



# 2013 2014

## ANNUAL REPORT

VERA BAIRD POLICE AND CRIME  
COMMISSIONER FOR NORTHUMBRIA



**VERA BAIRD**<sup>QC</sup>  
POLICE & CRIME COMMISSIONER

---

# CONTENTS

PAGE 04

**INTRODUCTION: A MESSAGE FROM VERA BAIRD QC**

PAGE 06

**AN OVERVIEW OF KEY ACHIEVEMENTS IN 2013/14**

PAGE 08

**01: MY ROLE AND HOW I WORK  
SUPPORTING MY SCRUTINY ROLE**

PAGE 12

**02: WORKING TOGETHER TO MAKE A DIFFERENCE  
THE COMMISSIONER'S COMMUNITY FUND**

PAGE 16

**03: DELIVERING THE POLICE AND CRIME PLAN IN 2013/14  
PUTTING VICTIMS FIRST  
DEALING WITH ANTI-SOCIAL BEHAVIOUR  
DOMESTIC AND SEXUAL ABUSE  
REDUCING CRIME  
COMMUNITY CONFIDENCE**

PAGE 28

**04: A SUMMARY OF PERFORMANCE  
HOW WELL HAVE WE SOLVED CRIME?**

PAGE 32

**05: A FOCUS ON RESOURCES  
OUR 2013/14 BUDGET**

PAGE 34

**06: LOOKING TO THE FUTURE**

PAGE 35

**07: KEY CONTACTS AND USEFUL INFORMATION**

# INTRODUCTION: A MESSAGE FROM VERA BAIRD QC

## The Police and Crime Commissioner for Northumbria

I was first elected as Police and Crime Commissioner in November 2012. In the early days of taking office I consulted with thousands of people across the force area to find out what your priorities were for Northumbria Police. They were –

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

The priorities you set in 2013 are the same priorities today. We have built upon them and demanded more from Northumbria Police to ensure they continue to tackle these issues head on. We have made lasting changes that are making a difference to neighbourhoods. The police engage even more with the local community, we have a region wide Violence against Women and Girls Strategy and now every vulnerable victim of anti-social behaviour is attended within one hour.

It has certainly been a challenging year. The budget for 2013/14

included the need to deliver savings of £16.4m which were fully achieved, these savings were in addition to the £41.3m achieved since 2010/11 but I have never deviated from my commitment of protecting neighbourhood policing. You still have dedicated police officers serving your community supported by Police Community Support Officers (PCSOs). To save money we have reviewed fully our estates department and are re-locating police bases to more accessible locations to bring them closer to you. This is the right thing to do, as Northumbria Police is your police force and it is only right that officers are there when you need them.

Northumbria is one of the safest areas to live. You may read that crime has gone up, but what has gone up is, in part, reported crime. That is not wholly a bad thing as it shows that more people have the confidence to report crimes such as domestic and sexual abuse and hate crimes – the silent crimes that often go unrecorded.

Many of the services we provide are reliant on funding from central Government, I don't know what the next spending review will bring but what I do know is that we will continue to work with communities to ensure Northumbria Police continues to address the priorities that you want to see tackled in Tyne & Wear and Northumberland.

I hope you find my Annual Report useful, it gives you a good insight into the work that the Office of the Police and Crime Commissioner has been working on over the last year and how Northumbria Police has been performing.

Finally, thank you for the support you give your local officers, I know they appreciate everything you do to help Northumbria Police. I would also like to place on record my appreciation of all the work our police officers, PCSOs and police staff do – we have a great team serving Northumbria.


Best wishes







# AN OVERVIEW OF KEY ACHIEVEMENTS IN 2013/14

## LISTENED

 to many local people, businesses, organisations and community groups to find out about and understand their policing needs and concerns.


## DEVELOPED

 safeguarding training for key workers to protect vulnerable people in the night-time economy. This is now a national requirement for all doorstaff who want to be registered with the Security Industry Authority.

## DEVELOPED


 and launched the North East regional Violence against Women and Girls Strategy supported by my fellow North East Police and Crime Commissioners.

## ESTABLISHED


 a new Triage Team to transform the handling of police complaints, putting the complainants at the heart of the system and resolving issues more quickly with 92%

satisfaction. We have been asked by the Home Office to treat our triage work as national best practice and we hosted a 'triage day' for other police forces in July.


## ACTIVELY SUPPORTED

 the national PCC campaign to ensure all proceeds of crime are spent within our local policing area and not sent to the Treasury.


## DELIVERED

 savings of more than £1.2m on the costs for the Office of the Police and Crime Commissioner (OPCC) – this money has been re-invested in community safety.


## DEVELOPED

 strong working relationships with the Chief Constable, Community Safety Partnerships and the Voluntary and Community Sector locally.


## INVESTED

 in people, ensuring all police and OPCC employees are paid at least the 'Living Wage'; we are proud that we have seen our first business apprentice qualify.

## SHAPED

 national policy around a wide range of key policing issues including domestic and sexual abuse, anti-social behaviour, police complaints and the criminal justice system.

## LOBBIED

 nationally against the removal of DNA from records as the removal of DNA can affect the prospects of convicting rapists, and lobbied to ensure the piloting of specialist courts for vulnerable victims of crime to ensure they receive the best support in court.





# 01: MY ROLE AND HOW I WORK

## Key Police and Crime Commissioner responsibilities and the scrutiny programme

It is my responsibility as your Police and Crime Commissioner to ensure that Northumbria Police deliver the priorities set for it in my Police and Crime Plan and that I 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 for Northumbria 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 local people feel safe both at home and on our streets.

I have ensured that the Police and Crime Plan and other key commitments have been delivered across Northumbria. I do this in many different ways which all form part of my scrutiny programme.

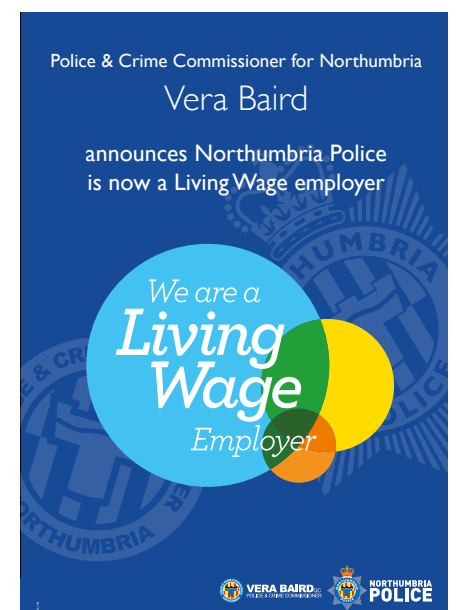
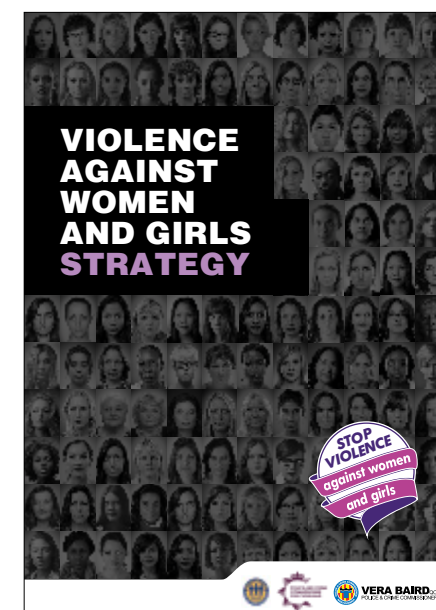
Some examples of my scrutiny programme include:

- Meeting the Chief Constable every fortnight to discuss important issues like local priorities, crime levels, budgets and new ways of working.

- Attending the Northumbria Police strategic management board every month to find out how the police are delivering the Police and Crime Plan and truly making a difference for the communities in Northumbria.
- Informal conversations with frontline officers of all ranks to get the story 'from the coalface'.
- Working closely with key police leads to discuss in detail police performance and crime levels, looking to provide 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.
- Working with members of my Independent Scrutiny Panel who examine complaints upheld against Northumbria Police by the Independent Police Complaints Commission to identify trends and areas for improvement.

- Meeting with the Police Federation, Superintendents' Association, Unison and GMB to discuss trade union and staff association issues.

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 for you to read and learn about.



# 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 my statutory duties are met with regard to things 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](http://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 account 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 team of volunteers who help me scrutinise the work of the Force's 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 will be carefully scrutinised 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 looking for where lessons could be learned to improve future practice. Over the last year the group have looked at over two years' worth of information and have submitted detailed reports which has helped me to improve the approach to complaints in Northumbria.

**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 many other Commissioners offices have visited Northumbria to learn from us the work we are doing to end violence against women and girls, 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.

The Joint Independent Audit Committee (JIAC) is 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.

2013/14 was the first full 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 sound and effective. This year we have been involved in the monitoring of treasury management arrangements and the Medium Term Financial Strategy (MTFS), which we are content has been delivered effectively. In particular we are delighted that based upon the reports and assurances we have received the new Forth Banks Police Station in Newcastle has been delivered on time and under budget within a period of significant change in police governance.

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

The Committee continues to monitor the shared strategic risk register, which we agree is the most appropriate way to effectively apportion 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 all been satisfactory or better in all but one area of business process. We are content that the right level of senior attention has been given to addressing the internal audit recommendations where improvements were required and reparatory work has been done.

These major areas of business reflect the nature of the work of the Committee.

We are confident that 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*



## 02: WORKING TOGETHER TO MAKE A DIFFERENCE

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

### HOW DO WE KNOW WHAT THE ISSUES ARE?

One of the key things that I do in my job is listening – I listen to what people are saying about Northumbria Police and the criminal justice system. Without understanding the issues properly, I could not have made some of the differences I have made in the last year.

I have spoken and listened to many people in the last year including victims of crime, my PCC Advisory Groups covering the areas of: gender; disability; age; Lesbian, Gay, Bisexual and Transgender (LGBT); Black and Minority Ethnic (BME); religion and belief and hundreds of community and residents' groups, business leaders, local councillors and MPs. I have also looked closely at results from Victims' Satisfaction Surveys and the Northumbria Safer Communities Survey to find out about the policing and community safety issues that matter most.

I have worked and will continue to work very closely with Her Majesty's Inspectorate of Constabulary (HMIC) to find out the key organisational issues they think

Northumbria Police face. HMIC has this year found that Northumbria Police has continued to perform well in the areas of domestic abuse and providing value for money.

### 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, Community Safety Partnerships, the voluntary sector and local community groups. 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 made grants to Community Safety Partnerships, Youth Offending Teams, local community groups and many other key organisations delivering services to people across Northumbria.





# THE COMMISSIONER'S COMMUNITY FUND

I have encouraged local communities to come up with local solutions to the community safety problems they see in their neighbourhoods

During 2013/14, through the Commissioner's Community Fund, I granted over £117,000 to 77 local groups who have delivered some amazing results and helped deliver across all of the priorities in my Police and Crime Plan. To help bring this Annual Report to life and to demonstrate the difference the funding has made in their area I have included feedback from local groups:

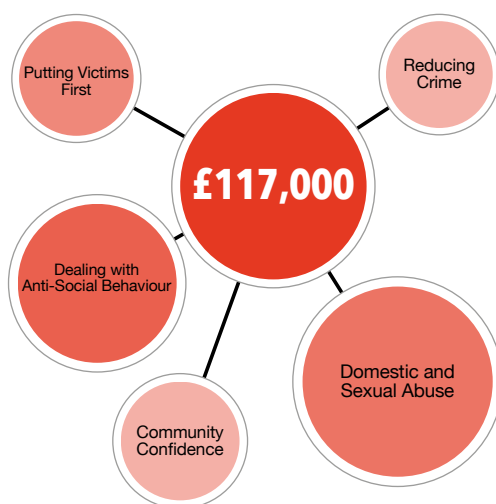
## PUTTING VICTIMS FIRST

The Commissioner's Community Fund has supported young people in South Tyneside to understand the impact that crime can have on victims. The South Tyneside Positive Activities and Targeted Youth Support Group have run two Open College Network accredited courses aimed at young people aged 14-18, providing young people with a better awareness of crime and anti-social behaviour. This has developed their understanding of the relationship between crime and victims and has enabled young people to understand their own behaviour and its potential consequences both on themselves and the wider community.

In Newcastle the fund has supported 'Them Wifies' to provide tailored activities for victims of domestic abuse. The group believe that the fund has helped them to provide vitally needed workshops "focusing on helping participants learn how to make positive choices for themselves and their family whilst developing their own positive coping strategies."

## DEALING WITH ANTI-SOCIAL BEHAVIOUR

The Friday Night Project in South Tyneside which provides activities for young people was supported through the fund. The group feel that "what's great about this funding is we can actively work and enjoy positive activities we couldn't normally do with young people aged 15-16 years old, diverting them away from crime and anti-social behaviour."



## DOMESTIC AND SEXUAL ABUSE

In Northumberland the Women's Health and Advice Centre was supported by the fund to establish support groups for women affected by domestic and sexual abuse. The groups have specifically supported women and girls who may have not accessed counselling support before and will hopefully lead to victims leaving violent relationships.

The West End Women and Girls Centre in Newcastle provides support and guidance for women and girls suffering domestic and sexual abuse and believe that the "Safe 4 Life course funded by the Police and Crime Commissioner has provided victims and survivors with the additional skills and the peer support of other survivors."

## REDUCING CRIME

In Sunderland, Age UK champion the needs and rights of older people and through the Commissioner's Community Fund have been able to "raise awareness of staying safe when it comes to hate crime and distraction burglary and enabled older people to make links with the local community police team."

P.R.O.P.S (Positive Response to Overcoming Problems of Substance Misuse) is a charity which works in North Tyneside and Newcastle with families of people who misuse alcohol and drugs. The project aims to give families support in how to cope with chaotic behaviour and how to encourage those who misuse alcohol and drugs to consider alternative behaviour. P.R.O.P.S believe that "the Commissioner's Fund has helped to ensure that support is available for those who are in desperate need - many feel that they are on their own. They're not. We are here to give them the help and support that they need. This funding is a great contribution to the work we do."

## COMMUNITY CONFIDENCE

The North Tyneside Disability Forum has used the fund to deliver a long programme of community events bringing local partners and residents together to share experiences. "The funding has been a mechanism to enable sharing worries and reporting incidents and it has made for good relationships with local officers."

The Commissioner's Community Fund was used by Gateshead People to launch the new 'Safer Places' scheme providing a safe place for people with learning disabilities when they feel particularly vulnerable to abuse when out and about. The group believe that "the scheme would not have been able to be launched at this time without funding from the Police and Crime Commissioner."

You can find further details of my 2013/14 grant programme and work with partners on my website at [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)



## 03: DELIVERING THE POLICE AND CRIME PLAN IN 2013/14

This is my first full 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 and will continue to make this effort throughout 2014/15 and onwards.





# PUTTING VICTIMS FIRST

Putting victims first is at the centre of everything we do when providing a police service and 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 you 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 2013/14 I have worked to deliver those promises and have:


## INVOLVED

 victims of crime in the development and delivery of training for police officers to improve the overall police response to victims of crime. Training packages delivered using this approach include Disability Hate Crime, Mental Health, Attention Deficit Hyperactivity Disorder (ADHD) awareness, Stalking & Harassment and anti-social behaviour.

## INCREASED


 through changes to IT systems, the speed of the risk assessment process for vulnerable victims of anti-social behaviour and now vulnerable victims are responded to within one hour.

## SIGNED


 a Victimless Prosecution Protocol with the Chief Constable and Chief Crown Prosecutor to ensure a consistent

evidence led approach to pursuing positive criminal justice outcomes.


## APPOINTED

 a dedicated lead in my team to develop our approach to commissioning victims services as part of the new responsibilities placed on PCCs.


## SHAPED

 at a national level the final Victims' Code of Practice and Victims' Right to Review legislation, ensuring victims are at the heart of all service delivery.

## ESTABLISHED


 a Restorative Justice Hub within the Northumbria Police area to co-ordinate agencies' approach to ensuring victims of crime are offered a chance to meet their offender and explain the impact the crime has had on their life.

## LOBBIED

 for Government to rethink their proposed changes to support for victims of

murder or manslaughter, ensuring the system remains fair and puts victims first.

## ENSURED

 all actions while delivering the Police and Crime Plan have a victim focus and contribute towards victim satisfaction and public confidence.



## WORKING TOGETHER IN NORTHUMBRIA

Putting victims at the heart of everything we do in policing and criminal justice is vitally important, this is why I provided funding to three of the Community Safety Partnerships in Northumbria to introduce 'Victims' Champions' as part of their anti-social behaviour teams. During 2013/14 the champions worked with over 200 vulnerable victims of anti-social behaviour directly contributing to the commitment outlined in my Police and Crime Plan. What really makes this a success in my eyes is that 90% of the victims worked with felt safer after the support, this not only puts the needs of victims first but also contributes to building community confidence.

## SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2014/15:

- Commissioning victims' services to ensure the support needs of victims are met in the most effective way whilst providing best value for money.
- Hosting focus groups with officers to understand why victim satisfaction with being kept up to date has fallen when victims' needs should be at the heart of policing in Northumbria.
- Introducing a Quality of Service Commitment for all victims of crime helping to drive up standards and hold the police to account.
- Working with my Victims' Advisory Group to understand the different needs of those victims who are vulnerable.
- Ensuring Restorative Justice in Northumbria is developed to reflect the needs of victims of crime.



# DEALING WITH ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) can affect 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
- Ensuring local agencies work together to engage the victim in stopping the problem
- Using all appropriate powers to tackle ASB

In 2013/14 I have worked to deliver those promises and have:

## ENSURED



that ASB incidents affecting the most vulnerable victims are attended within one hour. At the end of 2013 the definition of vulnerability was updated to truly reflect the scope of vulnerabilities in Northumbria. Since December 2013, 100% of victims have received this response.

## SUPPORTED



over 70 local community groups to successfully develop their own solutions to local ASB problems.

## COMMISSIONED



local Community Safety Partnerships to provide a focus on local multi-agency problem solving which includes activity to identify ASB hotspots and offenders.

## WORKED



very closely with local housing providers through the Chartered Institute of Housing to bring the police and partners closer together to tackle ASB.

## LOBBIED



Government to ensure that the new ASB Crime and Policing Act introduces positive changes for local people through the introduction of the Community Remedy and Community Trigger.



## WORKING TOGETHER IN NORTHUMBRIA

Anti-social behaviour can be committed by anyone - any age or gender - and at any time can have a significant impact on the quality of life for those affected by it. The Commissioner's Crime and Disorder Reduction Grant was used to support the bringing together of Newcastle United and Sunderland football clubs to tackle anti-social behaviour following the violent derby day conflicts. The 'Tackle it with Kicks: Building Bridges' project has brought young people together to bridge the gap between communities, building positive relationships, reducing youth crime, anti-social behaviour and tensions. The project has given over 350 young people the opportunity to discuss anti-social behaviour - what it is, the impact it has on them, their families and the communities they live in and knowledge of safe choices. We hope that the long-term outcomes of this project will result in improved citizenship skills and will reduce the likelihood of young people being involved in crime and anti-social behaviour.

## SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2014/15:

- Ensure all vulnerable victims of ASB are identified and provided with a harm reduction plan to meet their specific needs.
- Develop a Community Remedy for Northumbria providing a menu of local resolutions that victims of ASB could request as a way of seeking justice outside of the formal criminal justice route.
- Shape the Community Trigger locally and monitor its uptake across Northumbria, responding to community concerns and improving the policing response locally.
- Support local Community Safety Partnerships to enhance their local multi-agency problem solving arrangements.
- Consider offering Restorative Justice solutions to some victims.

# 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 2013/14 I have taken a personal lead on this issue, working to deliver those promises and have:


## INTRODUCED

 new safeguarding training for security staff in Northumbria to strengthen their approach to protecting vulnerable people enjoying our cities in the evening. This has now been adopted nationally as a standard for door staff and has been taken up additionally by Street Pastors, hotel staff, transport workers and British Transport Police, so our cities are acquiring more eyes and ears open to keeping people safer.


## CREATED

 a "Safe Haven" in the very middle of the city's nightlife to be staffed by professionals from the health sector, funded by savings to be made on ambulance call outs and bridging any gaps between the capacity of the trained, but busy, staff and the target of safety for all.


## DEVELOPED

 in partnership with the other two North East Police and Crime Commissioners and the North East Women's Network a regional strategy to prevent violence against women and girls.


## ESTABLISHED

 a network of trained Domestic and Sexual Violence Champions across work places in Northumbria so that there is safe access to confidential help and support in a wide range of locations.


## SUPPORTED

 the development of a DVD for university students in 'freshers' week explaining that you cannot consent to sex when drunk.


## PROMOTED

 campaigns to encourage reporting of domestic violence 'walking on egg shells' and 'consent'.

## FUNDED

 a new innovative approach, pairing first response police officers with women's support workers to provide victims with direct opportunities to access support and guidance.

## INFLUENCED

 the Government's approach to end violence against women and girls, Female Genital Mutilation and sexual offences sentencing guidelines.



## WORKING TOGETHER IN NORTHUMBRIA

We know the vast majority of domestic and sexual violence victims cannot speak out so we need to go to them. We need to locate victims out in their communities and offer support at an early stage. The Commissioner's Crime and Disorder Reduction Grant has been provided to three local authority areas to pilot a 'Domestic and Sexual Violence Champions Network'. The Champions Network aims to improve community and organisational responses to domestic violence and to provide training and assistance to enable front line staff to support the standard and medium risk cases not picked up by specialist services. Through the project we now have over 170 Champions trained across the public, private and community and voluntary sector providing support where it is needed; we have Champions in places such as local councils, the police, health centres, solicitors and department stores.

Our Domestic and Sexual Violence Champions are trained and supported to be the link between their agency and the network, to

be a conduit for information and to assist their agency to enhance their response to individuals affected by domestic abuse/violence in Northumbria. This project has contributed to an increase in service user satisfaction and increased confidence in reporting domestic abuse.

## SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2014/15:

- Delivering actions in my Violence against Women and Girls Strategy and action plan including the introduction of a Rape Scrutiny Panel and Court Observers.
- Ensuring Northumbria Police develop further ways to protect victims and potential victims of sexual exploitation from harm.
- Overseeing the quality assurance of service standards for victims of rape and sexual exploitation.
- Supporting police activity to prevent and disrupt known and suspected offenders of abuse.




# REDUCING CRIME

We know that Northumbria 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 re-offending
- 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 2013/14 I have worked towards these promises and have:


## ENGAGED

 in partnership with Safe Newcastle in introducing the country's first ever night time levy which raises additional income from those premises selling alcohol in the city centre that place the most demand on policing and public authorities, reinvesting the money back into policing and street scene services in these much needed areas.

## ESTABLISHED


 PCC theme groups bringing Community Safety Partnerships together to share best practice and drive innovation in the areas of reducing re-offending, ASB and domestic abuse.

## SUPPORTED


 the introduction of a mental health triage pilot scheme in Northumbria aimed at reducing re-offending of mentally ill criminals through the intermediary of mental health

nurses based in police stations. Lessons will be learned and new ways of working implemented as a result of this work.

## SUPPORTED

 the introduction of Burglary Suppression Groups in the Northumbria area bringing together the police, Probation and the Crown Prosecution Service to devise and deploy tactics to disrupt prolific burglars.

## LOBBIED

 the Government to make changes to legislation covering the provision of safe places for those detained under the Mental Health Act, encouraging the law to be updated so those suffering a mental health crisis are not held in police cells but are taken to the safest and most appropriate place for help and support.



## WORKING TOGETHER IN NORTHUMBRIA

We know we cannot reduce crime alone, it takes a very real joined up approach at a neighbourhood level to properly understand and to tackle the issues that matter most to local people. A crime and disorder reduction grant was made to all Community Safety Partnerships across Northumbria to support and strengthen their local multi-agency problem solving arrangements. Over the last year the local arrangements have had a real focus on solving burglary, dealing with anti-social behaviour, target hardening and CCTV. Local problems have varied greatly across Northumbria - from rural issues in Northumberland to crime prevention support for students in our university cities. This way of working has historically proven to be effective and in my eyes continues to be one of the best ways to really get behind a neighbourhood problem and solve it.

## SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2014/15:

- Ensuring all reported crime is tackled, with a particular focus on those crimes that have the worst impact on people, such as burglary dwelling and alcohol related violence.
- Encouraging victims to report traditionally under reported crimes such as domestic abuse, hate crime and sexual offences.
- Promoting and ensuring integrity in crime recording.
- Ensuring Northumbria Police identify repeat victims and reduce the likelihood of further crime.
- Working with others to tackle the most prolific offenders of crime.

# COMMUNITY CONFIDENCE

It is vitally important for the public to be confident in the policing and community safety services they receive. If the public are confident it is less likely that they will live in fear of crime and be afraid to report it. Community confidence in the police can be influenced by many factors such as the media, first hand experiences of the police and by the actions of the

Police and Crime Commissioner tasked to ensure the police deliver the right service.

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 2013/14 I have worked towards these promises and have:

## PUBLISHED

and delivered to all households a Local Policing Summary for each local authority area in Northumbria, sharing information about crime reductions, partnership working and key contacts.

## FOCUSED

attention on putting victims first with great results in particular for vulnerable people who are now developing the confidence to report to the police.

## STRENGTHENED

public involvement in scrutiny of Northumbria Police by setting up an Independent Scrutiny Panel to improve how they deal with complaints from the public.

## CHANGED

the culture in how Northumbria Police handle complaints. I have worked

with the Chief Constable to set up a 'Triage' system, where all complaints come through a team located at my office for initial assessment and management. This means dealing promptly and professionally with reports of dissatisfaction and complaint.

## TALKED

to over 5,000 people about their police and crime objectives and listened to many more about their experiences of Northumbria Police.

## LISTENED

to a wide range of local people about their views and experiences of the police. A small random sample of some of the groups and visits made include:

- Gateshead young women's outreach project
- Harton Primary School
- Nighttime economy walkabout in Newcastle and Sunderland
- Walkabout with local MPs including Emma Lewell-Buck

in South Tyneside and Bridget Phillipson in Sunderland

- Leading the 'Northern Pride' parade
- Older People's Day at Killingworth
- Meeting local residents at Byker Community Centre
- Visiting the Angelou Centre with the Crime Prevention Minister
- Listening to local business people through the North East Chamber of Commerce and Institute of Directors

## INFLUENCED

the Independent Police Complaints Commission's Oversight and Confidence Strategy to ensure that public access to the police complaint process must be carefully considered to ensure those with differing access needs are provided with the same level of opportunity to make a complaint.



## WORKING TOGETHER IN NORTHUMBRIA

The Commissioner's Community Fund in 2013/14 supported many local groups to develop local solutions to local problems, with a particular focus on protecting and supporting vulnerable people. Street Pastors in Sunderland, Whitley Bay and Newcastle were supported through the fund to further develop their voluntary service to local people helping to ensure that vulnerable people are supported whilst bringing the public closer to the police. In Newcastle funds were used specifically to launch the Your Night phone 'app' bringing this well renowned service to the people of Newcastle. The app includes many different ways to safely find your way around Newcastle city and provides information to make sure people feel safe and secure whilst enjoying the many activities the city has to offer.

## SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2014/15:

- Ensuring neighbourhood teams are accessible and engage with local communities, spending more time in their local neighbourhoods.
- Ensuring neighbourhood officers provide a high quality service to communities.
- Working with Northumbria Police to ensure they develop a Volunteers Strategy that promotes opportunities for the public to be involved with policing.
- Working with key partner agencies to ensure a joined up approach to dealing with issues that could impact on public confidence.
- Continuing to work to drive up the standards in the police and reconnecting the public to the police through encouraging mutual respect and support for each other's position.



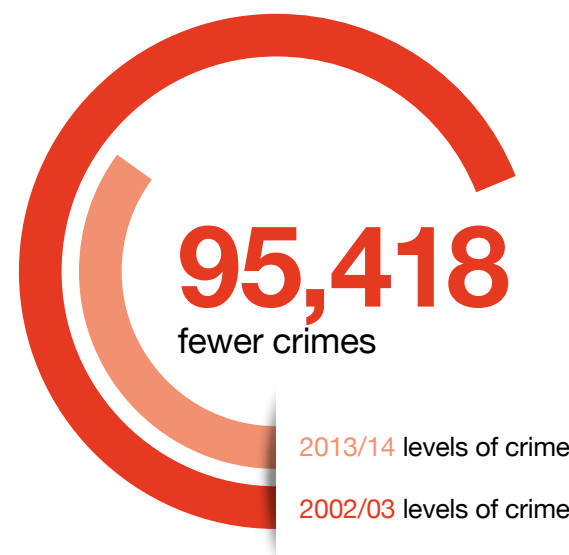
# 04: A SUMMARY OF PERFORMANCE

## Recorded crime – what are the key trends?

Crime has gone up, but the level of increase is lower than it was at the start of the year for most crime categories

Our comparative performance with those forces in our most similar group (MSG) is exceptional (the most similar group structure was set up by the Home Office to allow better comparisons to be made). Equally, our performance nationally is positive, for example the Force has the tenth lowest total recorded crime rate in the country.

The Force has achieved successive year on year reductions in crime and crime levels this year should be viewed within this context. The level of crime recorded in 2013/14 is 57.7% less than in 2002/03, equivalent to 95,418 fewer crimes.



These reductions in crime have been achieved whilst maintaining crime recording standards. The Force has maintained a consistent audit regime, and supplemented it with ad-hoc audits which indicate that overall compliance levels are high.

Total recorded crime for 2013/14 has increased by 4.72% compared to 2012/13, equivalent to 3,156 more crimes. This is an improvement compared to the position earlier in the year; indeed, the percentage increase in total recorded crime has been steadily improving since September 2013.

Generally, the increase in total recorded crime is due to an increase in violent crime and acquisitive crime. Those offences which have the largest percentage increases and have the greatest impact on the increase in total recorded crime are violence against the person, sexual offences, burglary other than dwelling (OTD), shoplifting, theft of a pedal cycle and other theft and handling.

Operation Soundwave was launched during the summer of 2013 and continues. The key focus of the operation was to target those involved in opportunist crime and promote crime prevention advice.

Whilst there have been increases in some crime categories, there have been reductions in personal robbery (-4%), vehicle crime (-4%) and criminal damage (-1%). The number of shoplifting offences in Northumbria increased by 9% from 8,439 to 9,180. This increase is part of a national trend, and contributes to a national increase of 7%. The most common items stolen from shops are basic foods, alcohol and clothes with a notable increase in the theft of meat.

### VIOLENT CRIME

Violent crime increased by 16.8% compared to last year; however, the Force continues to have a lower rate of violent crime compared to many forces in England and Wales.

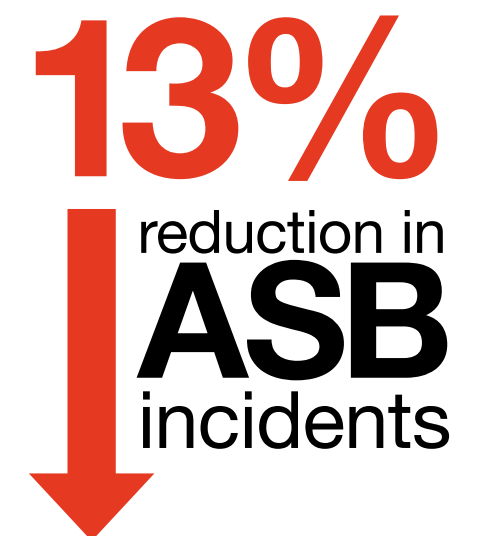
There has been an increasing trend in violence against the person (VAP), which makes up 88% of the total violent crime figure. Most of this increase is due to less serious VAP without injury - up 26% or 779 crimes and VAP with injury up 11% or 656 crimes.

The increase in the violence against the person figures this year is largely due to domestic related violence, and crimes involving partners and ex-partners.

Non-domestic related incidents continues to make up most of the VAP figures with more than 50% being alcohol related. Alcohol related VAP incidents which are not domestic related, have fallen by 2.4% compared to last year.

### ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour incidents have also reduced by 13% which means 11,162 fewer ASB incidents in Northumbria compared to last year. Area commands have prioritised ASB in all neighbourhoods, working with partners to resolve local issues helping to secure a 24% reduction in Youth ASB and an 8% reduction in non-youth ASB.





# HOW WELL HAVE WE SOLVED CRIME?

The Force has consistently achieved a high positive outcome rate, and has the second highest positive outcome rate in England and Wales – as at 31 March 2014, the total positive outcome rate was 45.3%

## PUBLIC CONFIDENCE AND SATISFACTION

Satisfaction levels have been consistently high. The Force has the second highest overall satisfaction levels in England and Wales, at 90.3%. Satisfaction for ease of contact, action taken and keeping victims informed is also very high.

The Force continues to have a high percentage (97%) of residents who feel very or fairly safe living in their neighbourhood, also the percentage of residents who believe that the visibility of PCSOs is about right remains high, with a further increase during 2013/14.



**97%** of residents feel very or fairly safe in their neighbourhood



# 05: A FOCUS ON RESOURCES

## Some of the key achievements in 2013/14

### REDUCTION IN OFFICE COSTS

The Commissioner identified and delivered £2.1m of savings in 2013/14 by reviewing non-essential expenditure. Areas contributing to the savings include reductions in postage and print budgets, revenue costs associated with the capital programme and external support services.

### MAJOR BUILDING SCHEMES

The continuation of the existing Forth Banks building work is due to end in 2014/15. It is expected that the build will be completed earlier than anticipated and will be under budget.

### ESTATES RATIONALISATION

Programmes were ongoing in 2013/14 to implement a new operating model and ensure the vacation of the HQ Ponteland site. The revised operating model will realise revenue savings and capital receipts from the sale of surplus properties.

### ICT TRANSFORMATION

Implementation of the Street to Strategic programme. This programme is about investing in modern technology to enable transformation in how service is delivered by Northumbria Police to its communities.

The key objectives of the programme being:

- Maximising resources
- Increasing visibility and productivity
- Improving service quality in terms through more intelligence-led prevention and response
- Reducing costs

# OUR 2013/14 BUDGET

FUNDING	(£M)
Central Government Grants	247,186
Council Tax Precept	30,920
Income	18,290
Reserves	2,215
	<b>298,611</b>

EXPENDITURE	
Employees	204,376
Pensions	44,692
Premises	11,284
Supplies and services	7,177
Transport	4,759
Establishment expenses	4,151
Agency services	4,980
Other expenses	10,302
Capital charges	6,890
	<b>298,611</b>

It has certainly been a challenging year. We have had to set a budget with £10m less than last year but I have never deviated from my commitment of protecting neighbourhood policing. I have included an overview of our funding and expenditure during 2013/14.

### OUTLOOK FOR 2014/15

I have approved a gross revenue budget (before use of reserves) of £277.66m, with a Band D council tax 'precept' of £86.61 per house – this means we are continuing to deliver a high quality police service at no extra cost to the tax payer. This decision was carefully looked at and supported by the Northumbria Police and Crime Panel.

The budget includes savings which have been carefully considered to ensure the Commissioner and Chief Constable can continue to meet the financial challenges faced whilst ensuring that they continue to focus on their core principles.

Agreed budget savings in 2014/15 of £16.9m have been factored into the Medium Term Financial Strategy (MTFS). Beyond this, there is a proposal for further budget savings in excess of £25m over the period

of the MTFS which have been built into the strategy. Future savings will be realised by a combination of:

- **The introduction of a new operating model leading to savings of an estimated £3.5m per annum and the release of capital receipts of up to £31m going forward.**
- **Further rationalisation of the estate as a result of a new operating model will see the merging of command units which will reduce from six to three. Streamlining of senior management will lead to £9.45m of savings.**
- **ICT transformation.**
- **Reduction in police officers through natural wastage, with a programme of recruitment to protect the frontline and a reduction in police staff through natural wastage.**
- **Scrutiny of non-pay costs.**
- **Identifying opportunities for working together with other organisations and stakeholders to look for more efficient and effective ways of working.**

## 06: LOOKING TO THE FUTURE

### Looking ahead to 2015 and beyond

Over the last few months I have been out and about even more talking to local communities, business and organisations about their policing priorities, to find out if their views have changed following the extensive priorities consultation carried out in early 2013. I have also surveyed many people online asking for their up to date views on policing and community safety.

Resoundingly views have not changed – the five key priorities in my Police and Crime Plan 2013/18 are still as important to local people this year as they were last year.

I will continue to work with the police and partners to deliver my five key Police and Crime Plan priorities and will direct efforts to where you are telling me more needs to be done. This will be reflected in the Chief Constable's Delivery Plan 2014/15 available at [www.northumbriapolice.org.uk](http://www.northumbriapolice.org.uk)

Delivering a police service that meets the needs of all communities in Northumbria is a big challenge, one made greater by the financial difficulties faced by everyone, including public authorities. In 2013/14 I delivered a police service

on budget, providing good value for money, and in many cases improved, services.

I can and will do this again – I will work with you to understand your policing and community safety needs and will work with key partners to ensure you are provided with a first class, value for money service.

## 07: 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 at

[enquiries@northumbria-pcc.gov.uk](mailto:enquiries@northumbria-pcc.gov.uk)

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

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

### NORTHUMBRIA POLICE

I urge all people in an emergency to call 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 or visit [www.northumbria.pnn.police.uk](http://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](http://www.northumbria-pcc.gov.uk)



**VERA BAIRD POLICE AND CRIME  
COMMISSIONER FOR NORTHUMBRIA**

**[www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)**

[twitter.com/northumbriapcc](https://twitter.com/northumbriapcc) [facebook.com/Vera.Baird.QC](https://facebook.com/Vera.Baird.QC)