

DELIVERY OF THE POLICE & CRIME PLAN:

FIGHTING CRIME PANEL REPORT

OCTOBER 2023



CONTENTS

- 03 From the PCC**
- 04 Fighting Crime priorities**
- 05 Priority 1: Reducing crime**
 - 06 Giving the force the tools to do the job**
 - 07 - 10 Tackling crime**
 - 11 - 12 The illegal drugs trade**
 - 12 - 14 Reducing burglary**
 - 15 - 16 Business crime**
 - 17 - 19 Rural crime**
 - 19 - 23 Responding to the needs of the public**
 - 24 - 27 Online crime**
 - 27 - 28 Serious and organised crime**
- 29 - 36 Priority 2: Reducing anti-social behaviour**
- 37 - 44 Appendix 1: Performance Data**





FROM THE PCC

Northumbria Police is dedicated to Fighting Crime across the North East and has a strong track record of keeping us safe.

My role as your Police and Crime Commissioner is twofold; I make sure the police have what they need to do the job, and I scrutinise their work on behalf of the public.

Getting the resources we need to keep us safe is challenging. Northumbria Police lost more than £148m in Government austerity cuts and saw more than 1,100 officers lost as a result. Government promised more recruits but we are still more than 400 officers short of our 2010 level.

Despite this, work continues, and we have seen great progress.

Over the last few months I signed off on a new neighbourhood policing model. We restructured the force and put round 134 officers into our communities, the largest one-off increase in neighbourhood policing in the history of the force.

Elsewhere we've seen more than £1m invested in security and policing for our public transport network, including extra police patrolling the Metro system.

I've also continued rolling out local violent crime task forces as part of the work of my Violence Reduction Unit.

Following the success of a similar model in Sunderland, Newcastle has now seen extra investment. The task force provides a visible presence with staff out meeting hundreds of young people in the city centre, parks and other green spaces, acting as a deterrent to incidents.

To identify and deter those causing the most disruption, the task force brings together a range of services and organisations, including the Northumbria Violence Reduction Unit, Newcastle City Council, Northumbria Police, the Youth Justice Service, Your Homes Newcastle and specialist youth services.

I'm proud to say that Northumbria Police continue to target those who seek to profit from crime, and as a result my office has been able to redistribute £160,000 to local good causes after money was recovered under the Proceeds of Crime Act.

There's a lot of hard work taking place across the Northumbria force area to fight crime. I think we could do much more if the Home Office freed up funds and handed the region back its full allocation of police officers. I'll continue to lobby for that, and Northumbria Police will continue to work hard fighting crime.

**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:

1. Giving the force the tools to do the job
2. Tackling crime
3. The illegal drugs trade
4. Reducing burglary
5. Business crime
6. Rural crime
7. Responding to the needs of the public
8. Online crime
9. 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:

1. Changing behaviours
2. Holding police and partners to account
3. Community trigger
4. 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

I've agreed a budget and Medium-Term Financial Strategy and allocated £4 million of new funding raised through the Council Tax Precept in 2022/23 to provide investment in:

- Additional call handlers to improve performance for 999 and 101 services. This means the force has hired a total of 141 new contact handlers in the past 24 months.
- Extra resources to tackle cyber-crime and serious and organised crime, as well as more civilian investigators to support investigations and free up officers.
- Maintaining the much-needed increase in police officer numbers we've delivered through by going above and beyond the national police officer Uplift programme targets. We remain 427 police officers short, compared with pre-2010 levels so there is still a job to do.

Looking ahead, the approved capital programme of over £88 million will ensure continued investment in estates, IT and digital infrastructure, vehicles, and operational equipment.

Investment will also include provision and upgrading of personal issue equipment including taser capability, body-worn video and body-worn armour replacement. Ensuring those who protect us are kept safe, and those who threaten our safety face well-equipped officers.

The Force will continue to drive change and efficiency through transformation which includes significant investment in IT, leading edge technology and digital infrastructure to aid the detection and investigation of crimes, ensuring that Northumbria is a Force fit for the future.



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:

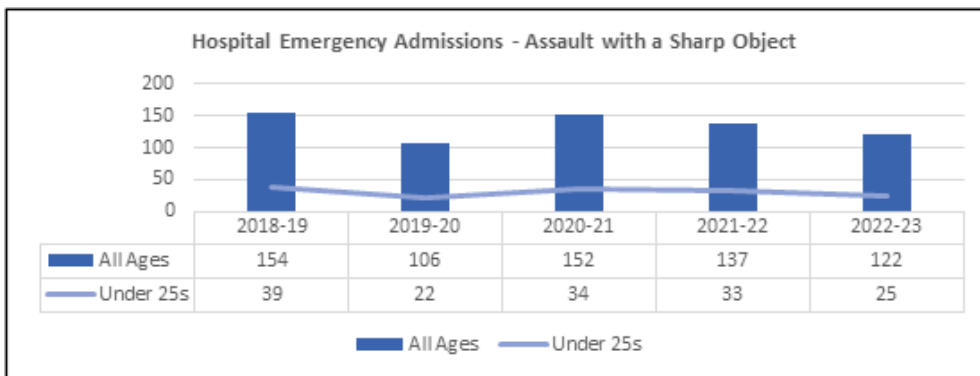
Indicator	12 months to Dec 19	12 months to July 22	12 months to July 23	% change
Serious violence offences	18,709	22,541	23,556	+5%
Knife enabled serious violence	800	976	1,090	+12%
Homicides	12	16	15	-0.06%
Hospital admissions (under 25s for assault with a sharp object)	25	35 (to Mar 22)	25 (to Mar 23)	-29%

In the 12 months to 31st July 2023:

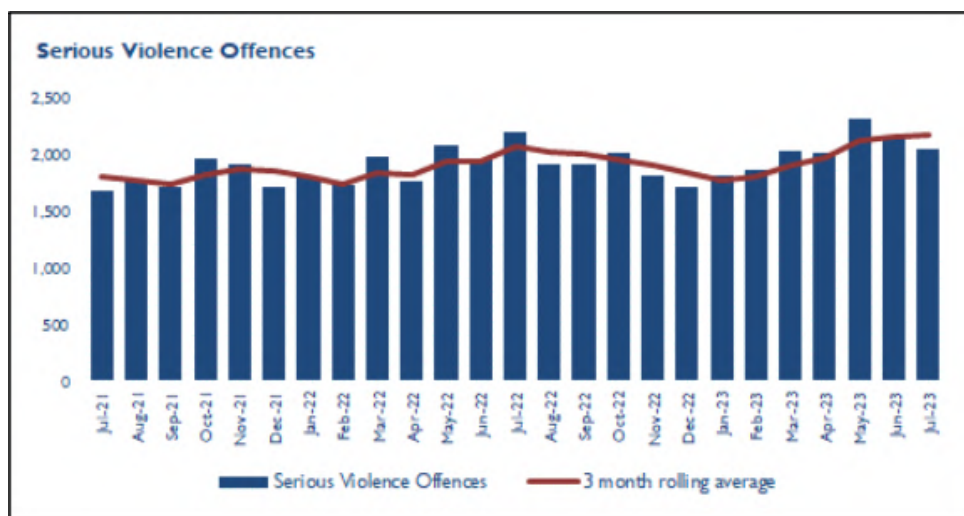
- **Levels of Serious Violence** have increased by 5%. Following reductions in serious violence offences from October to December 2022 (which is consistent with the trend for the same period in 2021), volumes increased from January 2023 to May 2023 and reduced in June and July. For serious violent crime, the Force is placed 35th nationally for the 12 months to May 2023.



- **Knife-enabled serious violence** offences have risen by 12%. Knife enabled serious violence was 4% of the total serious violence offences in the 12 months to July 2023, which is no change on the previous period.
- **Homicides** have decreased by 0.06% (in the 12 months to March 2023).
- **Hospital admissions** for assaults with a sharp object have declined by 29%. There has been a year-on-year reduction in hospital related admission due to an assault with a sharp object for all age groups from 2020 – 2023 as shown by the graph below.



- **The top hotspot areas** are historically the top hotspot areas due links to the night-time economy. Newcastle City Centre continues to feature as the top hotspot area, with four of the top 10 locations for serious violence in Northumbria being here.



Update on work undertaken by the force

Strategy:

- The force continues to deliver against its Serious Violence and Homicide Strategy supported by the Violence Reduction Unit (VRU), with internal governance arrangements strengthened through the development of a Serious Violence Suppression Group. This group will drive the operational activity of the strategy and monitor 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. There are a number of excellent multi-agency problem solving approaches being adopted to tackle serious violence across these hotspots. Examples include SAIL (Sunderland Altogether Improving Lives) multi-agency team adopting a focussed deterrence approach in the City Centre, Project ASTRA (Ashington Striving Together to Raise Aspirations) a multi-agency hub that adopts a public health approach to problem solving and EPIC (Empowering People in Communities) multi-agency hub in Benwell, which is also going to implement a focused deterrence approach and a cohort of offenders are being identified.

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

Community Alternative to Short Prison Sentences (CASPS):

- Of the 48 active cases during Apr to Sept 2023, there was 7 revocations and 3 successful terminations (i.e., suitable for an exit strategy).
- There were 15 referrals which were taken onto the caseload, these referrals came from Newcastle & Tynedale Magistrates Court (1), and from South Tyneside MC (14).
- During the quarter notable outcomes include:
 - 38 individuals accessing service with a tailored support plan.
 - 10 individuals with safer peer networks (lifestyles & self-care).
 - 11 people developing and maintaining skills and resources to support desistance factors.
 - 7 people reporting improved family relationships/community ties/stake in society.
 - 7 people reporting increased confidence in ability to desist from offending.
 - 9 people reporting improved emotional wellbeing.
- Below is a breakdown of those individuals on CASPS:
 - 28 of the 38 on the caseload are male.
 - 31 are aged 25 years and above.
 - 13 reporting needs and risk factors including mental ill-health and drug or alcohol use.



(L-R) SAIL Project in Sunderland, Officers on patrol in a GRIP hotspot, and the HALO project in Hetton.

Case Study: Fighting Crime - CASPS

S has attended a mixture of face to face and telephone appointments with the CASPS Navigator at both the Probation Office and at community locations. S was experiencing domestic abuse and is alcohol dependent. She has been supported to access a range of services, including: NIDAS (Newcastle Integrated Domestic Abuse Service); Changing Lives (a Women's Service); and NTaR (Newcastle Treatment and Recovery). S has engaged well with all her appointments and has been guided in her decision to leave her relationship. Between the CASPS Navigator and the NIDAS Support Worker, S has successfully moved into safe accommodation. She is now accessing the Freedom Programme (a Domestic Abuse Scheme), as well as working towards her rehabilitation by addressing her alcohol dependence. S's confidence to leave her former relationship and reduction in alcohol misuse has meant S now has a better quality of life and improved self-worth, as well as being able to reconnect with positive family members and pro-social friends. With these new skills, confidence, and support networks we have empowered S to reduce her likelihood of reoffending and risk of causing serious harm.

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

- The OOCR pathways continue to engage individuals who enter the criminal justice system and divert them away.
- From Apr to Sept 2023 a total of 120 referrals were made. Of those referrals 77 individuals were taken onto the caseload of one of these OOCR pathways. 44 of those did not return to custody/offending since accessing the intervention, demonstrating the immediate impact of these pathways.

Women's Pathway –

- From Apr to Sept 2023 there have been 55 individuals referred to the Women's Pathway, with 26 taken onto the caseload.
- There were 26 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, 9 women are still receiving ongoing support from our service.
- Of the caseload, 15 have accessed onward referral for information/advice and guidance including the brief intervention and accessed ongoing services.

18 – 25 male pathway –

- From Apr to Sept 2023, there were 65 referrals with 51 taken onto the caseload and attended their appointments. There were also 51 males exiting the pathway with planning.
- The young people are acknowledging things they have done wrong and by completing the assessment they are understanding that things could have been dealt with differently.

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).
- 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.

Update on work undertaken

The Drugs Threat Desk:

- Implemented during Summer 2021, the Drugs Treat Desk assists in the holistic understanding of the threat, harm and risk posed to our communities. The threat desk continues to perform well, assisting the Force Drugs Lead in ensuring that an effective four P based response (Pursue, Prevent, Protect, Prepare) is delivered against the areas of highest harm. From October 2022, the force produces a weekly intelligence bulletin to support Area Command and departmental managers in understanding drugs issues relevant to their area of business and highlighting potential enforcement opportunities. They continue to produce a weekly DRD update which is shared internally and with Public Health partners to better inform activity.

Operation Venetic:

- Operation Venetic (a national operation to tackle organised crime) 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 June 2023, a total of 127 suspects have been arrested, 44 of whom have been charged. The remaining offenders are on Police bail or released Under Investigation whilst waiting for a charging decision from the Crown Prosecution Service. Of the 44 persons charged, 29 have been convicted and sentenced to a total of 168 years.

Operation Substrate:

- In March 2023, enforcement activity was undertaken on Operation Substrate to disrupt a conspiracy to supply/import 130kg of class A drugs from the Continent. 6 arrests were made including the main protagonists. All have been bailed pending submission of a file of evidence to the CPS. To date 4 offenders have been convicted and sentenced to a total of 39 years.

Project Adder:

- Newcastle has been chosen as one of five Project Adder (Addiction, Diversion, Disruption, Enforcement and Recovery) accelerator sites. Project Adder is a targeted project lead and funded by the Force to reduce drug-related offending, drug deaths, drug supply and prevalence and of drug use. The project will continue to build on existing work and look to expand multi-agency partnership working to drive sustained health and crime related outcomes, taking a whole-system four P approach across enforcement, treatment, and diversion. This will also include work to tackle supply, including county lines and exploitation emanating from this. Activity for the last 12 months has included 64 warrants executed, 190 arrests, £279,023 cash seized and an estimated £1,527,330 of drugs seized.



Northumbria Police carrying out a range of enforcement activity to disrupt criminals and target those involved in the supply of drugs across the force region.

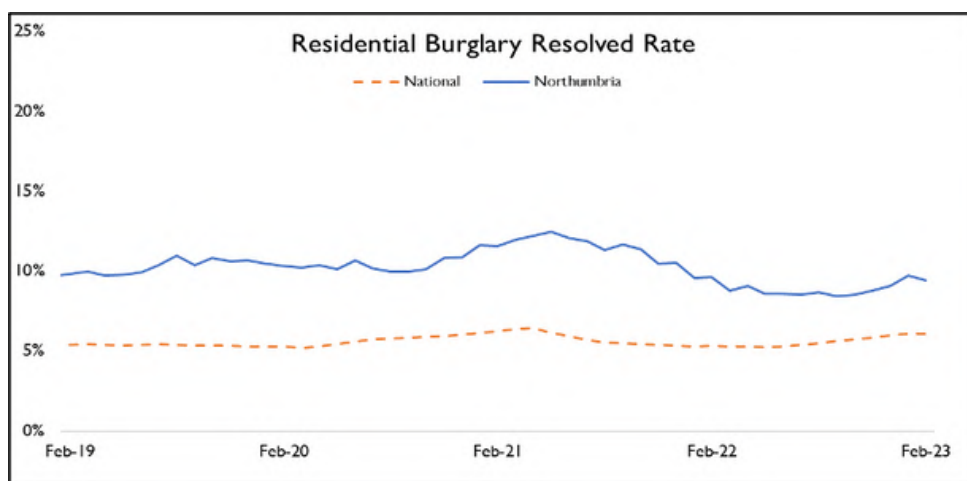
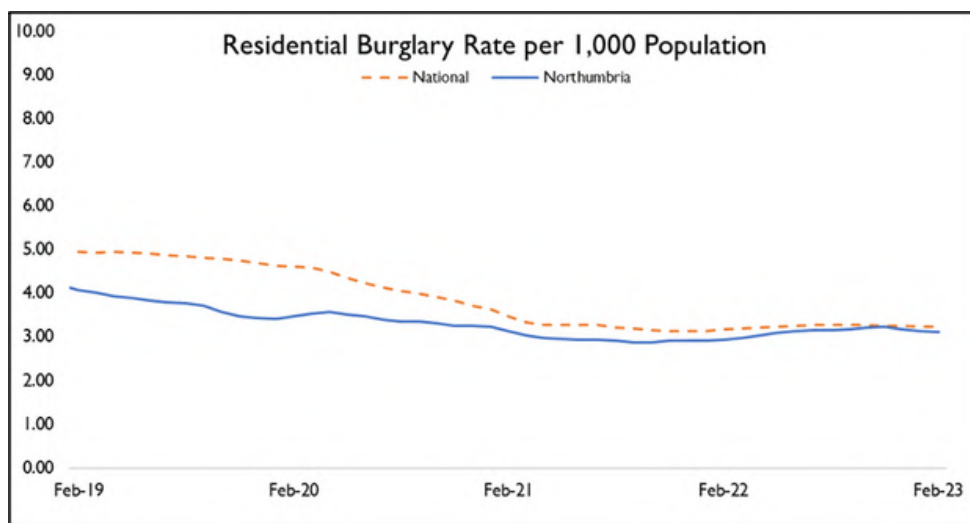
4. REDUCING BURGLARY

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 recognises the impact that burglary has on victims / public confidence and continue to focus on burglary as a priority crime with a dedicated force lead.
- As shown in the graph below, Northumbria's residential burglary rate per 1,000 of the population historically sat beneath the national average until 2022. As of 2023, all the burglary rate is below the national average per 1,000 population and the Northumbria resolved rate is higher than the national average.



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 and Fire and Rescue suggested the current low positive outcome and charge rates for Serious and Acquisitive Crime (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 & oversight:

- 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.
- A lead for SAC has been identified in the Force.
- A SAC Suppression Group has been created which focuses on performance in this area and drives learning from national best practice and its implementation in force, coordinates activity and promotes success with both an internal and external communications strategy. The force tasking and coordination process (open and closed) manages intelligence led operational activity in respect of SAC.

Investigative Standards:

- Raising Investigative Standards is a key component in tackling SAC. Significant improvements have been made in file quality with the introduction of accreditation for supervisors. Key stakeholders throughout Northumbria Police are working together to identify and prioritise investigative skills training and continuous professional development which will be delivered in a range of formats, including face to face at protected learning days, online CPD and via the Northumbria Information and Knowledge (NIK). Maximising investigative opportunities is another key area to improving outcomes and as such forensics preservation is currently being prioritised with development sessions for responders, bespoke training for communications staff and improvements to the management of forensic suspect evidence. See Appendix A, chart 11 - the resolved rate for Northumbria Police against the national average, shows the force trends alongside the national average.

Out of Court Resolutions (OOCR):

- Improving the use of OOCR will improve positive outcomes and satisfaction in this area, whilst also reducing some demands on investigators and the criminal justice partners. In the year to April 2023, 13% of all positive disposals are OOCR, this is consistent with the previous 12 months. The Force Transforming Resolution Education Adult Diversion (TREAD) team have access to 8 pathways, all of which are proven to reduce offending by diversion and appropriate support to offenders, however it is occasionally underutilised. Referrals to TREAD are increasing from 190 in 2020 to 229 in 2021 and 723 in 2022. Combined reoffending rates across the 8 pathways show 97% of people who comply with the pathway do not reoffend within 6 months.



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. 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.

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.

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.

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.

Business hate crime:

Hate Crime is a key priority for my Local Criminal Justice Board (LCJB) – we have a subgroup on Recovery and Performance which is looking at business hate crime and victim and witness attrition and how referrals through to court can be increased.

Individuals who are self-employed or employed as taxi drivers, those working in food outlets such as take aways and convenience shops are less likely to appear in court if they are victims of hate crime. This is most likely due to loss of earnings as a result of the time spent attending court and a lack of confidence in the criminal justice system.

We are looking to arrange consultation with those in business, such as taxi drivers, people working in food outlets such as take aways and convenience shops who are directly impacted by hate crime, by engaging with organisations that represent these individuals such as Noda Taxis, Asian Business Connexions and the North East Chinese Association.

The consultation and engagement will be two-fold, focusing on better understanding the barriers people face to reporting hate crime and pursuing cases through the court and raising awareness of the support that is available and how to improve access to this support for victims



I know how devastating shoplifting and business related crime can be, so always take the opportunity to engage with retailers, sellers and stores when on my walkabouts and engagement sessions. The more we know, the more we can do to help them.

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 Harm, Reduction and Communities Team 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.
- There are six national rural crime priorities within the NPCC's Rural and Wildlife Crime Strategy 2022-23, and of these priorities, Poaching and Plant and Machinery Theft have the most significant impact to the Northumbria area:
 - **Poaching:** Local intelligence suggests that poaching is generally linked to organised crime groups from urban areas. The activities of poachers had a significant impact on the community with damage to crops by vehicles, livestock attacks and escapes by gates being left open. There is a significant financial cost to farmers and local communities to mitigate against poaching activity.
 - **Plant and Machinery Theft:** The worldwide shortage of microchips has seen a rise nationally in the theft of plant and agricultural machines. In Northumbria there was a 30% rise in quad bike thefts in January 2023. Known organised crime groups are believed to be responsible for these offences, with targeted disruption and operations in place, which has seen a reduction in the number of offences from the start of the year. A recent trend has emerged around the theft of GPS domes from tractors. These are essential for the efficient running of an arable farm. They are also extremely expensive and cause significant disruption if stolen. In April, three farms were attacked in Northumberland with over £60,000 of GPS equipment stolen. This is a trend that is also being seen in other parts of the UK.



Update on work undertaken

Partnership working:

- The Rural Crime Team have led nationally in combatting poaching and were instrumental in the setting up of a nine force Community Protection Notice (CPN). This sees anyone stopped or suspected of poaching in one force issued with a Community Protection Warning Notice (CPWN) or CPN which covers the whole of the North of England. The rural crime team have also upskilled response teams with available powers and tactics. The use of these powers has seen regular seizures of vehicles from poaching nominals, convictions and general disruption. Rural crime volunteers also play a pivotal role in reporting poaching offences and building the intelligence picture on those committing this type of crime. The Force have seen a reduction in poaching reports from 612 in 2020, to just over 300 in 2022.
- Northumberland Partnership Against Rural Crime (NPARC): This is the first such partnership in the country, which allows for each partner to lead on one of the priorities contained in the national strategy. Although still in the early stages of development, some successes have already been demonstrated with partners carrying out joint operations, sharing of intelligence and joint investigations for example, into Youtubers who damage farmland while riding off-road motorbikes.

Safer Streets Rural Northumberland:

A successful bid was submitted to the Safer Street Funding (Round Four) by my office. Through this funding, we are able appoint a rural partnership co-ordinator as well as invest in several areas including visitor advice and guidance, Automatic Number Plate Recognition (ANPR), Thermal Imaging Technology and analysis of data and incidents that will shape how we prevent and respond to crime and ASB in rural areas. Key successes so far include:

- ANPR is currently being installed and the new Thermal Imaging Technology is in use by the Rural Crime Team and Response and Neighbourhood Policing Teams. This technology has most recently been used to locate suspected poachers near Belsay.
- An Engagement Event Structure has been developed and used throughout Northumberland at both large agricultural shows and smaller community/farming events. This has been well received and visibly promotes the Northumberland Partnership Against Rural Crime.
- Regarding crime prevention, there have been numerous successful property marking events held with over £300k of equipment marked at these events. Property marking equipment has also been distributed to farms that have been subject to rural crime or those which have reported suspicious activity. Rural Crime Volunteers have been trained in the deployment and are assisting with this initiative. Feedback at property marking events has been well received and those attending are very grateful of the scheme. In addition to this, Vehicle tracking devices have been utilised for victims of crime and those who have had attempted theft of quad bikes.
- In collaboration with Northumberland County Council, a range of signs have been developed concentrating on vehicle ASB, environmental ASB (fire setting) and countryside behaviour. Petrol Stations/Pumps are being used for the vehicle ASB messages and rural areas are being geo-targeted with Blis Mobile Adverts.
- A number of police officers have been trained to use the Can-Am All-Terrain Vehicle which has allowed it to be used on multiple vehicle-ASB operations. Patrols in partnership with Northumberland Partnership Against Rural Crime partners have taken place in the Kielder Forest, following previous enforcement activity. The Can-Am is also being used at community events and agricultural shows for engagement, most recently at West Hartford Fire Station Open Day in September. A number of Police Officers have been trained to use the Can-Am.
- Work is continuing with rural partners for future deployments of the covert CCTV, deployed most recently in Otterburn.

- Mountain Rescue is continuing to promote safety in rural areas through social media. With top social posts including an AdventureSmart Weather Advice post, which reached 15,907 on Facebook. Moving forward, the project has completed the filming of unique short films which will be ready to share on partners' social media platforms starting in October. This will be specifically linked to the next Adventure Smart campaign which will focus on the clocks going back and shorter daylight hours.

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:

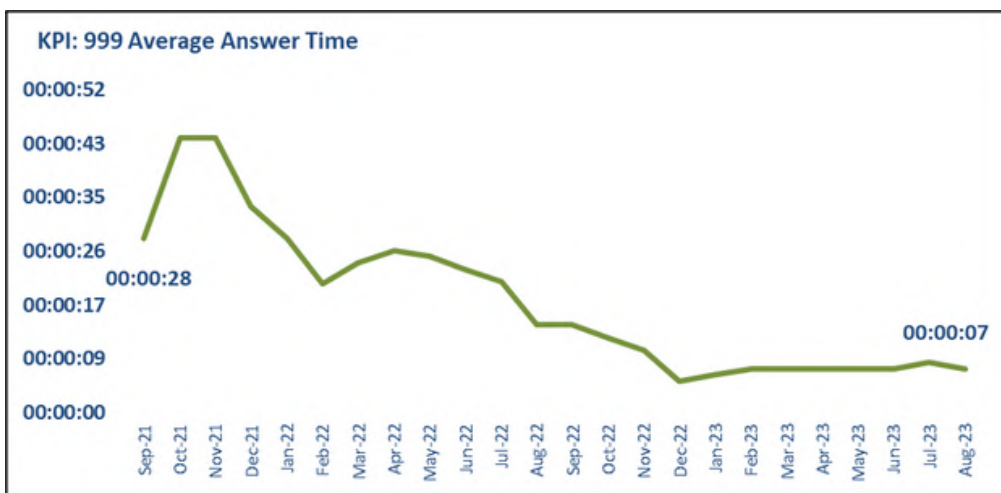
- There have been significant improvements in call handling in the 12 months to August 2023, as shown by the table and graphs below. Key improvements include:
 - 89.83% of 999 calls were answered within the Service Level Agreement of 10 seconds, compared to only 70.5% the year prior. The average answer time for 999 calls has also improved with a drop from 28 seconds to 8 seconds. Improvement in both areas has been sustained since December 2022.
 - 62.59% of 101 non-emergency calls were answered within the Service Level Agreement of 60 seconds, which is a massive reduction compared to the previous year where this figure was 32.61%. The average answer time for 101 emergency calls has dropped to 1 minute 58 seconds compared to 7 minutes 9 seconds.

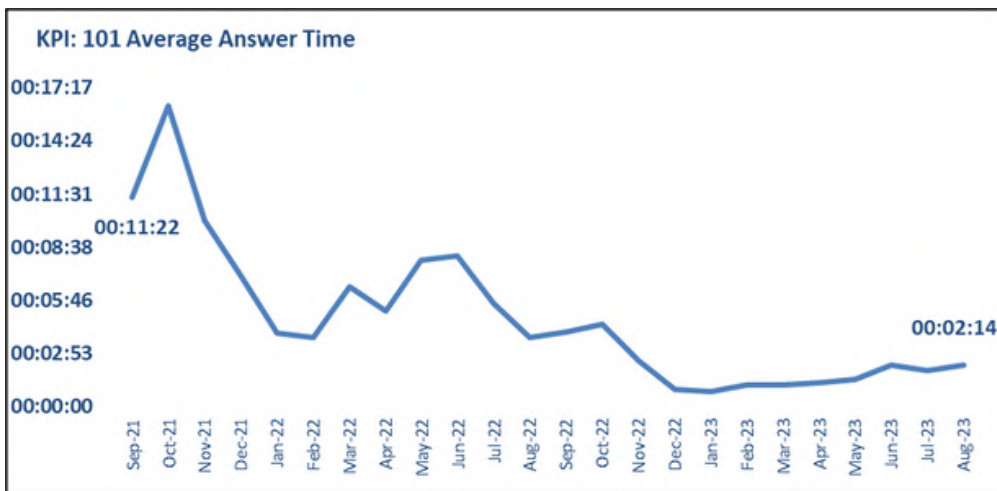


Northern Communications Centre.



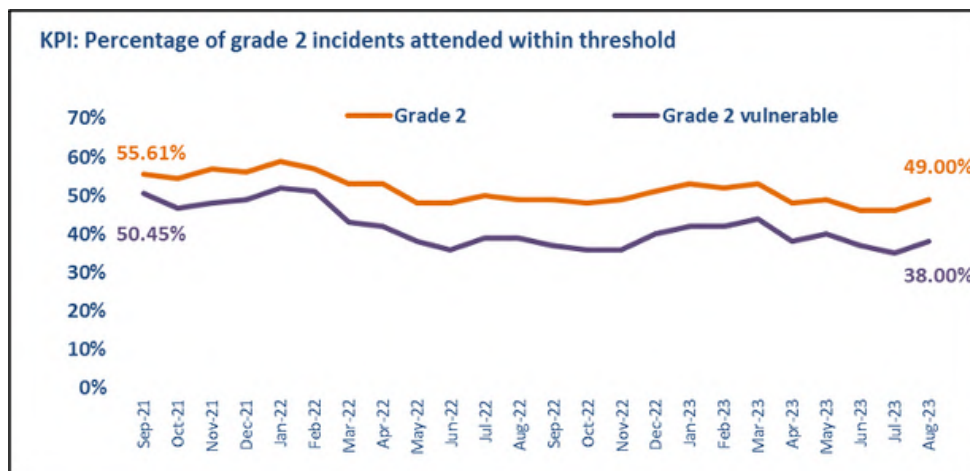
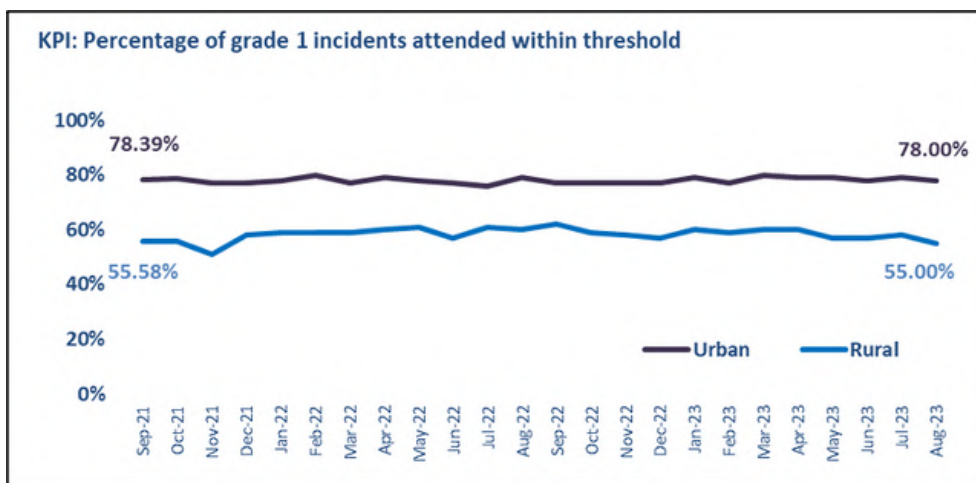
Measure	12 months to August 2022	12 months to August 2023
999 calls received	306,486	305,486
101 NE calls received	240,728	242,155
999 calls answered within standard	70.50%	89.83%
101 NE calls answered within standard	32.61%	62.59%
999 average answer time	00:00:28	00:00:08
101 NE average answer time	00:07:09	00:01:58
999 calls abandoned	1.95%	0.21%
101 NE calls abandoned	34.03%	11.07%
999 longest wait time	00:19:17	00:19:17
Satisfaction – initial contact <i>(% of volume crime victims)</i>	91.08%	91.21%





Response times:

- Performance has remained stable for Grade 1 incidents despite an increase in demand, demonstrating more effective deployment. The percentage of incidents attended within published times for Grade 1 incidents (15 minutes urban and 20 minutes rural) have remained stable for a sustained period at 78% (urban) and 58% (rural) despite the increases in demand.
- The long-term picture in terms of Grade 2 and Grade 2 Vulnerable incidents attended within published time (60 minutes) have been gradually reducing over time from the level they were previously.



Satisfaction:

- Initial contact victim satisfaction remains high and has been relatively stable since July 2022. The rolling 12 months to July 2023 shows the beginnings of improvements in satisfaction levels, across the survey types, for the time taken to answer the phone, with anti-social behaviour, hate crime and volume crime seeing the measures increase from 5% to 10%.
- The successful introduction of an SMS survey to customers who “opt in” launched in August 2023 and has enabled the Force to provide timely and relevant feedback to contact staff. This level of understanding/feedback will continue to support improvement at initial point of contact and the wider customer experience. In the first week on the survey going live, the Force received 132 responses highlighting the following headlines:
 - 95% of respondents said the contact handler they spoke to was polite and professional.
 - 90% said the contact handler explained the response to their incident.
 - 68% rated their experience as excellent or good.
 - 67% said the contact handler provided them with advice.

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. The force is poor at recording crime when anti-social behaviour is reported.
3. 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.

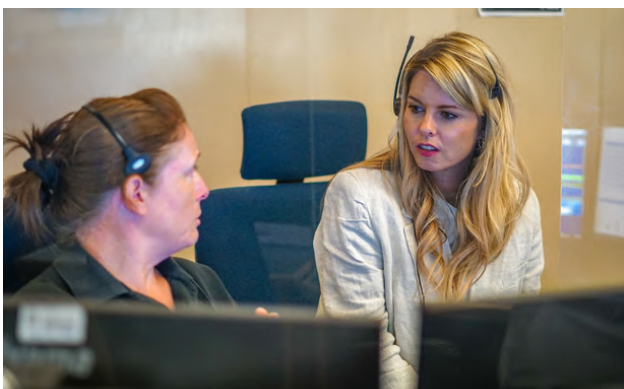
- This engagement activity is being supported by key stakeholders/experts across the force and the programme aligned to the implementation of all digital platforms. The initial phase of Single Online Home (SOH) successfully went live on the 6th of September, with the full transition due to complete on the 29th of November. In line with the final SOH transition, November will see the launch of the Force’s social media reporting (through the Orlo platform) and new web chat functionality (delivered via SOH). Staff training has been mapped out and will be completed in advance. Demand and service data will be gathered and presented alongside SOH data through a digital performance dashboard, this information will be measured against traditional contact, enabling them to understand and manage any disparity in contact routes.

Abandoned calls:

- The Force continue to work with the College of Policing and the National Contact Lead to explore a more meaningful and consistent measure to manage 101 calls. A recent benchmarking exercise carried out by Northumbria highlighted that all forces use different tactics to channel their calls and have different measures and targets set against their answer rates. HMICFRS have suggested that abandonment rate should be the area of focus but up to this point have offered nothing to indicate what “good” looks like. The Force continue to focus on understanding, managing and reducing their 101-abandonment rate. The introduction of new front-end technology, improved accessibility/availability of digital channels, focus on demand reduction/prevention to create capacity, improved quality reducing failure demand and the review of key time shift patterns (tailored around current high abandonment periods) will all play a significant role in the long-term reduction of abandoned calls. This work is currently ongoing with the technology aspects all being introduced and embedded throughout Autumn 2023.

Call Demand Reduction:

- Between December 2022 and July 2023, non-incident related 101 calls have increased by 48% with the highest increase being for incident update at 81%. The successful implementation introduction of the Northumbria Victim and Witness Service direct line should see this number reduce over time but the benefits of this have not yet been realised. The other area of increase has been 33% for advice/enquiries which the implementation of the new Interactive Voice Recognition should again assist with through correct signposting to partner agencies. The result of this should be reductions in the levels of 101 calls and a higher ratio of calls to incidents as we receive more appropriate calls through to the Communications Centre. Demand reduction continues to remain a priority with Communications Department led bi-weekly internal meetings focussed on repeat contacts from individuals and repeat contacts from partner agencies.



Southern Communication Centre.

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:

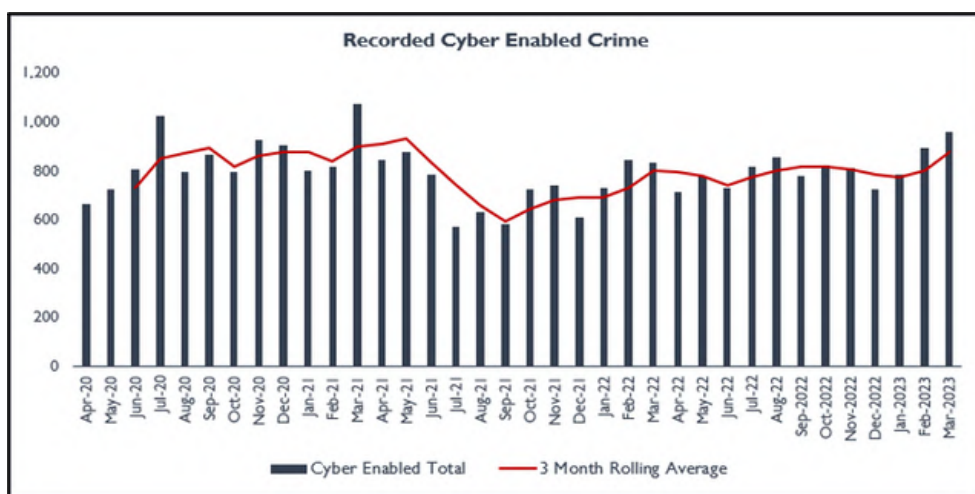
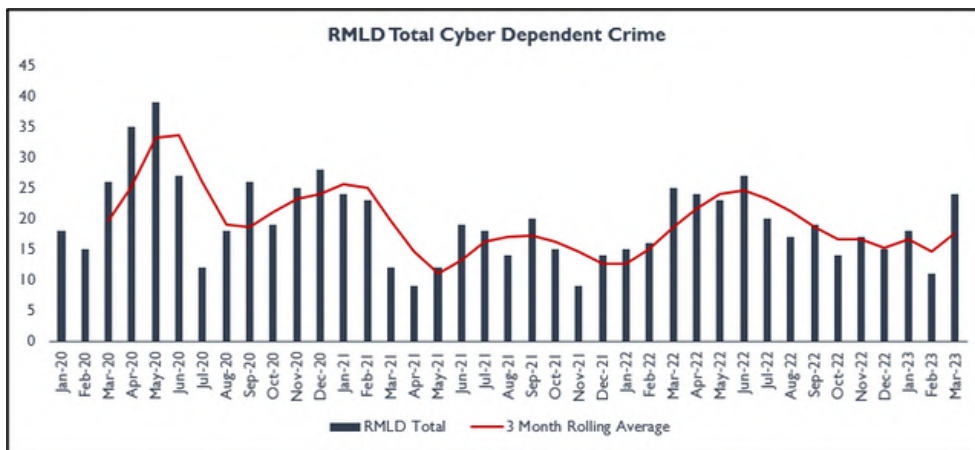
- Raise awareness of cybercrime and fraud and enhancing the force's investigation of these cases. I pledge to explore with the force the potential for more dedicated cyber fraud campaigns, and back the cyber volunteers who bring even more expertise to Northumbria Police.
- Ensure the force has the resources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

Northumbria Police has a dedicated, trained, specialist Cyber Crime Unit who carries out all elements of the four Ps (Pursue, Prevent, Protect, Prepare), supported by colleagues within the North East Regional Organised Crime Unit (NEROCU). The Detective Chief Inspector (DCI) led Cyber Crime Unit encompasses various elements of online crime including fraud, financial investigation, cyber dependent crime and indecent images of children (IIOC).

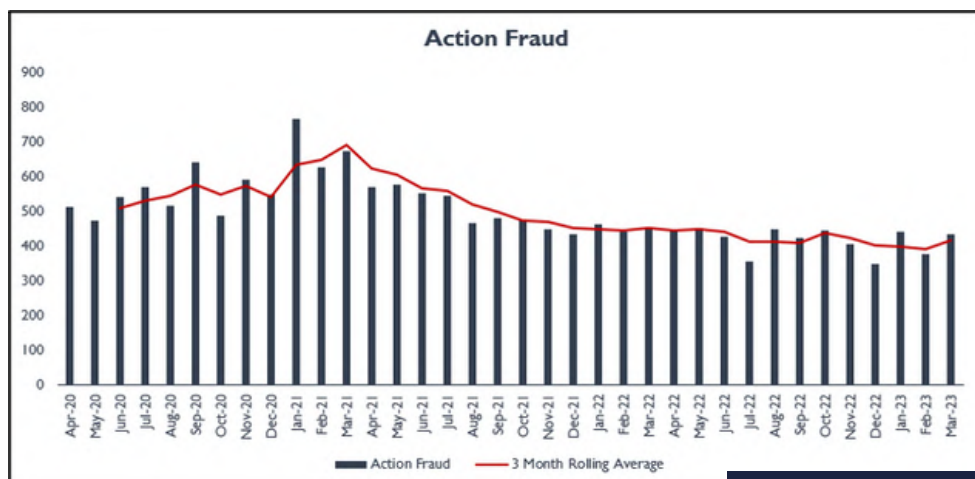
All cyber crime:

- 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.
- Cyber dependant crime and cyber enabled crimes were heightened during the Covid-19 pandemic, as shown by the two graphs below. Cyber dependent crime has lowered but fluctuated since. Cyber enabled crime has undergone a gradual steady increase since September 2021.



Online fraud:

- Reports to Action Fraud have slowly reduced over the past two years as shown by the graph below.
- In the 2021-22 financial year, there were 5906 reports of fraud from Action Fraud, and in 2022-23 this reduced by 15% to 5006. Around 14% of these victims are identified as vulnerable and require intervention by Neighbourhood Policing Teams to deliver Operation Signature. The National Economic Crime Victim Care Unit (NECVCU) support the force to provide protect advice to non-vulnerable victims of Fraud Crime. The NECVCU will expand victim care to more complex cases including the vulnerable in May 2023. The Operation Signature personal visits will still be required to the most vulnerable victims.



Cyber-enabled child abuse:

- Analysis of online referrals from the National Crime Agency (NCA) to Northumbria shows that they increased by 20% from 2020 to 2021 but then fell slightly in average over the first two quarters of 2022. As expected, however, referrals of this nature have continued to rise since October 2022 and are anticipated to grow further.
- 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. These cases have usually not met the threshold for prosecution and present an opportunity to prevent possible re-offending or to stop ongoing offending altogether.

Work with young people:

- The Force follows 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 is progressing. Northumbria has six volunteers, with one individual deployed within NEROCU, in relation to software development and vulnerability testing. A national App is in development and 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 from the force.

Investigations:

- Improving the Force capability and response to cyber investigations 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:

- **Victim identification:** POLIT have recently expanded their victim identification capability with the 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 work 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 Memorandum of Understanding is under development with a local North East charity which aims to promote a positive future for people who have been affected by adverse situations in their lives.

9. 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:

- NEROCU have continued to provide support to ongoing activity against Serious Organised Crime (SOC) threats in Northumbria which could range from being involved in a problem-solving meeting to a full deployment via a gateway request. Over 140 gateway requests were submitted in 2021-22 and a further 126 requests in 2022-23.

- As of April 2023, Organised Crime Group (OCG) members/Priority Individuals (PI) have been linked to fewer crimes as suspects over the last 12 months, compared to the previous 12 months and the 'Crime Severity Score' of those crimes has decreased compared to the previous 12 months (107k compared to 145k). However, the number of crimes that mapped Urban Street Gangs (USG) and Peer Crime Groups (PCG) has increased over the last 12 months compared to the previous 12 months, and the 'Crime Severity Score' of those crimes has almost doubled.

Update on work undertaken to tackle Serious and Organised Crime (SOC)

Understanding organisational risk:

- All mapped OCGs and 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 several 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 have adopted the Clear - Hold - Build methodology within areas of the Force and are working closely with the Regional SOC Community Co-ordinator.

Operation Pecan:

- Operation Pecan is the Northumbria Police response to serious violence and criminality involving groups of young people, known as Urban Street Gangs (USGs). This operation has been introduced following an identified trend of offending in our force area, with the aim of tackling criminality and safeguarding those at risk of exploitation by deterring them from offending and offering alternative diversionary pathways. As of April 2023, Operation Pecan has resulted in 175 arrests, the execution of 46 warrants, 342 stop searches and large numbers of Child Concern Notification submissions.



Northumbria Police operations to tackle serious & organised crime.



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.



Current position:

- As the table shows below, there has been a 1% increase in ASB related incidents in the 12 months to July 2023. Despite this slight increase, multi-agency seasonal operations have been successfully undertaken to target hotspot locations, whilst enforcement and diversionary interventions have been effectively utilised to target key offenders.
- There is small but increasing trend in the percentage of people who feel that ASB is a problem in their neighbourhood. Motorbike disorder and ASB on the transport network continue to be a key issue.

Indicator	12 months to December '19*	12 months to July '22	12 months to July '23	% change
Anti-social behaviour incidents	46,762	41,785	42,170	+1%
Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood	20%	22%	25%	+3%

*nationally agreed baseline for the Government's Beating Crime Plan

- 23% of ASB is youth-related in this 12-month period compared to 22% in the previous period.
- 69% of ASB victims said they were satisfied with their whole experience of service, which is a reduction compared to the same period for the previous year. Dissatisfied victims mainly perceived that police could have been more proactive in response to their report and/or said that the actions taken fell short of their expectations. A review is being undertaken to map an ASB caller's journey through the organisation with a view to identifying opportunities to enhance service delivery. The force does not send an officer to all ASB incidents and utilises a blend of telephone resolution, alongside the neighbourhood policing team diary system.

Update on work undertaken to tackle Serious and Organised Crime (SOC)

Ongoing work carried out by the Force:

- Force wide plans have been instigated to ensure a coordinated partnership approach is adopted across the force, these are managed through the multiagency ASB Coordination Group.
- The Force undertook ASB activity during the national ASB awareness week in July, this included the launch of Operation Cacao to address motorcycle enabled ASB through utilising drones. Results included 12 section 59 notices issued, 8 seizures of off-road motorcycles and 7 arrests with wider prevention and engagement activities undertaken.
- The Force's preventative and proactive approach continues to be underpinned by problem solving, early intervention and partnership working and further supported by the introduction of a new Neighbourhood Policing Model.

- This will allow the force to refocus priorities on; reducing neighbourhood crime and ASB; proactively targeting and disrupting offenders; identifying and protecting vulnerable victims. The first cohort of additional officers to Neighbourhood Teams has been achieved.
- The force continues to identify repeat victims of ASB and seeks to utilise problem solving to tackle causality, with a view to increasing the percentage of victims who experience no further ASB incidents following positive activity. The force is engaged my office's ASB Case Review process (more detail provided below) to support repeat victims who are dissatisfied with the partnership response they have received.
- My office has secured Home Office funding for two ASB pilots relating to Immediate Justice and visible hotspot resourcing, which will see increased police resource deployments into high demand areas across each local authority. More information on these pilots is provided below.

ASB Case Review (formerly known as the Community Trigger)

- 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 Summer 2022 and my office oversees and coordinates all activations in the region and works closely with Community Safety Partnerships throughout the ASB Case Review process.
- In the first 12 months of this process:
 - We processed 130 applications to activate the Community Trigger
 - 102 cases met the threshold to activate the ASB Case Review
 - From the ASB case reviews held, recommendations were made in 84% of cases
 - 88% 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 ASB Case Review, including Statutory Reporting Requirements and information on how to activate the ASB Case Review, can be found on my [website](#).
- My office has commissioned an Independent Review to look at how the Northumbria ASB Case Review (ASB CR) process is operating and its impact after a period of operation. The results confirmed the appropriateness and usefulness of this initiative for victims of persistent ASB and high-risk or vulnerable victims of ASB and key stakeholders, and identifying areas where it needs to adapt to improve results in the future. The final report is due to be discussed at the next Strategic ASB Board, where a plan for implementing agreed recommendations will be confirmed.

Improving the response to ASB

- The work of the regional Strategic ASB Board, which brings together Local Authorities, Fire Services, transport providers and other key agencies is ongoing and continues to work towards the shared priorities, which are:
 - 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.

- Board is currently overseeing the 12-month review of the ASB Case Review process to ensure that it is accessible and to understand how services can be improved for ASB Victims.

ASB Trailblazer Project

Northumbria has been selected as a trailblazer for two ASB pilots, which will both run until March 2025. Through these pilots we have secured over £2 million to tackle ASB until March 2024, further funding has been guaranteed for 2024-25, but the final settlement has not been confirmed at this time. The ASB Trailblazer Project Lead has been recruited and started in post on 7th August 2023.

The first is the **Immediate Justice** pilot which will see ASB Perpetrators repair or make good the damage caused by an offence or undertake up to 20 hours of unpaid work. The pilot went live on 25th September 2023.

- The activities will be, where possible and appropriate, highly visible to the public and will take place in public spaces – such as parks, community spaces such as high streets, rear lanes or green spaces, transport hubs, and private property (including housing association land) with the owner's consent. Probation will deliver these reparative activities. A menu of reparative activity options has been confirmed following consultation with the public, but and will include:
 - Refuse/waste removal to include litter picking
 - Graffiti removal
 - Area beautification through gardening activities
 - Repairs to property (both public or private with the owners' consent and can include private resident's or business properties).
- There will be a work programme for reparative activity established in six pilot areas that experience high levels of ASB, and one geographically defined area in each Local Authority area.
- The pilot will fit into the existing police Out of Court Resolution framework and will be applicable to any volume crime type such as public order and criminal damage, as well as offences under the ASB, Crime and Policing Act 2014 which include breaches of Community Protection Notices, Criminal Behaviour Orders, Premises Closure Orders and Dispersal Notices.
- ASB victims will be consulted on the type of activity they would like to see perpetrators undertake.
- Running alongside the reparative activity, 25% of the service will include an education element to address behaviour change and provide some level of sustainability. Also built into the project will be voluntary Restorative Justice where at the end of the reparative activities, if appropriate, the possibility of Restorative Justice will be explored with the perpetrator, if agreed then the Northumbria Victim and Witness Service will liaise with the victim and seek their views. If both parties are agreeable Northumbria Victim and Witness Service as the Restorative Justice practitioners will arrange and lead this.

The second is the **Hotspot Response** pilot that started in July 2023 and will deliver a stronger, focused approach to deterring and tackling ASB across our transport networks as well as in three communities suffering high levels of ASB:

- Funding will be used to put in place an enhanced presence of police and other relevant agencies in key ASB areas. Both strands of our project (transport and community based) will increase the level of enforcement action taken therefore we are also seeking to expedite enforcement activity through a shared legal resource.
- The overall aim of this project is to deter ASB and intervene early to prevent escalation, identifying offenders and take robust enforcement action where necessary.
- We will work with Nexus, bus operators, and Northumbria Police to enhance the work of the Safer Transport project providing a greater uniformed presence across our public transport network.
- Community based hotspots: In three specific geographic locations where we understand there are high levels of ASB we will deploy co-ordinated multi-agency response teams; these will include police and local authority resource as well as potentially resource from Registered Social Landlords (RSL) (if operating in the chosen hotspot).
- The areas have been identified based on data, insights and intelligence. Northumbria Police have liaised with the Local Authorities to ensure they fit with their local intelligence and insights. The three area commands have identified the following community-based hotspots:
 - Biddick Hall and Whiteleas, South Tyneside, Southern area command
 - West Denton, Newcastle, Central area command
 - Cramlington, Northumberland, Northern area command.



Hotspot Response policing in West Denton (Central Area Command).

Progress made so far regarding the Hotspot Response:

- Regular patrols are being conducted during peak times in the identified hotspot areas of West Denton, Cramlington and Biddick Hall and Whiteleas. Within West Denton there have been joint patrols between Northumbria Police and Newcastle City Council on 8 days, resulting in 16 extra police officers and 15 officers from the local authority. In Cramlington there have been an additional 16 officers over the course of 5 days and an extra 6 officers on 3 days within Biddick Hall. During those patrols:
 - A significant number of young persons were spoken to and provided information on diversionary activities in the local area.
 - Numerous businesses were visited with officers gathering local intelligence and providing reassurance.
 - Members of the public were engaged with promoting community confidence.
 - Officers dealt with ASB incidents which included fly tipping, fire setting, stone throwing from a motorway bridge, motor bike disorder, a pub fight with one person arrested for assault, reports of damage to community flower beds and one vehicle uplifted for no insurance. Young persons were dispersed from all areas with 2 dispersal orders being issued.

- In the next few weeks patrols will commence by staff from South Tyneside Council whilst Northumberland County Council are currently in the process of recruiting wardens. In addition, youth provision will be provided in both Newcastle and South Tyneside.
- During the month of August, there were additional police patrols on a weekend at Gateshead Interchange, South Shields Interchange, Haymarket and Witherwack. The overall number of patrols resulted in an extra 15 officers on patrol. Those officers carried out the following work:
 - Engaged with and provided reassurance to over 13 businesses within the transport hub areas.
 - Dealt with a range of ASB including the riding of bicycles and quad bikes in transport buildings, noise and cones being thrown onto concourse areas, theft from shop where stolen items were recovered and possession of a Class B drug.
 - A missing person was located an officers engaged with 12 young persons who were frequenting the areas.
- British Transport Police provided 10 officers between Pelaw and South Hylton working closely with Nexus staff. Officers spoke to 75 members of the public providing reassurance whilst they travelled.
- Stagecoach have also employed a Transport Security Officer who will be deployed on Stagecoach bus routes across the Newcastle and Sunderland area. Valuable intelligence has already been gathered and body worn camera will be worn to assist in the identification of offenders. Bus drivers are being encouraged to increase reporting with the use of a recently developed incident form.



Various Hotspot Response patrols from across the force area.

Other funding for ASB:

Operation Payback:

- My Operation Payback Fund supports grass-roots community activities across Northumbria to prevent and reduce crime and ASB. The fund is made up of money that has been seized through successful police action across the region, as well as a contribution from my own budget. I opened my 5th round of Operation Payback in the summer and have awarded a total of £169,361 to local community projects ranging from football pitches to new security systems. Through this round of Operation Payback I have been able to provide Gateshead Cleveland Hall, the former club of promising young footballer Tomasz Oleszak who was tragically killed in a knife attack, funding to begin the development of a new 4G football pitch in his memory. Other groups who have received funding to support new facilities, repair CCTV, roll out youth diversionary activities or kick-start community projects include: Ashington Rugby Cricket Club, High Spen Social Action, Sunderland's Halo Project, and Holding Hands North East. A total of £1,141,459 has been spent across all five rounds over the past three years.

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.

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
 - Development of training to provide consistency of response to all partners working on the project on matters such as dealing with incidents of ASB, engaging service users, reporting/recording information and safeguarding.



(L) Cleveland Hall CA received Operation Payback funding to help start their project that will see a new 4G pitch installed, for club and community use. (R) The MATT deployed at The Hoppings this summer along with Northumbria Police and NE1.



Through the Safer Transport project we funded various policing operations that increased visibility and presence across the network, tackled ASB and provided community reassurance. Pictured: (L) Gateshead & (R) East Boldon.

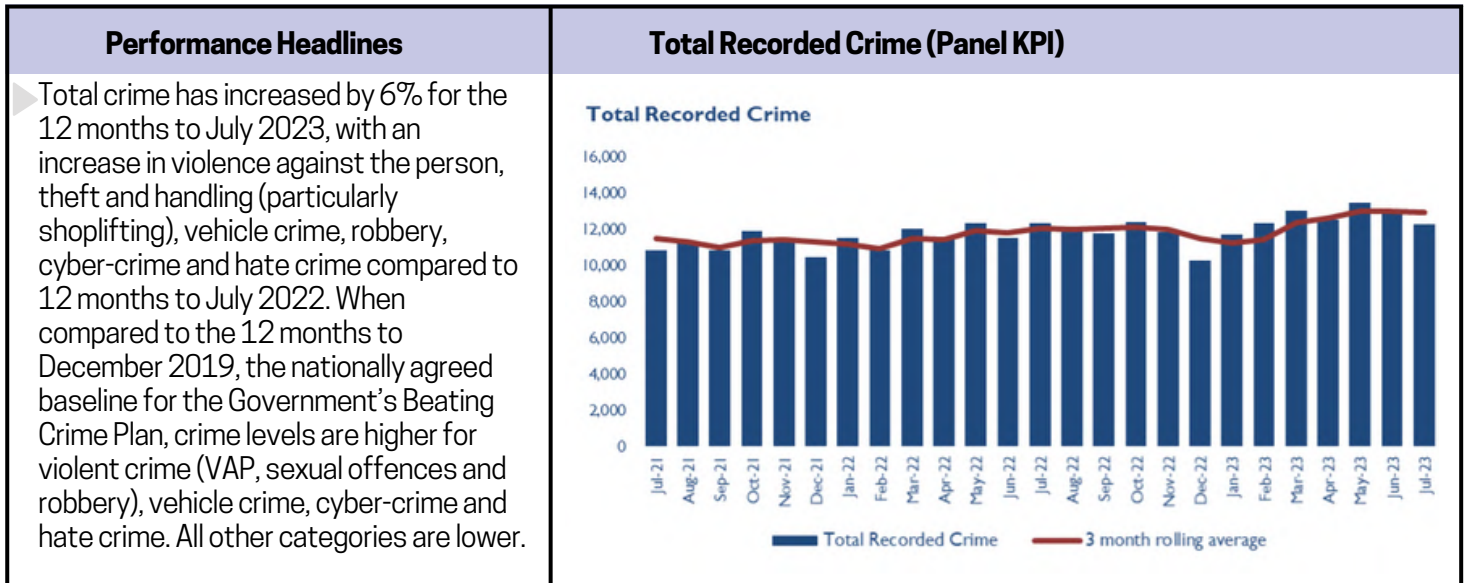


APPENDIX 1: PERFORMANCE DATA

CORE PERFORMANCE DATA

FIGHTING CRIME

RECORDED CRIME



TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	*12 months to Dec 2019	12 months to July 2022	12 months to July 2023	% change 22 vs 23	% change 19 vs 23
Total	149,753	137,796	146,305	6%	-2%
Sunderland	31,405	28,248	29,662	5%	-6%
South Tyneside	15,624	13,927	15,706	13%	1%
Gateshead	20,256	18,897	19,663	4%	-3%
North Tyneside	19,821	17,073	18,413	8%	-7%
Newcastle	38,183	36,368	37,918	4%	-1%
Northumberland	24,464	23,283	24,943	7%	2%

* nationally agreed baseline for the Government's Beating Crime Plan

ASB INCIDENTS

Performance Headlines

There has been a 1% (+385) increase in ASB related incidents in the 12 months to July 2023 compared to the previous 12-month period. Motorbike disorder and ASB on the transport network continues to be a key issue, partnership operations are being developed in conjunction with local authorities and transport providers to reduce incidents and increase public confidence. The Force undertook ASB activity during the national ASB awareness week in July, this included the launch of Operation Cacao to address motorcycle enabled ASB utilising drones. Results included 12 section 59 notices issued, 8 seizures of off-road motorcycles and 7 arrests with wider prevention and engagement activities undertaken. In week commencing 10th July the Force conducted Operation Impact which saw heightened visibility and enforcement activity, which included addressing ASB hotspot areas.

Indicator	*12 months to December 2019	12 months to July 2022	12 months to July 2023	% change
Anti-social behaviour incidents	46,763	41,785	42,170	+1%

ASB SATISFACTION

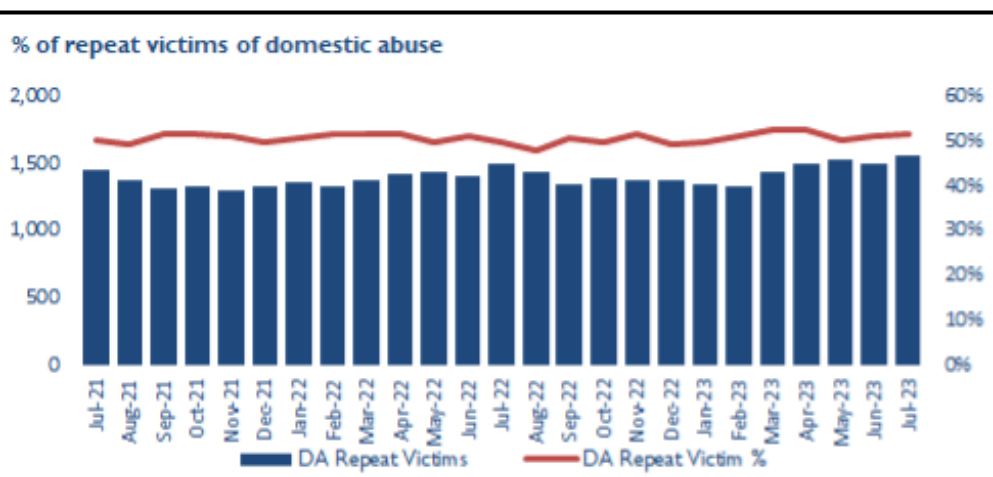
Performance Headlines

Fewer ASB victims were satisfied with the actions taken compared to the 12 months to July 2022. Dissatisfied victims mainly perceived that police could have been more proactive in response to their report and/or said that the actions taken fell short of their expectations. The ASB issue being unresolved, victims not being kept informed and/or knowing the outcome of their report were also drivers of dissatisfaction. Conversely, satisfied victims said that police took robust action and felt that their report was taken seriously. Feeling listened to, supported by officers and police offering to patrol/increase visibility were also mentioned.

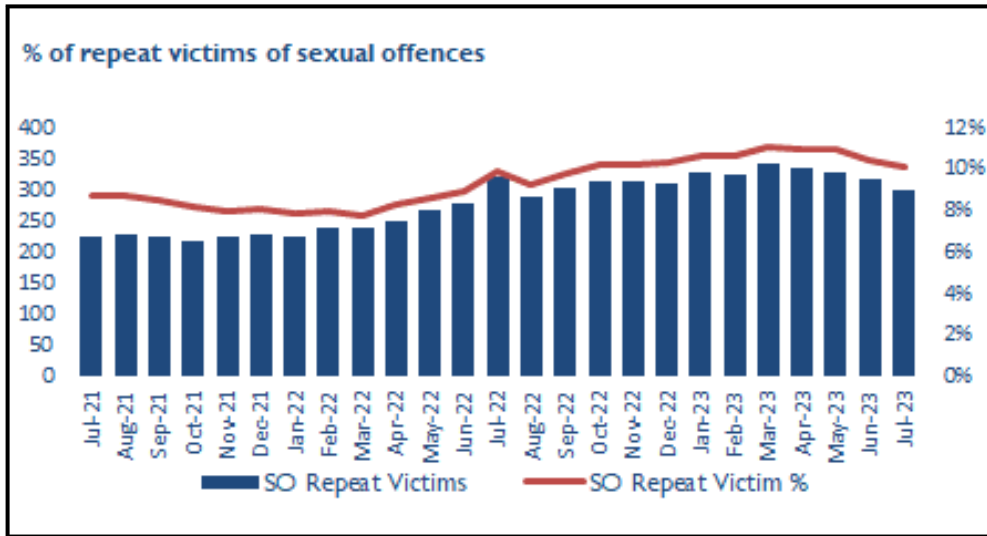
Indicator	12 months to July 2022	12 months to July 2023
Whole Experience	74%	69%

39

REPEAT VICTIMS - DOMESTIC ABUSE



REPEAT VICTIMS - SEXUAL OFFENCES



POLICE RESPONSE TIMES - GRADE 1 URBAN

Performance Headlines

Grade 1 incident demand remains high. For the 12 months to July 2023, there have been 5% more grade 1 incidents than the previous 12-month period. Grade 1 demand has been higher than previous historical levels of demand since April 2021.

% Attended within standard - Grade 1 (Urban)

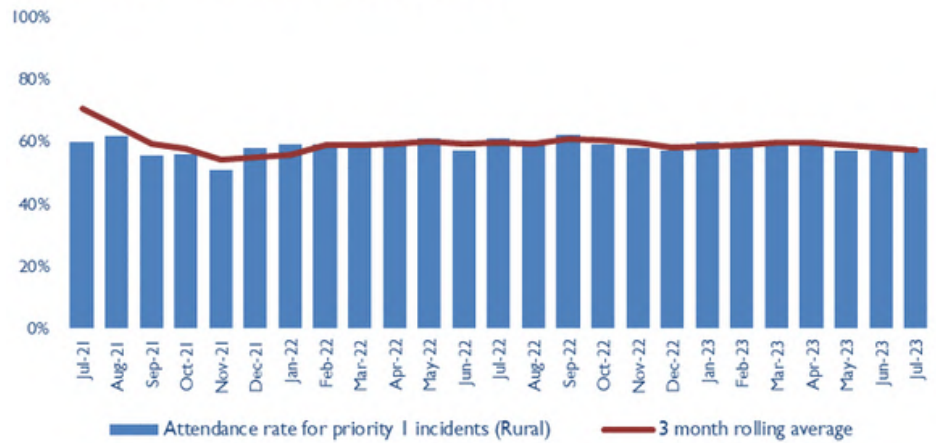


POLICE RESPONSE TIMES - GRADE 1 RURAL

Performance Headlines

The percentage of grade 1 (rural) incidents attended within 20 minutes was 59%, a reduction of 1%pt compared to the 12 months to July 2022.

% Attended within standard - Grade 1 (Rural)



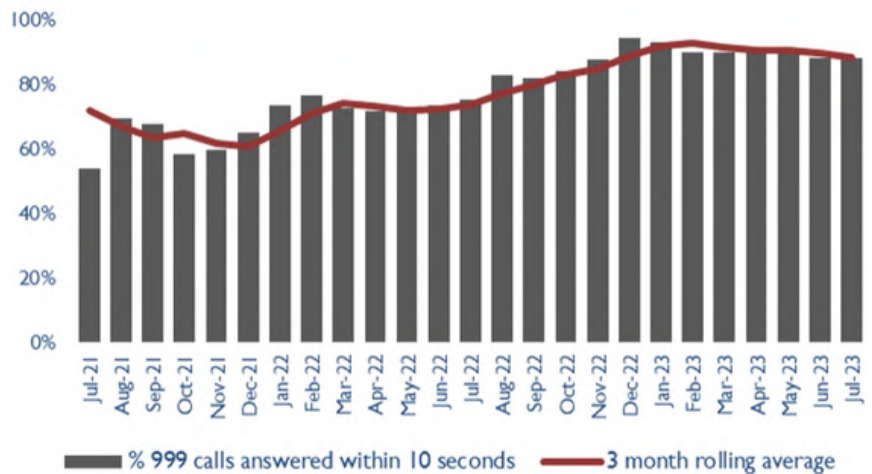
ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

There has been a consistent improvement in the percentage of 999 calls answered within the service level agreement since March 2022.

For the 12 months to July 2023, 88% of 999 calls were answered within 10 seconds, with an average answer time of 9 seconds. For the month of July 2023, 88% of 999 calls were answered within 10 seconds with an average answer time of 8 seconds.

999 Calls answered within standard



ANSWER TIMES - 101 NON-EMERGENCY CALLS

Performance Headlines

▶ The percentage of 101 calls answered within 1 minute for the 12 months to July 2023 is 62%; this compares to 34% for the 12 months to July 2022. The average answer time for 101 non-emergency calls for the 12 months to July 2023 was 2 minutes and 4 seconds, compared to 7 minutes and 28 seconds for the 12 months to July 2022; a reduction of 72%.

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 December 2020	12 months to December 2021	12 months to December 2022
Total	1,966	1,980	2,049
<i>Adults</i>	1,828	1,839	1,891
<i>Juveniles</i>	138	141	158

SERIOUS VIOLENCE OFFENCES

Indicator % change	12 months to December 2019	12 months to July 2022	12 months to July 2023	% change
Serious violence offences	18,709	22,541	23,556	+5%
Knife enabled serious violence	800	976	1,090	+12%
Homicides	12	16	15	-0.06%
Hospital admissions (under 25s for assault with a sharp object)	25	35 (to March 22)	25 (to Mar 23)	-29%

IMPROVING LIVES

PUBLIC PERCEPTION

Indicator	12 months to July 22	12 months to July 23
Percentage of people who think the police do a good or excellent job in their neighbourhood	73%	69%

Performance Headlines

▶ Most residents that rated their local police as good or excellent referred to their own positive experiences with the service and/or expressed the sentiment that the 'police do what they can' despite of stretched resources. Other residents associated the absence of ongoing issues in their local area as evidence of efficient policing.

Less than satisfactory experiences with the service and/or hearing about these experiences from others, lack of police visibility, resourcing concerns and/or the persistence of ongoing local issues not addressed by police, were mentioned by residents that rated their local police as fair or poor.

OVERALL VICTIM SATISFACTION

Performance Headlines

▶ 73% of volume crime victims said they were satisfied with their whole experience of service; a statistically significant reduction compared to the same period last year – 80%.

In response to the decline in victim satisfaction a working group was established which carried out an in-depth analysis of the journey of an ASB incident / volume crime together with an assessment of verbatim comments provided by victims during survey responses, to gain a greater understanding of the factors impacting satisfaction levels. This has allowed identification of wider impacts, with specific reference to ASB regarding concerns actions were not taken.

SATISFACTION - HATE CRIME

Indicator	12 months to July 2022	12 months to July 2023
Whole experience	73%	75%

SATISFACTION - DOMESTIC ABUSE

Indicator	12 months to July 2022	12 months to July 2023
Whole experience	87%	87%

DELIVERY OF THE POLICE & CRIME PLAN

FIGHTING CRIME PANEL REPORT

OCTOBER 2023



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER