

DRAFT

Police and Crime Panel - December 2017



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

**Annual Report 2015-16 of
Vera Baird QC
Police and Crime Commissioner for Northumbria**

Contents....

	Pages
Introduction: A message from Vera Baird QC	3-4
1. An overview of key achievements in 2015-16	5
2. My role and how I work	6-9
3. Working together to make a difference	10-11
4. Delivering the Police and Crime Plan 2015-16	12-22
a. Putting victims first	
b. Dealing with anti-social behaviour	
c. Domestic and sexual abuse	
d. Reducing crime	
e. Community confidence	
5. A summary of performance	23-25
6. A focus on resources	26-32
7. Looking to the future	33-34
8. Key contacts and useful information	35

Introduction: A message from Vera Baird QC

Welcome to my Annual Report for 2015/2016, I am delighted that you have taken time to look at the work I have been involved in during the last year - it's certainly been a busy, but productive year.

Since my last Annual Report, I have completed my first term as Police & Crime Commissioner and I was delighted to have received an overwhelming mandate in the recent Police & Crime Commissioner elections to continue delivering innovative ideas that have a real positive impact in communities across Tyne & Wear and Northumberland.

As ever, this annual report focuses on some of the highlights of the last year and is by no means a comprehensive overview of all my work. You can keep up to date with my work by logging on to my website at www.northumbria-pcc.gov.uk

As you know, when I was elected, I consulted with thousands of people across the force area to find out what their priorities for policing were. The priorities of ***Putting Victims First, Dealing with Anti-Social Behaviour, Tackling Domestic and Sexual Abuse, Reducing Crime and Community Confidence*** have been at the heart of everything I do. In the year ahead, I will be consulting again with local communities to see if they feel the priorities are still relevant and whether you would like to see new priorities included - of course, that's a matter for next year's Annual Report, not this one.

Much has been achieved in my first term and we should all be rightly proud that Northumbria Police Force is seen as a trailblazer. We continue to be top when it comes to dealing with anti-social behaviour and we have the highest victims' satisfaction rate in England and Wales - this is something I am very proud of. We have revolutionised the way we handle complaints, the complaints team has continued to evolve and their skills' and dedication has resulted in many complaints (up to 60%) being resolved within just a few hours.

We will continue to ensure that tackling violence against women and girls remains a local, regional and national priority. We recognise that men can be victims of domestic abuse also and I have commissioned services to ensure that the very best support is available if they want it.

Reductions in funding continue to make delivering these priorities a challenge. Since 2010, our force has seen real-term funding reductions of 26%. In money terms this equates to a saving requirement of £108million.

My own small office has continued to make massive savings by reducing costs. In addition to my budget underspend of £1.2 million in 2014/15, last year I saved a further £1.4 million - this is on top of the £2.1 million budget savings I realised in my first full year in office.

Every single penny saved by my office has been reinvested back in to Northumbria policing. However, be under no illusion, funding Northumbria Police will continue to be a

challenge. As your Police & Crime Commissioner I will continue to ensure our region gets the best possible deal from government and I will speak up when they get it wrong and congratulate them when decisions they take benefit our communities.

When I was first elected, I gave an assurance that I would continue to do everything within my power to protect neighbourhood policing. Police officers are the eyes and ears of our communities - what better place to have them based than in the neighbourhoods they serve. You have my commitment that the assurance I gave when I was first elected, remains in place today.

I have ensured that Northumbria Police continues to tackle all crime in a caring and compassionate way, the force will continue to address new issues such as cyber-crime. We will use new technology and ensure that police officers have the skills needed to tackle such crimes head on. There are experts outside of policing that will support the work of Northumbria to deliver a leading service for local residents. My team and I will continue to influence the work of government, local authorities and regional commissions to ensure that Northumbria's voice is heard loud and clear.

Throughout the year, crime figures have been released - depending on which set you read, some crime goes up and some has gone down. What has remained steadfast is, that despite all the statistics, Northumbria is still one of the safest areas to live and will remain that way. This has been achieved due to the excellent services that our police officers and support staff continue to deliver day in day out and I would like to take this opportunity to thank them all for their efforts. In addition to this, our effective partnership working with local authorities, other emergency services and others has supported our desire to deliver effective policing whenever you need it.

I'm here to ensure that Northumbria Police continues to deliver for you and your family - if you need my help, contact me. My contact details are at the back of this annual report. Thank you for your continued support.

Best wishes

Vera

Vera Baird QC
Police and Crime Commissioner for Northumbria

1. An overview of key achievements in 2015-16

- **DELIVERED** further savings of £1.2m on the office budget of the Police and Crime Commissioner. This money has been re-invested in to Northumbria Police.
- **SAVED** many hours of police time through the introduction of hand held computer devices for frontline cops meaning more available time on the beat keeping our communities safe
- **LISTENED** to many local people, businesses, organisations and community groups to find out about and understand their policing needs and concerns.
- **TALKED** to frontline police officers to learn from their experiences to improve policing practices and deliver the best service for victims of crime
- **LOBBIED** MPs and Government Ministers on a range of issues including the abolition of the criminal court charge, banning what used to be legal highs and advocating changes to the law with regards to prostitution.
- **RESPONDED** to 1000s of emails and letters in relation to complaints (or compliments) about Northumbria Police. The Complaints Triage team is now well established and some months are able to resolve more than 60% of the complaints received within just a few hours.
- **AWARDED** the Living Wage Leadership Award 2015 in the North East region – we do everything we can to help lower paid workers as they face rising living costs.
- **SIGNED** the Newcastle Compact supporting how I work with people and communities to achieve positive and collaborative working relationships
- **HOSTED** a conference with key professionals and local communities highlighting the impact of hate crime and how the North East can tackle it together.
- **LAUNCHED** Victims First Northumbria a one stop shop for victims of crime and commissioned services to ensure victims of crime have a choice of high quality support.
- **EXPANDED** the network of workplace domestic violence champions, to support colleagues who may be victims of domestic abuse. Within the public, private and voluntary and community sector there are now over 600 workplace champions in Northumberland and Tyne and Wear.
- **WORKED** with other PCCs to drive down the cost of national schemes such as the National Police Air Service and providing further collaboration to reduce overheads.
- **CONTNUED** to scrutinise the work of the Chief Constable and Northumbria Police through a range of methods including my Rape scrutiny Panel, Court Observers Panel, Independent Custody Visitors, Complaints Scrutiny Panel and Advisory Groups.

2. My role and how I work

Since I became Police & Crime Commissioner for Northumbria I have endeavoured to ensure that Northumbria Police deliver the priorities set for them in my Police and Crime Plan. I closely work with Community Safety Partnerships on our joint aims and with criminal justice agencies to ensure an effective and efficient criminal justice system.

In the last year as Police and Crime Commissioner I have carried out my statutory duties and have held the Chief Constable to account for the provision of an efficient and effective police service where citizens feel safe both at home and on our streets.

I fulfil these obligations in many different ways. Some examples of my scrutiny programme include:

- Meeting the Chief Constable every fortnight to discuss important issues such as local priorities, crime levels, budgets, demand, innovation, digitisation and new ways of working.
- Attending the Northumbria Police Senior Management Board every month to assess how the police are delivering the Police and Crime Plan and truly making a difference for the communities in Northumbria.
- Organised but informal conversations with frontline officers; “Talking to the frontline”.
- Receiving regular updates on the Northumbria Police Budget.
- Working closely with key police leads to discuss in detail police performance and crime levels, identifying solutions and proposals for future action.
- Regularly scrutinising ‘out of court disposals’ alongside criminal justice partners.
- Receiving reports from volunteer Independent Custody Visitors who visit people detained in custody suites throughout Northumbria.
- Talking to my volunteers from the Independent Complaints Scrutiny Panel, Court Observers Panel and Rape Scrutiny panel to understand how we can improve services.
- Meeting with the Police Federation, Superintendents Association, Unison and GMB to discuss trade union and staff association issues.
- Attending meetings of my Advisory Panels to hear views and concerns direct from members of our communities across a range of subjects.
- Victims panel – we are supported to consult victims

There are also many discussions, visits and challenges that take place every day; bringing these together as part of my scrutiny programme helps me to be confident that the police and other key partners focus on the key issues that the people of Northumbria have identified as important.

All key decisions that I take are recorded alongside evidence and explanations that help you to understand why a decision has been reached – this information is then published on my website.

Supporting my scrutiny role

I do not do this job alone, I have a small team of dedicated staff that work alongside me to ensure that the plan is delivered and all of my statutory duties are met with regard to issues such as Freedom of Information requests, police appeals tribunals and access to information.

The Northumbria Police and Crime Panel

The Panel has scrutinised my work in a challenging and supportive way helping to ensure I carry out my role effectively. I regularly present my work to the Panel and have actively included them in my key decisions around the budget and future priorities. The Panel is made up of local politicians and independent people all working together to oversee my work and make Northumbria even safer. If you would like to find out more about the work of the panel please visit www.gateshead.gov.uk

Joint Independent Audit Committee

The independent committee works very closely with me to audit the work of my office and Northumbria Police. On a regular basis they meet and consider how we identify and manage strategic risks, manage the budget and accounts and operate within our governance frameworks. This added scrutiny of my work and the Chief Constable helps us to drive forward further improvements.

Independent Custody Visitors

I have a dedicated team of volunteers who help me scrutinise the work of Northumbria Polices custody provision. They carry out regular visits and ensure that the welfare of detainees is promoted. Any key issues or trends that emerge as part of this work is carefully securitised by myself and discussed with the Chief Constable, looking for solutions and future improvements.

Independent Complaints Scrutiny Panel

The panel look at upheld complaints made against Northumbria Police identifying where lessons could be learnt to improve future practice. Over the last year the panel have continued to read information about complaints and appeals and have submitted detailed reports which has helped me to improve the approach to complaints in Northumbria.

Court Observers Panel

The development of this panel is a key priority in the regional Police and Crime Commissioners Violence against Women and Girls Strategy, and it aims to increase the understanding between the courts and victims of abuse in the hope of building confidence to report rape and sexual abuse, and unpinning criminal justice processes where necessary.

The role of the panel is to collate and share with me their observations of how the cases are tried to see how well the courts are working to improve the trial of sexual offences. This will include considering whether a victim is provided with appropriate support in court and the use of myths and stereotypes about rape and abuse rather than focusing on facts.

Rape Scrutiny Panel

The Panel consider whether the service provided to victims is the best it can get with the aim of giving more victims the confidence to report rapes, knowing that they will get the support they need to go through the criminal justice system with aim of bringing offenders to justice.

They will do this by considering failed cases selected from every stage in the 'report to court' process, ranging from cases that have been 'no crimed' to those where the Crown Prosecution Service (CPS) has determined that there is not enough evidence to charge. This will mean considering such factors as:

- whether police and prosecutors apply existing legislation and rules of evidence effectively;
- record keeping and authorisation of decision making; and
- the quality of the investigation package presented to the CPS.

Joint Independent Audit Committee

Report from the Chair of the Joint Independent Audit Committee John Cooke MBE

The Joint Independent Audit Committee (JIAC) monitors, reviews, comments and makes recommendations to both the Police and Crime Commissioner and Chief Constable on a range of financial and governance matters as detailed in their Terms of Reference.

The Committee meets four times in each financial year and we are fully engaged in the strategic processes for risk, control and governance. We have also had close involvement in agreeing the Annual Internal and External Audit Plans, the Statements of Accounts and in the compilation of the Annual Governance Statement; as well as in reviewing specific matters that arise from time to time.

2015/16 has been the third year of operation of the JIAC and based upon our work and the findings of internal and external audit during the year, we are content that corporate governance arrangements are generally sound and effective.

We have continued our involvement in the monitoring of the Commissioners Treasury Management arrangements and Medium Term Financial Strategy (MTFS), which we are content has been delivered effectively.

We will continue to scrutinise delivery of the MTFS taking into consideration the financial constraints under which the Chief Constable and Police and Crime Commissioner are required to manage their budgets.

The Committee continues to monitor the shared strategic risk register, which we agree is the most appropriate way to effectively apportion and manage the level of risk and responsibility between the Police and Crime Commissioner and the Chief Constable. In addition, we are pleased to report that the internal audit findings this year have been generally satisfactory and where issues have been identified we are content that the right level of senior attention has been given promptly to addressing the internal audit

recommendations. The Committee follow up audit findings and we are pleased to report that the necessary improvement and reparatory work has been done in all cases. These major areas of business reflect the scope and nature of the work of the Committee.

We are confident that with the recent appointment of 2 new members, the Committee has people with the right mix of skills and experience and that it operates in an effective manner in support of the Police and Crime Commissioner, Chief Constable and their respective senior leadership teams.

John Cooke MBE
Chair of the Joint Independent Audit Committee

Sharing best practice

I work closely with my fellow Police and Crime Commissioners across the country and the North East to share best practice and encourage innovation. In the past year staff from many other Commissioners offices have visited Northumbria to learn from us, of particular interest has been the work we are doing to ensure that we commission and provide the right services for victims of crime, the end violence against women and girls strategy, our unique and now nationally adopted scheme to safeguard people in the night time economy and the good work we are doing to improve and put people first in the police complaints system.

3. Working together to make a difference

To make the difference that is needed to make people feel safer in their community and have confidence in Northumbria Police we work with others to tackle the policing, criminal justice and community safety challenges that we face.

How do we know what the issues are?

I meet with local residents, businesses and volunteers and I listen to what they are saying about policing in their areas, how they think the criminal justice is delivering. It's by listening to you that I am able to address the issues you care about – and your views have delivered real and lasting change.

I continue to work closely with my Advisory Groups covering the areas of gender, disability, age, LGBT, black minority ethnic, religion and belief and a large number of community and residents groups, business leaders, local councillors and MPs. I have also examined the results from Victims Satisfaction Surveys and the Northumbria Safer Communities Survey to understand the policing and community safety issues that matter most. In developing services for victims we listened to the victims voice in Northumbria through victims groups which included young people.

I have worked with and will continue to work with Her Majesty's Inspectorate of Constabulary (HMIC) to identify the key organisational issues Northumbria Police face. HMIC have this year found that Northumbria Police have performed well and in their overall assessment:

- Northumbria Police is good at reducing crime and preventing offending and at investigating offending and tackling anti-social behaviour
- The efficiency level in Northumbria Police is good; and
- Northumbria Police is acting to achieve fairness and legitimacy in most of the practices that were examined this year but this could be improved further.

HMIC believe that Northumbria Police is demonstrating leadership in its support for neighbourhood policing and its commitment to maintaining and improving support for victims, they are clear that it continuously has high levels of public satisfaction.

Taking action

Once I understand the key issues I then get to work with the people that can address them including, most importantly the police, local councils, health services, Community Safety Partnerships, the voluntary sector, local community groups and criminal justice agencies. Working together over the last year in this way has really made the difference on the ground to local people.

To help support this joint work I have provided funding where it was possible to do so and where it would benefit and make a difference to local people. I have given grants to Community Safety Partnerships, Youth Offending Teams, local community groups and many

other key organisations delivering services to people across Northumbria. Find out about my grant giving in section 6 of this report.

4. Delivering the Police and Crime Plan in 2015-16

This is my third Annual Report updating you about the progress that has been made to deliver my Police and Crime Plan 2013-18 for Northumbria. I am very proud of the achievements we have collectively achieved across policing, community safety and the criminal justice system.

In 2012 when I was first elected as PCC for Northumbria I talked to local people to understand their priorities were around policing and crime. I used this information to write my first Police and Crime Plan with five priorities:

- Putting Victims First
- Dealing with Anti-Social Behaviour
- Domestic and Sexual Abuse
- Reducing Crime
- Community Confidence

For each of these priorities the police identified a number of actions which would improve services to local people.

Thinking to the future I am now working with local communities, partner organisations and service providers to help me identify how we can further improve local policing. People I've talked to already are telling me that the five priorities are still relevant and there are still improvements to be made, but also there are some new issues that might need to be included in my new Police and Crime Plan 2017-2021 such as cybercrime, child sexual exploitation, indeed all exploitation of vulnerable people by criminals, and also the crime affecting rural communities are some of the suggestions that are being made.

An extensive programme of consultation has been developed and will delivered throughout the months of September and October 2016.

Putting Victims First

Putting victims first is at the heart of everything we do when providing a police service and it is vitally important to securing the right criminal justice outcomes and improve victim satisfaction.

In my Police and Crime Plan I promised to make a difference to victims by:

- Providing vulnerable victims of crime with personal support and firm action
- Involving victims of crime in the shaping of police responses to victims
- Ensuring victims are kept up to date with progress of their case
- Developing a tailored approach to victims of crime including restorative justice
- Improving our victims and witnesses experience at court

In 2015-16 I have worked to deliver those promises and have –

- 91% of victims are satisfied with the service provided by Northumbria Police – the highest level in England and Wales.
- Continued to speak up on behalf of victims on the national Victims Advisory Panel chaired by the Government, helping to make sure the needs and concerns of victims are listened to at the highest level and government policy and practice are developed to meet the needs of victims.
- Established and overseen the development of Victims First Northumbria the ‘one stop shop’ for victims of crime, ensuring victims are provided with a choice of high quality support to meet their individual needs.
- Provided support to those most vulnerable through mental health triage – whereby mental health professionals provide police officers with on the spot advice and guidance when dealing with people who have potential mental health problems. Ensuring people receive the most appropriate support for them in a timely way leading to better outcomes for individuals and a reduction in the inappropriate use of detentions. By deploying this swift and appropriate care we are saving on average 292 hours of police officers time per month.
- Supported the “We Believe You” campaign, helping to raise the profile of Rape Crisis and the good work it does – encouraging victims of rape and sexual assault to reach out for support to help them cope with and recover from their experience.
- Secured funding to establish intelligence led multi agency hubs that look to safeguard, protect and support both child and vulnerable adult victims of sexual exploitation and abuse both in the community and online.
- Improved the criminal justice experience for children and vulnerable adults – maximise the support available to children and vulnerable adults who are required to give evidence in criminal court proceedings by shielding them from as much stress of the process as possible through the introduction of remote evidence centres.
- Ensured all victims have access to high quality restorative justice closely aligned to the support services offered to those who have experienced crime.

- Organised a series of high profile campaigns to encourage reporting of under reported crimes such as female genital mutilation, child sexual exploitation, human trafficking and hate crime.

Working together in Northumbria...

The Ministry of Justice devolved funding for PCC's for the provision of victim services. I established Victims First Northumbria (VFN) in April 2015 so that the highest quality of services can be delivered to help victims cope and recover their experience.

The service is unique in that it gives victims a single point of contact for all their support needs. Some victims may not reach out for help until a later date and this service is available at any point for victims, and whatever point you make contact you will be offered a service to meet your individual needs.

VFN has gone from strength to strength in the last year and has provided support to over 17,000 victims of crime and has worked with even more to help assess their needs.

Approximately 64% of victims who come into contact with VFN go onto receive some form of support and referral to a specialist agencies. VFN has developed 'champion' roles within their workforce who take a lead on providing support for those with specialist needs in the areas of hate crime, youth related crime, domestic abuse, sexual violence, older people, and victims with mental health needs. Please be assured if you have experienced crime and would like to talk about what support is available to you, Victims First Northumbria is here to help and guide you through your recovery journey.

Northumbria Police play a key role in understanding the needs of victims of crime and they work very closely with VFN to ensure the needs of victims are captured at an early stage and they are supported on the right pathway to recovery.

For more information about Victims First Northumbria, visit the website

www.victimfirstnorthumbria.org.uk or contact the services dedicated free number on 0800 011 3116.

Some of the ways I will continue to make a difference in 2016-17...

- Maintain high satisfaction levels with the service we provide to victims;
- Continue to develop and enhance the service provided by Victims First Northumbria;
- Work with criminal justice partners to enhance support and advocacy provided to victims and witnesses at court;
- Establish a PCC Victims Advisory Group, encouraging victims and service providers to come together to share experiences and improve the overall support available to victims of crime;
- Continue to speak up at the highest level for the rights and entitlements of victims and ensure government policy takes account of victim's needs; and
- Fund key specialist organisation through the Supporting Victims Fund to ensure the services provided in Northumbria meet the needs of local communities.

Dealing with Anti-Social Behaviour

Anti-social behaviour (ASB) affects anyone and everyone. Although recorded ASB has fallen year on year it is still a major concern of local people in Northumbria.

In my Police and Crime Plan I promised to make a difference to you by:

- Ensuring all victims of ASB are contacted personally and their concerns investigated
- Recording repeat ASB complaints and ensuring officers are fully informed
- Providing vulnerable and targeted victims with tailor made support
- Local agencies work together to engage the victim in stopping the problem
- Using all appropriate powers to tackle ASB

During 2015-16 I have worked to deliver those promises and have....

- Scrutinised the reduction in ASB across the Northumbria area with 10,000 fewer incidents recorded in 2015-16.
- Introduced ASB Volunteer Networks across Northumbria – rolling out in every local authority area, specially trained victim support volunteers who provide additional support for the most vulnerable victims of ASB.
- Overseen the introduction of new ASB powers ensuring they are embedded and understood and are being used fairly and proportionately.
- Supported the development of an ASB task force – vulnerable people calling Northumbria Police are identified quicker and receive the right response from Northumbria Police.
- Over half of the people suffering long term ASB in their neighbourhood had no further incidents after reporting it.

Working together in Northumbria...

The introduction of ASB Networks across Northumbria has been a great example of partnership working and the need for local solutions to local problems. Last year North Tyneside Council and I joined forces to launch a support group for victims and recruited a network of fully-trained volunteers to offer advice and guidance to those affected by ASB in the area.

The aim of the initiative was to help victims of ASB to cope and recover following an incident or sustained attacks. The scheme was welcomed by local residents and has helped to improve satisfaction levels in the local tenant survey, which found that 100 per-cent of victims felt they had been supported throughout the duration of their case. Following this success I went on to fund an ASB Volunteer Network in all other local authority areas helping to address key priorities outlined in my Police and Crime Plan: - putting victims first, tackling ASB, and improving community confidence.

Some of the ways I will continue to make a difference in 2016-17...

- Target my Commissioners Community Fund at local projects that will help to reduce ASB, prevent crime and build community confidence – supporting local communities to come up with local solutions to local problems.
- Continue to support local authorities and their ASB Networks helping to provide tailored one to one support for those victims who suffer the most harm

Domestic and sexual abuse

Domestic and sexual abuse happens mostly behind closed doors meaning that it is something of a hidden crime. Therefore it's vitally important to raise awareness of what domestic abuse is, what help and support is available for those suffering from it, and making it easier for victims to contact someone to get help

In my Police and Crime Plan I promised to make a difference by:

- Taking an active personal lead on this issue
- Developing an integrated regional strategy on all aspects of violence against women and girls (VAWG)
- Ensuring victims of these crimes can report them in a straightforward way
- Listening to victims and ensuring the right support is offered
- Providing all high risk complainants with an experienced Independent Domestic/Sexual Violence Advisor.
- Investigating all incidents of domestic and sexual abuse and identifying repeat victims and perpetrators.
- Changing negative attitudes and behaviours and making early intervention the norm
- Promoting active police monitoring of perpetrators.

During 2015-16 I have taken a personal lead on this issue and worked to deliver those promises and have....

- Championed the new coercive control law by ensuring all front line police and community support officers are trained to understand the newly promoted understanding of abuse and are being more proactive in identifying victims who are frightened or controlled.
- Continued to support the Domestic Violence Support and Assistance (DVSA) car in Newcastle and Gateshead ensuring that victims of abuse are provided with specialist support at the point of crisis.
- Established, following a successful innovation fund bid a structured force wide operating model to investigate, target and disrupt child sexual exploitation, vulnerability and modern day slavery building on the foundations of Operation Sanctuary.
- Introduced Operation Encompass to further geographic areas in Northumbria helping to spread the good practice model for alerting schools when a domestic abuse incident has been reported to the police in a household where one of their pupil's lives, helping to quickly put in place school based support and extra care for the young person.
- Supported and safeguarded serial victims of domestic abuse who frequently get involved in multiple offender relationships, often representing those most at risk of homicide.
- Tackled domestic abuse perpetrators by the further enhancement of a multi-agency tasking and coordination approach to tackle serial perpetrators of domestic violence

leading to a reduction in offending behaviour and better wrap around support for victims.

- Launched a domestic abuse perpetrator GPS proximity device pilot scheme which is completely voluntary and uses technology to create alerts if a domestic abuse victim and perpetrator who live separately are in close proximity to each other – this aims to reduce incidents of domestic abuse and potentially saves victims lives.
- Further roll out of vulnerability training for hotel staff across the Northumbria area to remind staff of their duty around vulnerability and the identification and safeguarding of vulnerable customers.
- By encouraging the reporting of domestic abuse and sexual offences we have supported more victims who may have previously suffered in silence and at the same time increased the conviction rate for rape and domestic abuse offences.

Working together in Northumbria...

Ensuring that the criminal justice system responds to the needs of victims as well as offenders is vital and nowhere more so than those crimes, such as rape and sexual assault, that are known to have a devastating and long-term impact on the people involved.

For this reason, the Violence against Women & Girls Strategy that I developed during my early months in office included the creation of both a Rape Scrutiny Panel and a Court Observers Panel. Tasked with reviewing the way that sexual offences are handled by the police, the crown prosecution service and the courts, these panels are staffed by local volunteers who have been recruited from a wide variety of backgrounds and given the training they need to perform this important role.

Providing structured feedback on the handling of individual cases since early 2015, these panels have successfully identified a number of important practice issues that have been summarised in their interim reports and used to develop a series of formal recommendations; recommendations that, in the case of the Court Observers Panel for example, have already been discussed and agreed with members of the local judiciary.

Some of the ways I will continue to make a difference in 2016-17...

- I have secured funding for the safeguarding and engagement of sex workers and will establish a multi-agency hub with Changing Lives and Arch North East to actively engage with sex workers, promoting safeguarding and to encourage reporting of exploitation, assault or abuse. The hub will increase opportunities for intelligence gathering as well as providing sex workers with strategies to leave the industry.
- I plan to make sure that the DVSA car provision in Newcastle and Sunderland is made available to victims in other local authority areas of Northumbria that have high levels of reported domestic abuse.
- Reviewing my Violence against Women and Girls (VAWG) Strategy to ensure that our region continues to be responsive to the needs of victims and PCC continue to drive improvement in police and partner practices.

Reducing Crime

Northumbria still has one of the lowest crime rates in the country, however it is important to continue to seek to reduce crime and those crimes that have a particular cause for concern and impact badly in a personal way.

In my Police and Crime Plan I promised to make a difference by:

- Promoting crime prevention to reduce crime and its impact and cost
- Working with partners to cut crime and reoffending
- Bringing Community Safety Partnerships closer together across boundaries
- Enhancing investigations of serious violence, burglary, hate crime and rural crime to solve it and deter offenders.
- Boosting support for victims of these crimes to enable them to pursue their case to court and obtain satisfaction and justice.
- Targeting alcohol related crime and disorder.

During 2015-16 I have worked towards these promises and have....

- Played a key role in the Late Night Levy Partnership helping to ensure that Newcastle remains a safe and prosperous place where residents and visitors can enjoy the night time economy in a way that they want.
- Supported the introduction of burglary suppression groups which are held throughout the force area, bringing together the police, Probation and Crown Prosecution Service to devise and deploy tactics to disrupt prolific burglars and build confidence in the community.
- Integrating prevention services for safer communities – supporting Safetyworks to provide an innovative multi-agency safety centre founded on strong collaborative working between key partner such as the police, fire, local authorities and Nexus (to name but a few).
- Supporting veterans – by working with Northumbria Police and Walking with the Wounded we are now providing support for veterans who are taken into custody, putting them in direct contact with a support charity that understands the challenges a veteran faces and can help to rebuild their lives after their involvement with the armed forces.
- Brought together Victims First Northumbria and the Northumbria Community Rehabilitation Company to develop and deliver a model for restorative justice, helping victims to recover from their experience of crime and to reduce the likelihood of re-offending.
- Secured funding to provide programmes right across Northumbria for serial perpetrators of domestic abuse, helping to tackle those offenders who are most prolific and cause greatest harm.
- Recorded crime has increased in line with most other forces by 29%. This does not represent an increase in actual crime as recording standards are continually improving.

Working together in Northumbria...

The Late Night Levy Partnership in Newcastle is proving for another year to be a great example of the great things that can be achieved by working together. By liaising with the local authority, publicans and police, we have used the funding from the levy to provide extra visible resources in the city. I continue to continue to support the work of the Street Pastors who work closely with the police and colleagues in the Safe Haven, which is a staffed venue aimed at helping potentially vulnerable people late at night providing somewhere to go if they have lost their friends or mobile phones and unable to look after themselves.

Some of the ways I will continue to make a difference in 2016-17...

- Ensure that the extent of cyber-crime is fully understood and action is taken to disrupt those that are committing these crimes and bringing them to justice.
- Work with the police and Newcastle University to introduce testing of suspected sex offenders, helping to differentiate from low to high risk individuals, encouraging disclosure of information and resulting in improved behaviour.

Community Confidence

The public in Northumbria are the heart of our force, under my leadership we will continue to ensure that residents have the confidence to report crime, we will always offer the support and guidance needed to help them through what can be a very traumatic time.

I want Northumbria Police to get it right, first time, every time. I know at times this may not happen, but when we get it wrong we will do everything within in our power to put it right. Complaints against the force isn't a sign of weakness, it allows me to see where the public think improvements can be made.

I am tasked to ensure the police deliver a responsive service. My Police & Crime Plan clearly outlines how this will be achieved.

In my Police and Crime Plan I promised to make a difference by:

- Ensuring the police are highly visible in the community and engage with communities and build relationships
- Addressing your local road safety concerns.
- Improving the way complaints against the police are handled
- Driving the implementation of neighbourhood management models
- Relentlessly focusing on those involved with organised crime

During 2015-16 I have worked towards these promises and have....

- Championed Operation Dragoon – making the roads safer through a targeted programme of education, engagement and enforcement with those most prolific offenders on the road.
- Overseen the work of the North East Region Special Operations Unit to continue to dismantle organised crime groups, bringing them to justice whilst taking millions of pounds worth of illegal drugs off our streets.
- Made decisions about the estate to ensure that neighbourhood policing teams remain accessible and are based at convenient locations, supported by new technology and increased visibility. Helping to better identify and respond to community concerns and needs.
- Increased the profile of opportunities for the public to become involved in local policing through volunteering - hosting a conference for volunteers and promotion in the media and through our community and voluntary sector networks.
- Introduced a Complaints Charter to further improve the complaints process, reduce the number of appeals against Northumbria Police and increase satisfaction with how the complaint has been managed. My Complaints Triage Team some weeks resolve more than 60% of queries within a few days.
- Ensured that in 100% of complaint cases the investigating officer makes contact with the complainant within 24 hours of the registration of a complaint.
- Frontline officers have more time available to deal with serious incidents as we can now, with the agreement of the caller, resolve some incidents over the phone.

Working together in Northumbria...

As Police and Crime Commissioner, part of my role is to engage with the local community, to do this I hold public meetings, attend events to speak about policing and to listen to what local people say. I write newspaper columns/articles for the media to promote the good work we do here in Northumbria. I want the public to feel part of Northumbria Police – it is your force. When considering the police element of the council tax, I asked the public to let me know their thoughts as knowing what local residents think allows me to focus my thinking on how we can deliver to meet your needs.

Some of the ways I will continue to make a difference in 2016-17....

- Increase the number of police officers on the frontline – recruiting more officers to ensure that the police workforce represents the communities it serves and we maximise our visibility and impact on keeping our local communities safe.
- Continue to review the way that complaints are dealt with making, further enhancements to the timeliness and quality of responses and overall satisfaction with the management of complaints.
- Promoting opportunities for the public to be involved in policing through volunteering and for the public to help shape my thinking about future police and crime priorities.

5. A summary of performance

Putting Victims First

The Force has maintained high levels of victim satisfaction over the last twelve months, reflecting the emphasis on being victim focused and delivering a high standard of service. The percentage of victims of crime who were satisfied with the overall service provided by Northumbria Police is higher than all other forces in England and Wales. Her Majesty's Inspectorate of Constabulary (HMIC) found the Force had good supervisory oversight and scrutiny of incidents involving vulnerability and repeat victims; with excellent evidence being found in case files and incident logs.

The Force has maintained high satisfaction levels for each aspect of service:

- 98% Ease of contact
- 92% Time of arrival
- 88% Action taken
- 84% Follow up
- 97% Treatment
- 91% Whole experience

Victims First Northumbria was launched in April 2015 and provides practical and emotional support to help victims cope and recover from their experience. Officers conducted satisfactory assessments of victims' needs for 87% of victims although this was below the target of 90%.

89% of callers whose incident was dealt with without officer deployment were satisfied with the overall service provided by Northumbria Police.

Following the introduction of mental health triage, only two out of 222 people detained under the Mental Health Act, were taken to a police station.

Dealing with Anti-Social Behaviour

The number of ASB incidents reduced by 13% (over 10,000 fewer incidents) compared to last year with reductions in both youth and non-youth ASB. The public's perception of ASB has also reduced; only 12% of the community think ASB is an issue in their neighbourhood.

The percentage of ASB victims satisfied with the overall service has reduced compared to 2014/15 (from 89% to 85%); a statistically significant reduction. However, 96% of victims are confident to report further incidents to the police.

A survey of victims who have suffered long term ASB found over half experienced no further incidents since their original report.

Reducing Crime

Nationally, there has been an increased focus on improving crime recording with 39 out of 43 forces reporting an increase in crime over the past year. Northumbria Police recorded a

29% increase in 2015/16, while the number of incidents created with the potential to involve a crime reduced by 11% over the same period - suggesting the increase in recorded crime does not indicate a rise in offending. Compliance with National Crime Recording Standards (NCRS) has improved from 87% to 90%; renewed focus on NCRS in the last 6 months of 2015/16 gives a compliance rate of 94%.

Despite this increase, the level of crime compared to other forces in England and Wales remains low; similar to the national average and second lowest within the Force's MSG.

The percentage of residents in the Force area who think crime is a problem in their neighbourhood has reduced to 7%.

Community Confidence

Public confidence remains high. 65% of respondents to the Crime Survey for England and Wales (CSEW) agree that the police and local council are dealing with the ASB and crime issues that matter; this is higher than the national average. Similarly, the percentage of respondents to CSEW who agree that Northumbria police can be relied on to be there when needed is the highest in England and Wales. The majority of residents think the number of times they see officers on foot patrol is about right.

The number of allegations that relate to incivility, impoliteness or intolerance has reduced by 30% from 327 to 227. All complainants were contacted by the investigating officer within 24 hours of registration of a complaint. The time taken to finalise complaints has reduced; 78% of complaints were finalised within 50 days, compared to the target of 50%. The percentage of appeals made remains the same as last year (18%), whilst the percentage upheld (29%) is above 2014/15. The appeals considered by IPCC have a higher upheld rate; the IPCC upheld rate for those complaints investigated was 51%, above last year and above the national and MSG rates.

The conviction rate at Magistrates Court increased from 79% to 83%, but is lower than the target of 85%. The percentage of guilty pleas at first hearing has reduced from 68% to 65%, and is below the target of 70%.

Domestic and Sexual Abuse

The number of sexual offences recorded increased by 35% from 2014/15, this follows the national trend, with all forces reporting an increase.

The report to conviction rates for sexual offences and domestic abuse have reduced from 20% to 17% and from 34% to 26% respectively. The report to conviction rate for rape offences has increased from 9% to 13%. The conviction rate for domestic abuse cases has increased compared to 2014/15, however, is below the target of 75%.

During last year 442 referrals have been made into domestic abuse perpetrator programmes.

Governance

I attend the force's Strategic Management Board which is held on a monthly basis. The purpose of the Board is to drive performance and organisational change in support of the strategic objectives within the Police and Crime Plan. Performance against the Police and Crime Plan is reported at every meeting.

Performance is considered in a number of ways, for example:

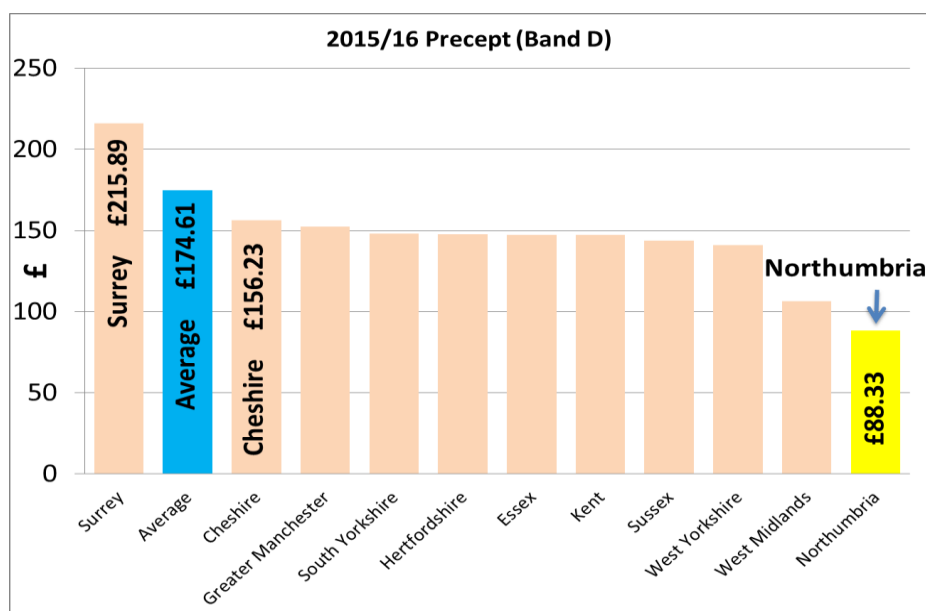
- Performance compared to previous years;
- Performance compared to agreed service standards or targets; and
- Performance compared to peers (geographic areas within Force, most similar group of forces (MSG) or nationally).

The Strategic Management Board also considers other business areas, including equality, the Strategic Policing Requirement, community consultation, risk management and progress against action plans to address recommendations from HMIC.

6. A focus on resources

The last 5 years have seen unprecedented cuts to the funding provided by the Government to Police and Crime Commissioners (PCCs) in England and Wales. Northumbria has had to make £108.1 million of cuts and efficiencies to head towards balancing its books (source: HMIC PEEL assessment and 2015/16 revenue budget). In addition it has also had its ability to raise additional tax revenue from the precept restricted by the excessiveness rules and limited council tax freeze grants.

Reductions in the Police Grant have represented a particularly difficult challenge for Northumbria. The Force receives the highest percentage contribution from central government funding and has the lowest council tax precept of all forces in England and Wales.

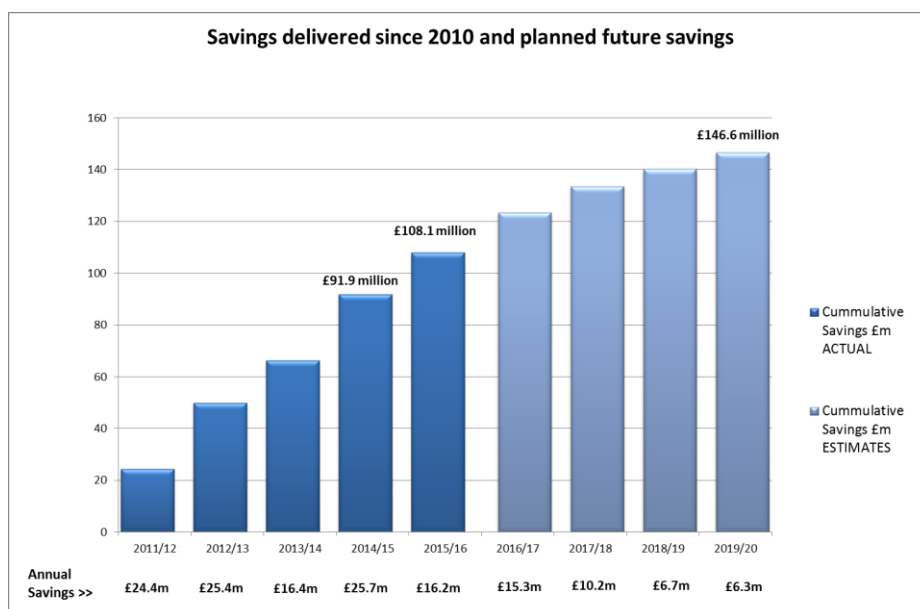


Northumbria has therefore been one of the hardest hit forces financially since the grant cuts were introduced and it has suffered the highest funding reduction in real terms out of all forces in England and Wales, and its reserves are amongst the lowest levels in the country (as a percentage of net revenue expenditure).

Over the period 2010/11 to 2015/16 the National Audit Office has stated that central government funding to police and crime commissioners has reduced by £2.3 billion in real-terms – a 25% cut. Northumbria's grant has actually been reduced by 26%

Grant vs Local Funding	
National	Northumbria
68% funding comes from central government (2015-16)	86% Government Funding
32% local taxation But these proportions vary between police forces	14% Local Taxation

To manage those cuts it has had to make £108.1 million savings as well as using reserves to balance the budget. Further significant cuts of are anticipated into the future too. Savings have been successfully achieved through extensive scrutiny of all non-pay budgets, robust budget management and planned workforce reductions. Reserves have been used alongside those savings delivered in order to mitigate workforce reductions where possible.



Capital Spend £9.155m

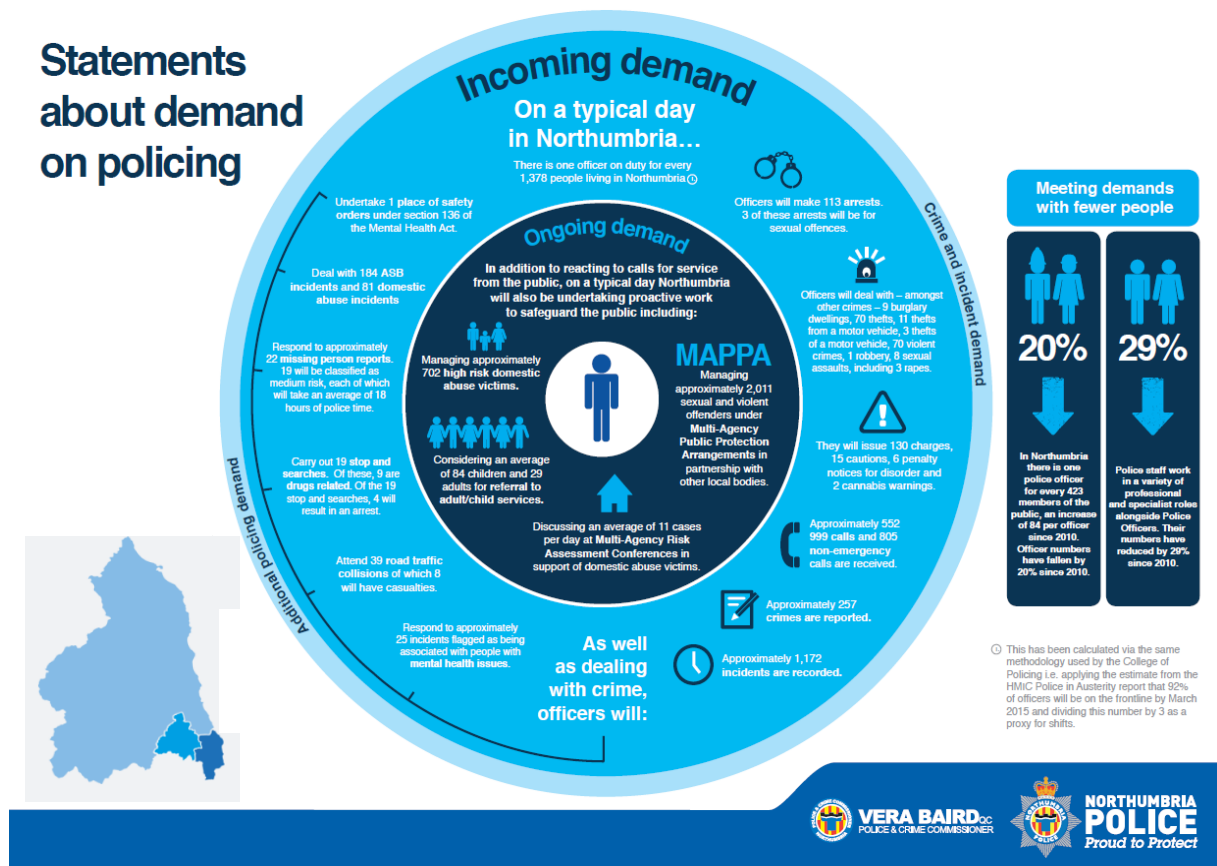
In addition to spending on day-to-day activities, the Commissioner incurs expenditure on the acquisition of fixed assets that will be used in providing services or that adds value to an existing fixed asset, such as buildings, technology and communications and other major items of plant and equipment.

During 2015/16 the programme of opening new neighbourhood offices, closing and selling unsuitable police stations continued and will continue into 2016/17. In 2015/16 neighbourhood bases were opened at Wooler, Amble, Morpeth, Blyth, Birtley, Sunderland Central, Hendon, Farringdon, Harton and Boldon.

Capital has also been used to help transform the way officers and staff work by providing the mobile technology, systems and management to allow officers to submit intelligence from, and disseminate information and reassurance to the communities which they police.

The Force have made significant investment in new technology to assist with the intelligence led policing capability and help better inform operational tasking and briefing to achieve the positive outcomes that make communities safer and build the public's confidence in the Force.

Demand for policing is changing as new types of crime emerge and require a different approach to policing often working closely with partners. These include protecting Vulnerable People, cyber-crime, victims of Domestic Violence, Antisocial Behaviour, Vulnerable Adults, Repeat Victims, Hate Crime, Honour Based Violence, Female Gender Mutilation, Child Sexual Exploitation and other Child Protection matters. The infographic below shows the demand on the force in a typical day.



Neighbourhood Policing remains at the heart of the delivery of Policing Services to communities within the Northumbria Police Area. Work has been undertaken to obtain a clearer understanding of demand for policing services. Analysis of data obtained both locally and nationally including crime and incident data, levels of deprivation, domestic violence and demography has identified areas of predicted demand and has informed a more accurate allocation of resources across a revised Neighbourhood Policing Team model. This approach to local policing will balance the response to emergencies with policing activity to prevent crime before it happens and reduce reoffending.

Effective partnership working, information sharing, integrated problem solving and the co-commissioning of services being delivered through the co-location of specialist resources in the form of Multi-Agency Safeguarding Hubs is also part of the strategy. The Hubs will coordinate all response and activity around the identification, assessment and management of vulnerable victims. This approach will also see the coordination of intervention opportunities around Troubled Families, Integrated Offender Management and Missing and

Absent reports. This will ensure single outcomes and a more consistent and effective service for the most vulnerable within our communities.

Underpinning this is the comprehensive workforce strategy that includes recruitment, training and development of officers and police staff whilst continuing to manage necessary change through the prudent use of reserves.

Our 2015/16 Budget

To note: a balanced financial table of information to be included here.

Grants Programme 2015-16

My grants programme during 2015-16 had two main focuses – the Supporting Victims Fund designed to administer funds as provided by the Ministry of Justice, specifically for victims of crime and the Commissioners Community Fund for grass roots project from my own small pot for grants financed through savings in my office costs.

Supporting Victims Fund

My Supporting Victims Fund was launched to help to strengthen the overall offer to victims of crime in Northumbria and to improve the victims journey in the criminal justice process.

Victims of crime can be any age, gender, race or sexual orientation and can be vulnerable due to these characteristics or a disability, mental health issues and some are made vulnerable by the type of crime committed against them. In Northumbria we are striving to ensure that victims with the greatest need have access to support tailored to them.

We want victims of crime to feel confident to seek help when they need it.

It is my responsibility to ensure that we have a core referral service so that victims can talk about their experience and get support, and specialist interventions where needed.

To complement Victims First Northumbria I have funded a wide range of specialist services for the most vulnerable victims in Northumbria – victims of domestic abuse and sexual violence, victims under 18, victims of hate crime and victims with mental health issues.

Some examples of the projects I have funded and the impact they have had on improving services for victims of crime are listed below –

Victims of Domestic and Sexual Abuse - The Angelou Centre

PCC funding has enabled the Angelou Centre to provide support for high and medium risk BME victims of domestic abuse and establish local community champions. The additional staff to the centre has allowed the Angelou Centre to deliver;

- Intervention and crisis support for 63 BAMER (Black, Asian, Minority Ethnic and Refugee) women and 42 children / young victims of domestic abuse.
- Training and accreditation of 24 women's champions.

- 8 community events and consultations with over 300 BAMER women and children.

In addition my funding has brought a number of strategic improvements in the area of Female Genital Mutilation (FGM), including new reporting systems with Northumbria Police, development work with the Crown Prosecution Service and a seminar about the current FGM reporting pathways for professionals and communities. Low numbers of FGM victims report to police but access resources provided by the Angelou Centre which can promote civil FGM protection orders.

“Grant funding has increased the Angelou Centre’s ability to support an increased number of high risk victims; have a broader geographical reach; build the capacity of non-specialist services and improve the referral pathways for BAMER women both in services and those directly from the community.”

Young victims aged under 18 - Children North East

My funding has helped Children North East to deliver individual counselling sessions, one to one therapeutic support for young people and their families and group based interventions for young victims. Through my funding they identified the need to develop tailored services for male victims of domestic violence and other crime, one to one counselling specifically for that group is now provided.

39 young people have engaged in the one to one counselling and 100% saw improvements in emotional wellbeing. The WEYES 2 Happiness course allows males to explore experiences and feelings and build activities into their lives that make them feel positive about themselves.

Children North East have also continued their Expect Respect girls group which provided help to 10 girls who had a history of being severely harassed and were at risk of sexual exploitation and abuse. This group work was delivered in partnership with the Young Domestic Violence Advocates from the West End Women and Girls Centre (also funded by my office).

“Our service and buildings are seen as safe places for young people to receive counselling and therapeutic support and this feeling is also transferred in to outreach locations where we deliver services. Young people’s willingness to engage in our interventions and feedback on services is testimony to this.”

Victims with Mental Health needs - Tyneside and Northumberland MIND

Funding enabled MIND to establish the REVOC – (Resilience for Victims of Crime) project aimed at providing wrap-around support to victims of crime with mental health problems and face complex challenges in coping and recovering from their experience. In response to victims needs the service provides both group support and in-depth 1-2-1 support and refers high risk clients for in-house counselling. The funding has allowed MIND to develop productive relationships with the Crisis Team at St Georges Hospital, Morpeth, identifying gaps in community based mental health service provision. They have jointly developed

robust referrals pathways so victims can easily access the REVOC service following hospital-based support.

MIND have delivered bespoke training to ensure that service providers understand the services on offer through REVOC.

“the grant we have received from the PCC has enabled a wide range of additional work with victims of crime who are facing mental health issues, it has enabled us to establish our first ‘Space Safe’ group in Alnwick which brings people together, reducing isolation and offering one to one support. Full assessments have been carried out on 7 clients and the majority of those have noted improvements in the aspects of their mental health that are identified as important in their recovery from crime”.

Hate Crime - North Tyneside Disability Forum

North Tyneside Disability Forum work in partnership with Northumbria Police and Victims First Northumbria to develop a youth led campaign to raise awareness of being at risk, to understanding of mindfulness in safety and support and prevention. The organisation has delivered 10 sessions each month of complementary intervention therapies to support victims of disability hate crime. Over 30 young disabled and vulnerable victims have been supported through individual and peer led group work by my funding.

The organisation has a strong relationship with local community police officers to provide an informal foundation to the work. The centre is also a reporting centre for Hate Crime and is used for case conferences for young people.

“The huge difference made by this funding has been that victims of disability hate crime have been able to build and re-build confidence and self- esteem and through group work has allowed them to build positive self-identity and group identity. For some of the young people we work with – they had lost all of this – if they had ever originally had it”.

Commissioners Community Fund

The Commissioners Community Fund allows local communities to design local solutions to the community safety problems they see in their neighbourhood. During 2015-16 I was supportive of well-designed schemes that helped to deliver against any of my five Police and Crime Plan priorities. I was also keen to support those organisations that support vulnerable people, part fund the scheme locally and have a successful track record for delivering projects.

I supported 58 organisations and groups to achieve a wide range of positive interventions, examples include –

Police and Crime Plan Priority: Tackling Anti-social behaviour (ASB) - People and Drugs LTD in Northumberland offer qualified experienced youth workers to provide educational / recreational activities and positive interventions to encourage participation and divert away from ASB related activities. “The street project has been very successful in engaging with 200+ young people who were not accessing formal youth provision.”

Police and Crime Plan Priority: Putting Victims First – Tyne Gateway Trust in North Tyneside delivered ‘buddy groups’ bringing people together to share their experiences and exchange ideas and advice. Self-esteem and confidence are built through the understanding of others who are going through a similar experience. “The one thing that stood out which had not been anticipated was people’s willingness to be open and honest and share their experiences.”

Police and Crime Plan Priority: Reducing Crime – Bright Futures in South Tyneside delivered a pilot programme for vulnerable young males over evenings and weekends, providing positive social activities and opportunities to engage in accredited programmes of work. “Funding from the PCC Commissioner’s Fund has enabled Bright Futures to build an evidence base for the need of this work to continue for young males in South Tyneside.”

Southwick Neighbourhood Youth Project delivered fun and creative education and information sessions including; a Visual Impairment System resource box to demonstrate the effects that alcohol has on vision, balance, spatial awareness and hand/eye co-ordination. They deal with the dangers of drugs and alcohol, sexual health and first aid training. “Thanks to the Commissioner we have established good relationships with the Red Cross and local Fire Station and will undertake further partnership working with them in the future.”

Police and Crime Plan Priority: Community Confidence - GemArts in Gateshead delivered high quality, community and school-based anti-discriminatory arts projects to tackle hate crime and discrimination, with specific focus on race, faith, ethnicity and nationality. “The feedback from the schools was very positive, and these positive experiences will influence the way pupils relate to and think about cultural diversity in the future.”

Police and Crime Plan Priority: Domestic and Sexual Abuse - Rape Crisis in Newcastle produced an awareness raising film called ‘We Believe You’, about what happens when you access a Rape Crisis Centre. “Other professionals will learn from this Film and get a flavour of what coming to RCTN is all about.”

The grants programme has also helped me to engage with local communities with a series of visits to better understand the work I am funding.

You can find further details about this programme on the grants and commissioning section of my website www.northumbria-pcc.gov.uk

7. Looking to the future

The demands on policing continue to change, only 23% on average of calls to the police concern crime and the remainder are about welfare issues, with up half of those calls concerning mental health. The government has to look at how it funds policing, the Policing Minister is currently consulting with organisations and forces to determine how central funding to police forces will be allocated in future years. Here in Northumbria we are unique, we have vast rural areas to police as well as ensuring effective policing in our towns and cities. You have my assurances that I will continue to do all that I can to ensure that Northumbria Police receives a fair funding settlement.

At the time of writing this report, I am currently engaging with local residents through public meetings, attending community groups and using on line services to find out what they want in their refreshed police and crime plan. I have worked hard to deliver the priorities that were set in 2012 and following my re-election in the summer, it is time to refresh the plan and ensure that Northumbria Police continues to tackle the issues that matter to you and your family. Since the last plan was written, we have seen an increase in newer type crimes such as on-line crime, child sexual exploitation and slavery so we will reflect these changes in the plan.

Northumbria Police officers and staff continue to go the extra mile and I would like to place on record my appreciation for all their efforts –without them we would not be one of the best forces in the country when it comes to tackling anti-social behaviour, it's thanks to our staff that over 90% of victims of crime are satisfied with the service that they received. I continue to meet the Chief Constable on a regular basis so he can update me with how the police are tackling the priorities that you set, how any concerns are being addressed. I will continue to support Northumbria Police in all that they do, but when they get it wrong, I will investigate and hold the Chief Constable to account for the actions of his force.

The Government is keen to bring “blue light” services together – this includes the fire service. Over the next few weeks and months you will read how some Police & Crime Commissioners wish to take on the governance of the fire service. Here in our region, I have decided not to do this – the requirements of the police and fire service are very different and the need for separate accountability is important. We can however work together to bring about savings through collaboration. I was at the forefront of creating a collaboration board between Northumbria Police, Tyne & Wear Fire Service and Northumberland Fire Service – our objective is to look for commonality and see where savings can be made whilst maintaining our unique identity.

The Chief Constable and I will continue to look at the needs of the police service to ensure we meet and exceed the expectations of local residents, we will continue to invest in technology that allows our officers to spend more time “on the beat” and ensure we continue to collaborate on shared services, such as we have with Durham in relation to forensic services, this partnership will allow us to invest in new technology whilst reducing costs.

Thank you for your continued support, together we will ensure that Northumbria Police delivers on what matters to you, and that when you need police officers –they are there when you need them most.

8. Key contacts and useful information

Office of the Police and Crime Commissioner

I have a small team of staff who support me to carry-out my role as Police and Crime Commissioner for Northumbria. If you have any queries or would like to speak to someone about how you can get involved and help shape my thinking about a range of policing issues please contact 0191 221 9800 or contact me by email enquiries@northumbria-pcc.gov.uk

To keep up to date with my latest work you can:

- visit my website www.northumbria-pcc.gov.uk
- follow me on twitter www.twitter.com/northumbriapcc
- like my Facebook page www.facebook.com/Vera.Baird.QC

Northumbria Police

In an emergency the number to dial is 999 and if you have a non-urgent query or information to share with the police please call 101.

If you would like to find out who your local neighbourhood police officer is or would like further information about policing in your neighbourhood please ring the 101 number and ask or visit www.northumbria.pnn.police.uk

I also work with many other key partners to help deliver the right policing and community safety provision to the public. You can find details of these organisations and contact details on my website www.northumbria-pcc.gov.uk

Victims First Northumbria

If you have been a victim of crime, Victims First Northumbria can offer you the support and advice you need. The service is free and totally confidential and can be accessed even if you have not reported your experience to the police.

Freephone – 0800 011 3116.

Website - <http://www.victimsfirstnorthumbria.org.uk/>