

Proud
to serve

Proud
of our
people

Proud to
improve

Proud
to lead



8

Proud to Protect

PROUD OF WHAT WE DO • PROUD OF WHO WE ARE



Our Vision is:

To be outstanding in the service we provide

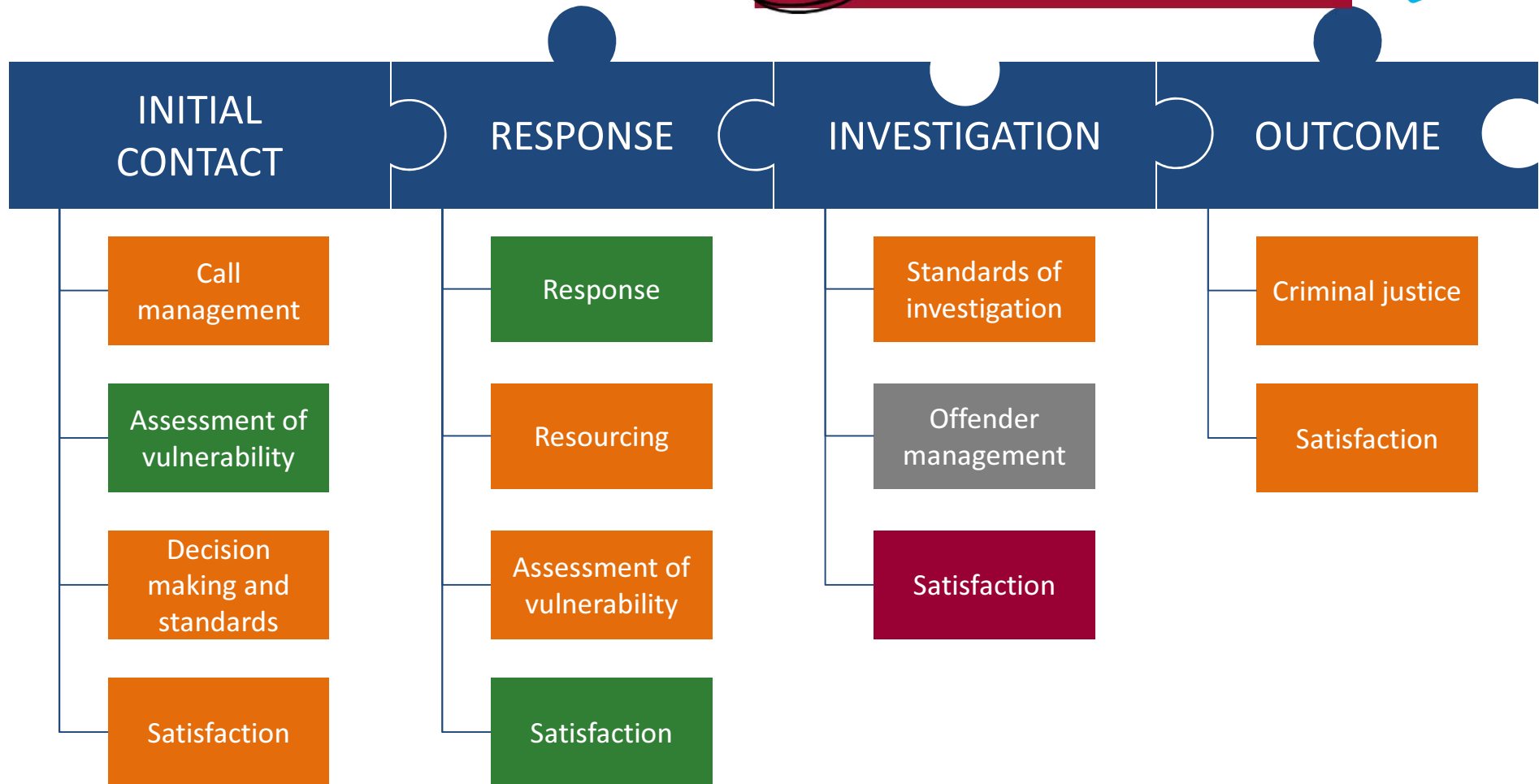


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2. Victim's journey

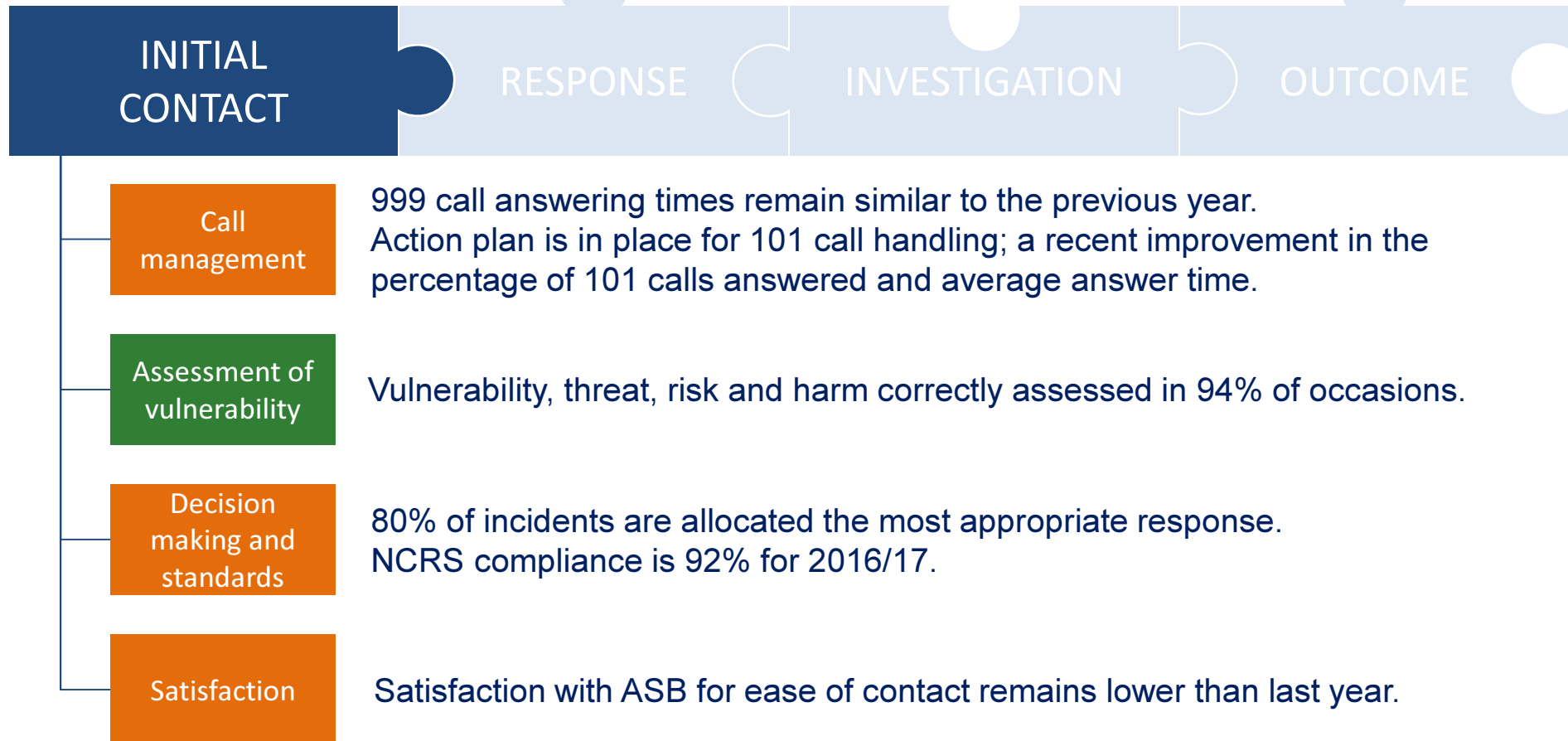


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3. Victim's journey

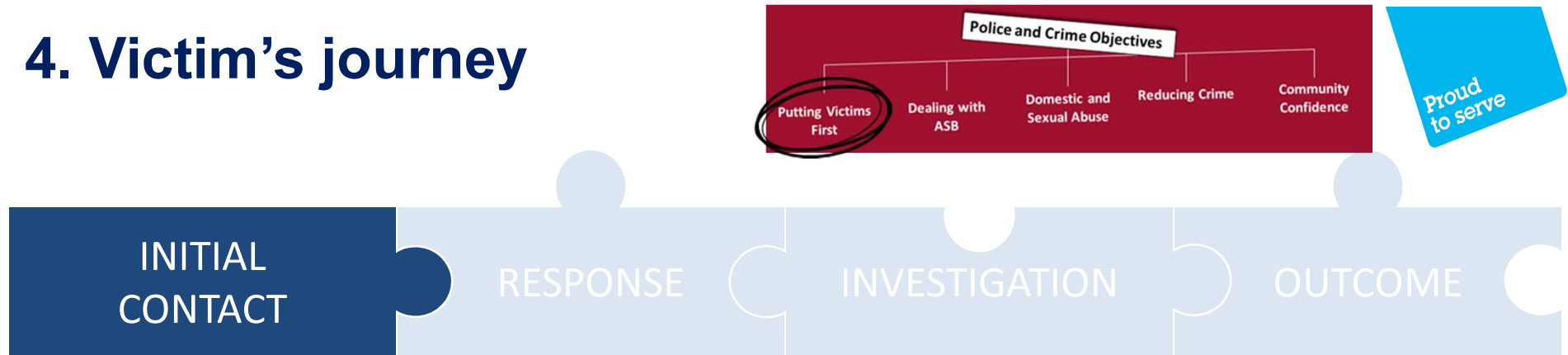


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4. Victim's journey



- Action plan developed and governed at the Force's performance management meeting, including:
 1. Improve the use of the website to encourage alternative contact.
 2. Develop a direct method of email contact to an officer from the website.
 3. Increase the options available for interactive voice response.
 4. Improve the provision of information to victims to reduce follow-up calls.
 5. Recruit to authorised establishment of contact handlers.
 6. Develop and implement a revised shift pattern for Communications Department to increase capacity.
 7. Implement a switchboard triage function.



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5. Victim's journey



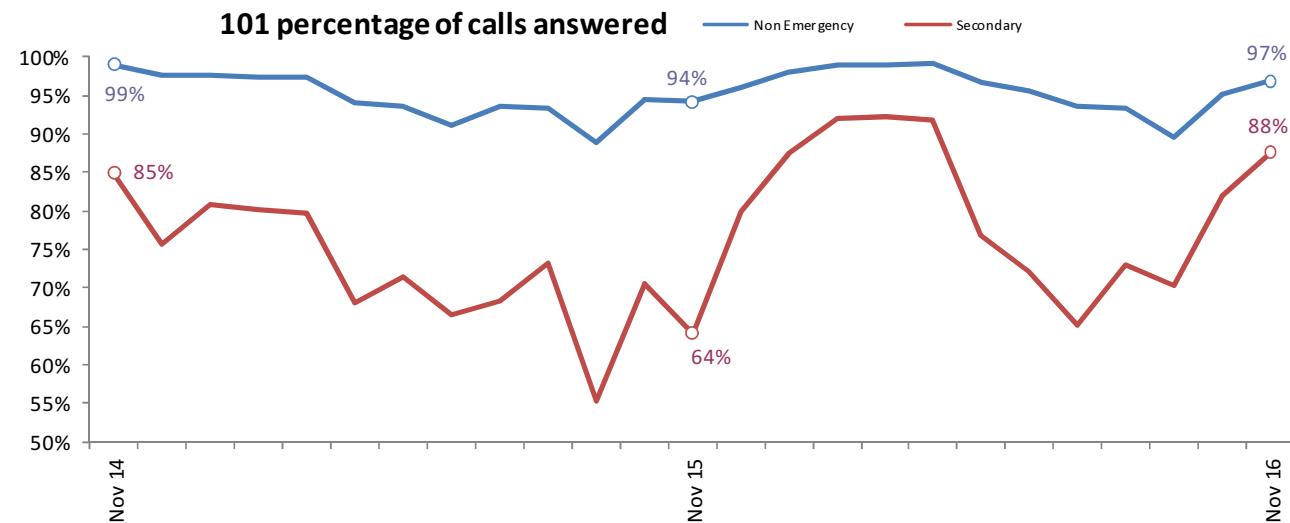
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INITIAL
CONTACT

RESPONSE

INVESTIGATION

OUTCOME



1. The percentage of secondary calls answered has increased (from 65% in July 2016 to 88% in November 2016).



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6. Victim's journey



Response

Time taken to respond to priority 2 vulnerable incidents has improved, but remains higher than non-vulnerable incidents.

Resourcing

Officer availability has remained similar to last year.

Assessment of vulnerability

86% of needs assessments satisfactorily completed.

Satisfaction

Satisfaction with time of arrival remains high, with recent improving trend for ASB.



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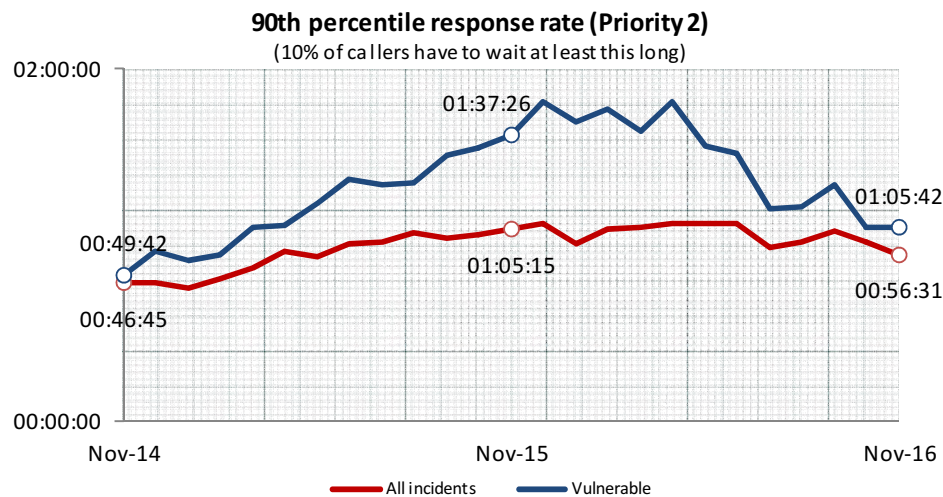


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7. Victim's journey



1. 90% of priority 1 incidents with a vulnerable victim are allocated within 3 minutes and 37 seconds.
2. 90% of priority 2 incidents with a vulnerable victim are allocated within 45 minutes and 24 seconds.
3. Time taken to respond to priority 2 vulnerable incidents has improved.
4. The 90th percentile response rate to priority 2 incidents for vulnerable victims is 1 hour and 5 minutes in November 2016; the gap between vulnerable and non-vulnerable has narrowed.



5. A review has been undertaken enabling the identification of common administrative themes to be addressed.
6. In response, an aide memoire and clear escalation procedures have been implemented.
7. ICT changes have been implemented to improve the identification and prioritisation of vulnerable incidents.

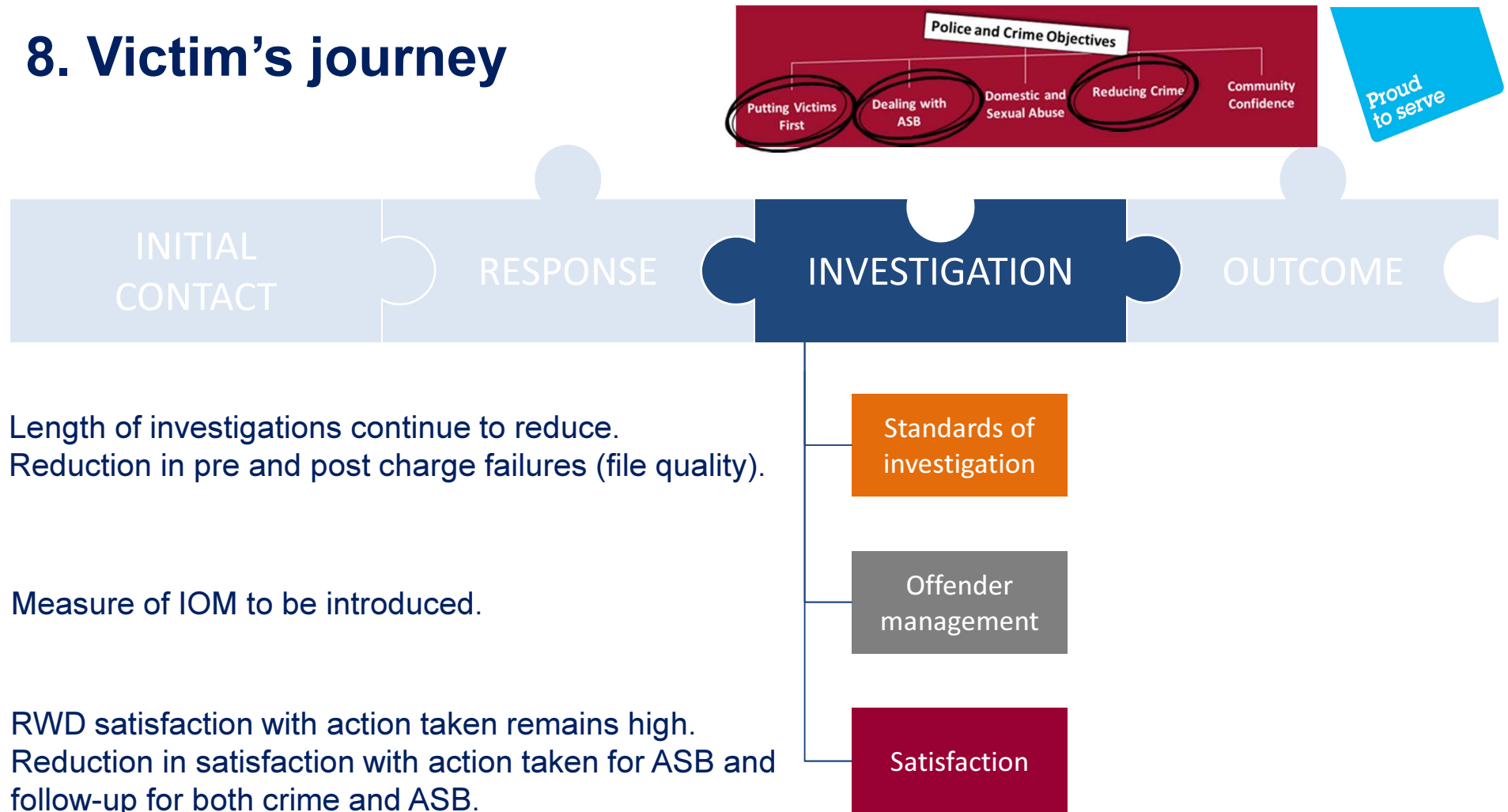


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8. Victim's journey

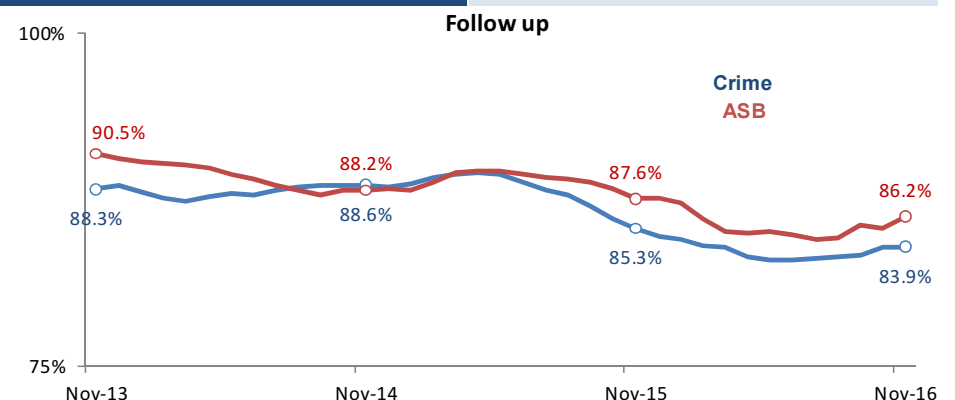
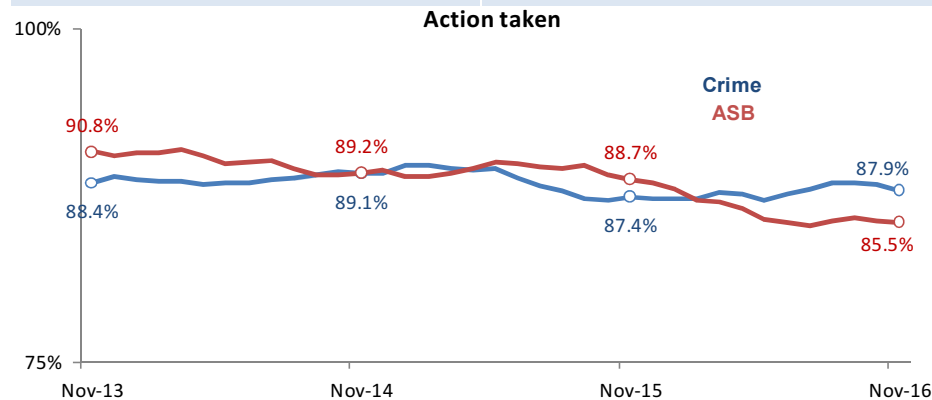


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9. Victim's journey



1. Majority of respondents satisfied.

2. Common reasons for satisfaction.

- Police did everything they could
- Police were professional / had a good manner
- Informed about what the police would do
- Happy with contact arrangements
- Police kept me informed without asking

3. Common reasons for dissatisfaction.

- Lack of regular contact and updates.
- Not keeping promises.
- Not providing contact details.
- Not offering advice.
- Not referring to victims first when victim felt there was a need.
- Perceived poor response or investigation/little action against offender.



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10. Victim's journey

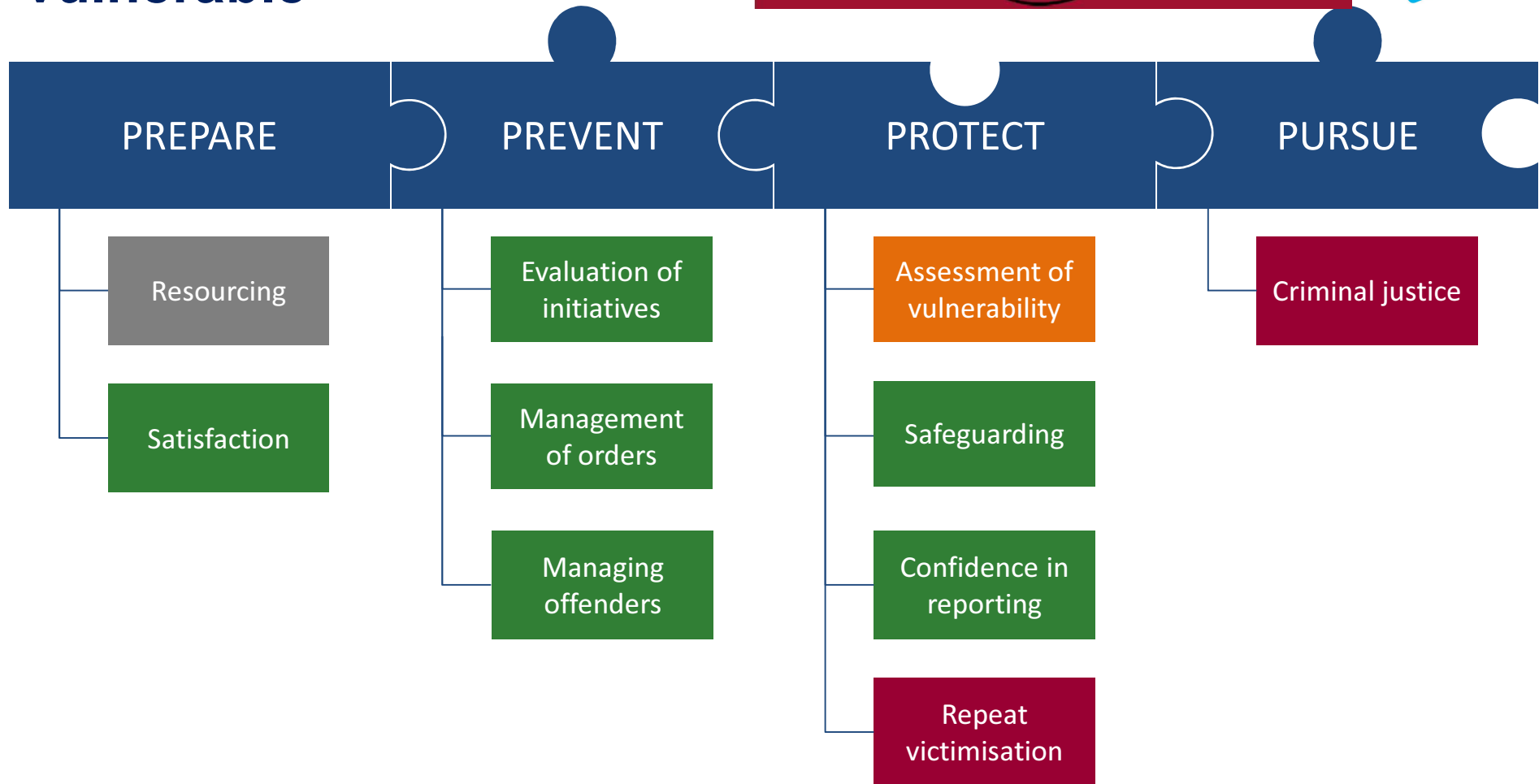


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11. Safeguarding the vulnerable



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12. Safeguarding the vulnerable



Resourcing

Assessment of whether capacity and capability match demand.

Satisfaction

92% of hate victims are satisfied with the whole experience, placed 1st nationally. Improving trend in satisfaction for all aspects of service to hate crime victims. 94% of domestic abuse victims satisfied with the overall service, whilst 96% are confident to report a further incident.



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13. Safeguarding the vulnerable



Evaluation of initiatives	Number of referrals to perpetrator programmes has increased compared to 2015/16.
Management of orders	Reduction in DVPO applications to court. Percentage of DVPOs substantiated increased. Higher rate of DVPO applications and those substantiated compared to average for England and Wales.
Managing offenders	68% of subjects managed through MATAC have reduced their offending.



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14. Safeguarding the vulnerable



7% of victims sampled were not referred to VFN when they ought to have been.

88% of harm reduction plans considered to be good or outstanding.
Investigations of hate crime assessed as good or outstanding.

96% of domestic abuse victims are confident to report further abuse to the police.

Repeat victimisation of high and medium risk victims has increased.

Assessment of vulnerability

Safeguarding

Confidence in reporting

Repeat victimisation



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15. Safeguarding the vulnerable



Charge rates have reduced.
Reduced quality of MG5s (police reports) in domestic abuse files.
Report to conviction rates have reduced.
76% of investigations (hate crime, domestic abuse and sexual offences) assessed as good or outstanding.

Criminal justice



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16. Safeguarding the vulnerable



	Rape	Sexual offences	Domestic violence	Hate
Charge rate	17% ↓	17% ↓	23% ↓	15% ↓
Conviction rate	49% ↓	75% ↑	73% ↑	79% ↑
Report to conviction rate	8% ↓	13% ↓	17% ↓	12% ↓

1. Reduction in charge rates; the Force is 5th nationally for sexual offences charge rate and 9th for rape.
2. With the exception of rape, conviction rates have improved, but are low compared to other force areas.
3. Reduction in charge rates influencing report to conviction rate.
4. Report to conviction rates have reduced and are now comparable to average national rates for 2015/16.



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17. Safeguarding the vulnerable



- Review completed to identify themes that impact upon report to conviction rates.
- An action plan is being developed with the intention of being managed through the Local Criminal Justice Board, to include:
 1. Introduction of a gatekeeper role embedded within CPS Rape and Serious Sexual Offence section to improve file quality improvements.
 2. Feedback from independent viewpoints via prosecution counsel 'adverse outcome' reports, Rape Scrutiny Panel and OPCC Court Observer reports.
 3. Police and CPS monitoring of Preliminary Crown Court hearings to ensure cases are being progressed in a timely way and not delayed unnecessarily.
 4. Enhanced disclosure training for Safeguarding Detectives in order to limit delays through disclosure failures.
 5. Introduction of CCTV repository to reduce delays relating to CCTV footage provision.
 6. Improved dialogue between CPS and Police to clarify expectations regarding disclosure, and with Her Majesty's Courts and Tribunal Service and the Judiciary regarding the proportionate approach to disclosure.

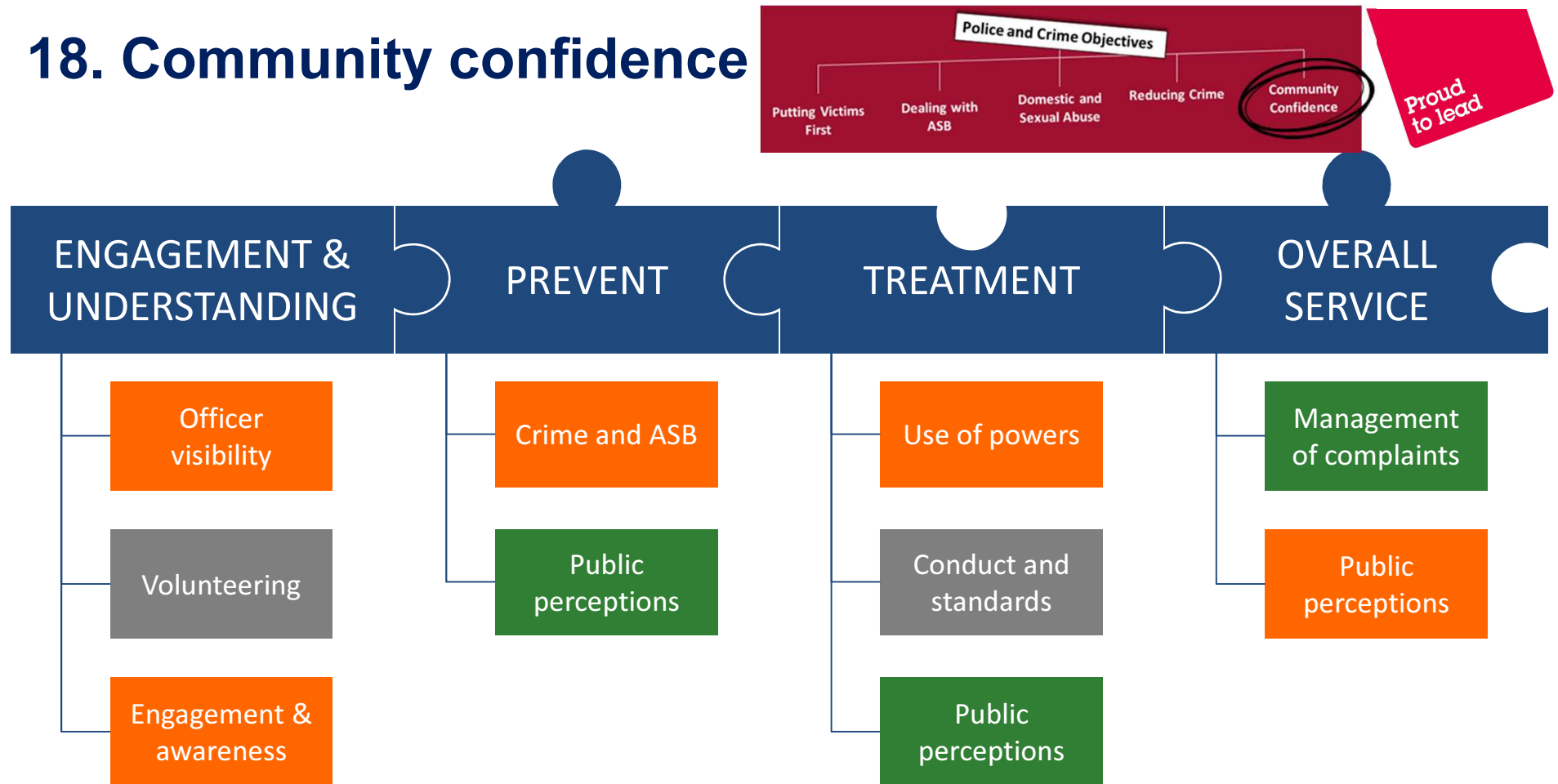


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18. Community confidence



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19. Community confidence



Officer visibility	Percentage of time spent out of the station has increased. Perceptions of officer visibility have reduced.
Volunteering	Measures to be determined.
Engagement & awareness	Awareness of local meetings has reduced.



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20. Community confidence



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21. Community confidence



Improvement in the percentage of stop and searches with sufficient grounds recorded.

Measures to be determined.

Perceptions of public confidence, respect and fair treatment high.

Use of powers

Conduct and standards

Public perceptions



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22. Community confidence



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23. Community confidence



IPCC	2016/17 (April to November)						2016/2017 (April to September)	
	Appeals	Upheld	Rate	15/16 Rate	Change (from 2015/16)		MSG	National
Investigated	25	9	36%	53%	-17%	▼	30%	38%
Locally resolved	3	3	100%	100%	+0%	-	34%	81%
Non-recording	40	6	15%	41%	-26%	▼	46%	35%
Disapplied	0	0		0%	+0%	-	0%	18%
All appeal types	68	18	26%	54%	-28%	▼		
Force	2016/17 (April to November)						2016/2017 (April to September)	
	Appeals	Upheld	Rate	15/16 Rate	Change (from 2015/16)		MSG	National
Investigated	24	4	17%	16%	+1%	▲	22%	18%
Locally resolved	9	0	0%	6%	-6%	▼	8%	16%
Disapplied	5	0	0%	13%	-13%	▼	17%	6%
All appeal types	38	4	11%	12%	-1%	▼		

1. The percentage of IPCC investigation appeals upheld is 36% for 2016/17.
2. There has been a reduction in percentage of appeals upheld by IPCC for non-recording.
3. There has been a small increase in the number of live complaints; this is primarily due to a reduction in the timeliness of investigation, rather than a significant increase in new complaints.



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