these projects focuses on ASB across our transport networks and how we can improve reporting mechanisms, prevent incidents occurring and respond to incidents swiftly and efficiently using our strong multi-agency partnerships.
- Since this project was launched in September 2022 we have achieved:
 - The deployment of the Multi Agency Transport Team (MATT), youth provision and Street Pastors across the Transport Networks
 - Ongoing work to promote the Northumbria Safer Transport App
- ASB Victims Funding: I continue to contribute £30,000 per year to support ASB victim support services across the region and through the work of the Strategic ASB Board will continue to work towards understanding how access to support differs across our region and how this can be improved.



Write Up and Rise benefitted from Operation Payback Round 3 funding.



APPENDIX 1: PERFORMANCE DATA

CORE PERFORMANCE DATA

FIGHTING CRIME

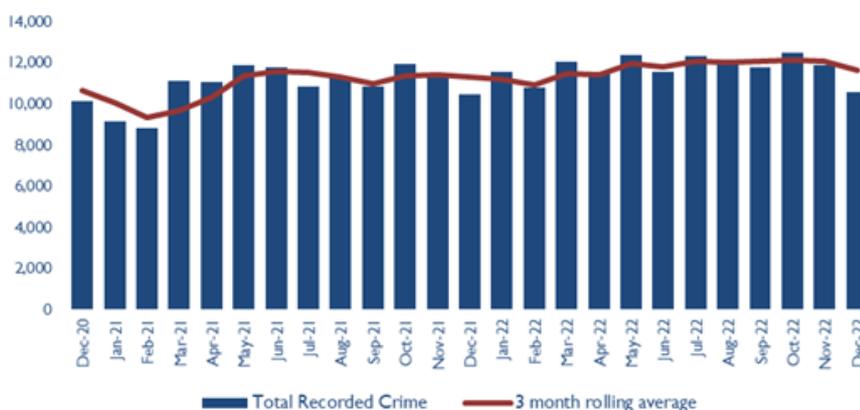
RECORDED CRIME

Performance Headlines

Total crime has increased by 8% for the 12 months to December 2022, with an increase in most crime categories compared to 12 months to December 2021. When compared to the 12 months to December 2019; crime levels are higher for violent crime, sexual offences, vehicle crime, robbery, cyber-crime and hate crime. All other categories are lower.

Total Recorded Crime (Panel KPI)

Total Recorded Crime



TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	12 months to Dec 2019	12 months to Dec 2022	% change 21 vs 22	% change 19 vs 22
Total	149,750	140,701	+ 8%	- 6%
Sunderland	31,404	28,900	+ 7%	- 8%
South Tyneside	15,623	14,146	+ 4%	- 9%
Gateshead	20,255	18,967	+ 6%	- 6%
North Tyneside	19,821	17,557	+ 2%	- 11%
Newcastle	38,183	36,748	+ 11%	- 4%
Northumberland	24,464	24,383	+ 12%	0%

ASB INCIDENTS

Performance Headlines

There has been a 24% (-13,201) reduction in ASB related incidents in the 12 months to December 2022 compared to the previous 12-month period. Autumn and Winter plans were developed, where police and partners took a preventative, problem solving approach, focussing on early intervention, diversion and enforcement in hotspot areas. It is expected that the work on seasonal plans will continue to contribute to a reduction of ASB throughout the year.

Indicator	12 months to Dec 19	12 months to Dec 21	12 months to Dec 22	% change 19 vs 22
Anti-social behaviour incidents	46,763	55,245	42,044	-24%

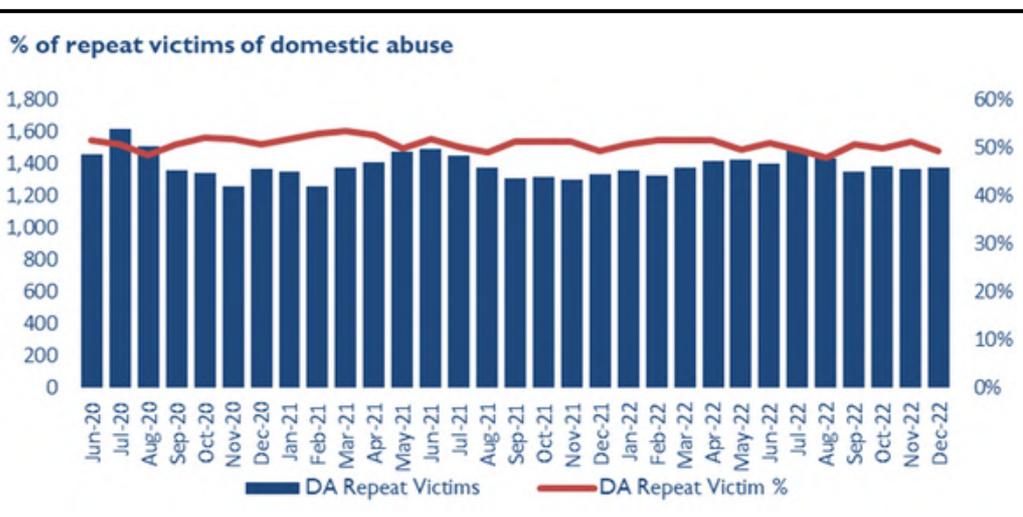
ASB SATISFACTION

Performance Headlines

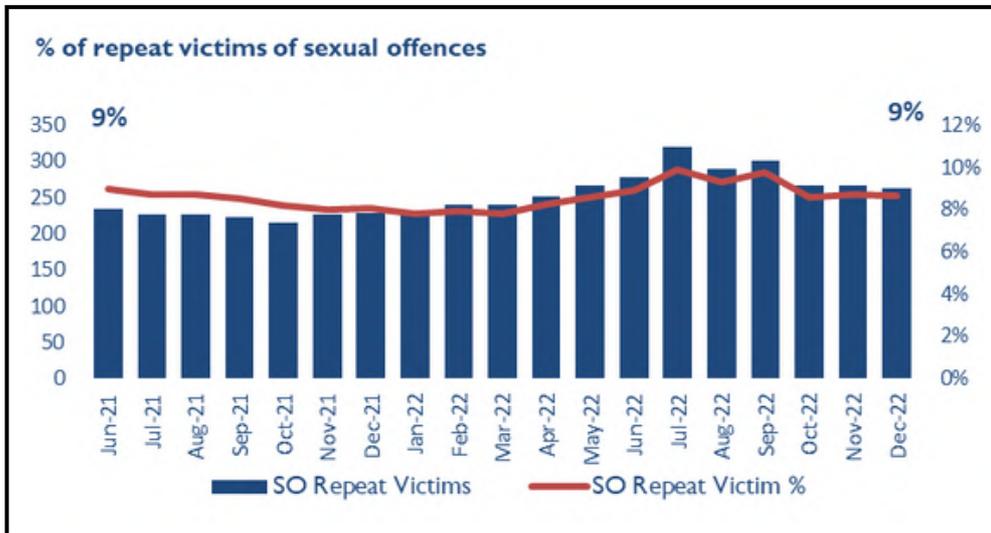
73% of ASB victims feel satisfied with their overall experience of service; this is a significant reduction compared to the previous 12-month rolling period. Some victims stated that they had not received the updates they expected from police and/or that they were not kept informed about the action taken in relation to their report.

Indicator	12 months to Dec 21	12 months to Dec 22
Whole Experience	77%	73%

REPEAT VICTIMS - DOMESTIC ABUSE



REPEAT VICTIMS - SEXUAL OFFENCES



POLICE RESPONSE TIMES - GRADE 1 URBAN

Performance Headlines

Grade 1 incident demand remains high. For the period January to December 2022, there has been 13% more grade 1 incidents compared to the same period in 2021 and 37% more compared to the same period in 2020. It is acknowledged that during the COVID-19 pandemic incident demand volumes changed; however, when comparing to the same period in 2019 there is a 52% increase.

% Attended within standard - Grade 1 (Urban)



POLICE RESPONSE TIMES - GRADE 1 RURAL

Performance Headlines

- ▶ The percentage of grade 1 (rural) incidents attended within 20 minutes was 59%, a reduction of 7%pts compared to 2021. This attendance rate has been consistent since September 2021.

% Attended within standard - Grade 1 (Rural)



ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

- ▶ There has been a consistent improvement in the percentage of 999 calls answered within the service level of agreement since March 2022. This improvement has continued in the last quarter, with 88% of 999 calls answered within 10 seconds. This trend is in-line with projected call handling performance and is as a result of the improvement plan within the Communications department and investment in Contact Handler resource.

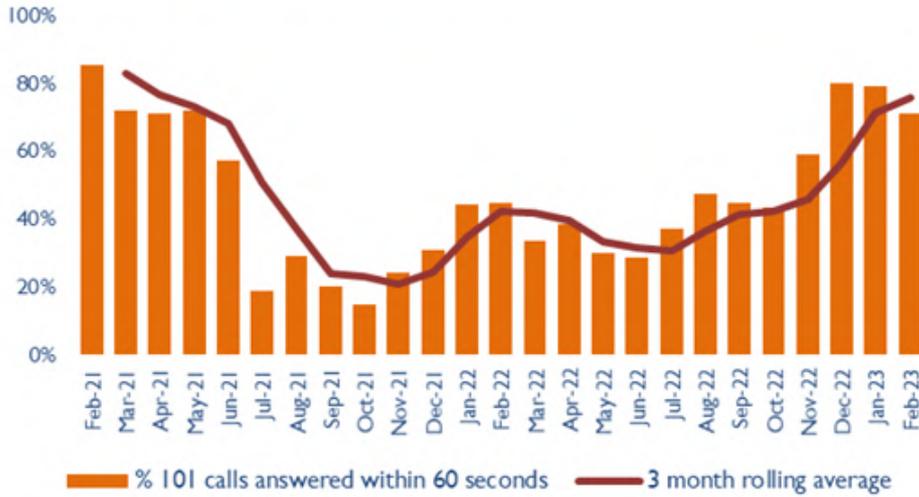
999 Calls answered within standard



ANSWER TIMES - 101 NON-EMERGENCY CALLS

Performance Headlines

101 NE Calls answered within standard



PREVENTING CRIME

FIRST TIME ENTRANTS INTO CRIMINAL JUSTICE SYSTEM

Number of first-time entrants to the criminal justice system	12 months to June 2020	12 months to June 2021	12 months to June 2022
Total	2,088	2,087	2,067
<i>Adults</i>	1,826	1,940	1,909
<i>Juveniles</i>	262	147	158

SERIOUS VIOLENCE OFFENCES

Indicator % change	12 months to Dec 19	12 months to Dec 21	12 months to Dec 22	% change Dec 21 vs 22
Serious violence offences	18,709	19,862	22,892	+15%
Knife enabled serious violence	800	882	991	+12%
Homicides	N/A	10	18	+80%
Hospital admissions (under 25s for assault with a sharp object)	N/A	30 (to Sep 21)	30 (to Sep 22)	-

IMPROVING LIVES

PUBLIC PERCEPTION

Indicator	12 months to Dec 21	12 months to Dec 22
Percentage of people who think the police do a good or excellent job in their neighbourhood	79%	70%
<p>There is a significant reduction in the percentage of residents who feel the police do a good or excellent job in their neighbourhood compared to the same period last year. Residents that rated the performance of police as fair or poor frequently provided explanations associated with police visibility, unresolved issues in their local area, such as ASB and the perception that police were not adequately resourced in terms of office numbers and funding.</p>		

OVERALL VICTIM SATISFACTION

Performance Headlines

77% of volume crime victims are satisfied with their overall experience, a significant reduction compared to the same period last year (84%). Although expectations varied, dissatisfied victims often stated that the response time they received was longer than they had anticipated. Some victims felt that this had prevented opportunities for the police to gather evidence and/or to locate suspects. A few victims expressed dissatisfaction as an officer had not been deployed to the scene, on the same day.

SATISFACTION - HATE CRIME

Performance Headlines

The satisfaction of hate crime victims with their whole experience of service has decreased compared to the same period last year. As part of a trial during December 2022/January 2023 Northern Area Command are providing call backs for all victims of hate crime (within seven days).

Indicator	12 months to Dec 21	12 months to Dec 22
Whole experience	78%	74%

SATISFACTION - DOMESTIC ABUSE

Performance Headlines

Domestic abuse victims continue to report high levels of satisfaction with the service, with 87% of victims feeling satisfied with their overall experience.

Indicator	12 months to Dec 21	12 months to Dec 22
Whole experience	90%	87%



Above: Fighting crime through the likes of Operation Sceptre & County Lines Intensification Week
 Below: Reducing ASB through proactive operations such as Operation Maple, and providing youth oppourtunities through Op Payback





DELIVERY OF THE POLICE & CRIME PLAN

FIGHTING CRIME PANEL REPORT

MARCH 2023