



# 2014 2015

## ANNUAL REPORT

VERA BAIRD POLICE AND CRIME  
COMMISSIONER FOR NORTHUMBRIA



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



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# INTRODUCTION: A MESSAGE FROM VERA BAIRD QC

## The Police and Crime Commissioner for Northumbria

So much has happened since I produced my last annual report. In fact when I look back at what we have achieved since November 2012, I am pleased with what has been delivered, but appreciate there is more to do. This annual report provides some of the highlights of the year and is by no means a comprehensive overview of all my work.

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. Those priorities have not changed and I continue to scrutinise the police to ensure they deliver. In Northumbria, our priorities remain:

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

Reductions in funding continue to make delivering these priorities a challenge. Since 2010, our force has seen real-term funding reductions of 23%. In money terms this equates to a savings requirement of over

£100 million. I strive to save costs across the board, in my office alone I have made reductions in the costs of running the Office of the Police and Crime Commissioner of 47%, a saving of over £1 million per annum. In addition to the £2.1m budget savings realised in 2013/14, my budget underspent by a further £1.2m in 2014/15. In fact, a study by the Taxpayers Alliance showed that I saved more money than any other PCC in England and Wales. Right across the force we have been thinking boldly and have restructured the area commands to reduce duplication and re-located police officers from old unfit police stations to new community hubs, making officers more accessible to local people. Every penny saved has been reinvested into Northumbria Police.



**£91.9m** <sup>to 2014/15</sup>  
savings since 2010/11

I will continue to work with other Police and Crime Commissioners to ensure we make savings on the projects we all pay into. The National Police Air Service is one such service, by reducing the cost of this service we can keep police officers serving the communities of Northumbria.

The next few years will be ever more challenging, however, you have my assurances that I will continue to do everything within my power to protect neighbourhood policing. Communities value the contact they have with their “local beat officers” the eyes and ears of the community. These officers pick up local intelligence and ensure people feel safe in their neighbourhoods.

The latter part of the year saw us set up a new innovative service for victims called “Victims First Northumbria”. We work closely with partners to ensure the new service keeps victims at the heart of everything we do. Research shows that we are achieving this aim with a satisfaction rate of 92%, making the Northumbria Police region the most satisfied in the country in terms of service. You can read more about Victims First Northumbria in this report.

**92%**  
**Victim  
satisfaction**

The world of crime continues to change; nationally Operation Yewtree has resulted in significant increases in historical sexual abuse cases being reported. I am pleased that victims now have the confidence to come forward. All cases in Northumbria will be treated with care and compassion and we will do all we can to support victims and achieve justice for them. I attended a summit at Downing Street with a number of cabinet ministers to discuss child sexual exploitation. We have all seen the effects of this horrific crime in our region and I am determined to bring those who commit such crimes before the courts.

Despite all the statistics Northumbria is still one of the safest areas to live, and will continue to stay that way. You may read that crime has gone up, 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, which account for the majority of the increase, the silent crimes that often go unrecorded. Northumbria are not alone in this, similar forces and other metropolitan forces are also experiencing a rise in crime figures. Alongside this, the way police record crime has changed, to which we can attribute an increase in figures, also giving local people confidence in crime recording in Northumbria.

As Police and Crime Commissioner for Northumbria I will continue to ensure Northumbria Police delivers an effective service, I will scrutinise their work and ensure they are delivering for communities.

As I close my introduction, I would like to take this opportunity to thank Sue Sim for her many years of service to policing, with her last decade here in our region. Earlier this year Mrs Sim retired as Chief Constable and she leaves us with a force ready for future challenges. Our new Chief Constable, Steve Ashman is Northumbria born and bred and I am pleased that the Police and Crime Panel agreed with my recommendation to appoint him to the post.

Mr Ashman will ensure that we continue to deliver for our neighbourhoods and that policing remains at the heart of everything we do.

Finally, thank you to all our police officers and police staff who continue to go the extra mile. Their commitment and dedication is second to none and we have an excellent team serving our communities.

Best wishes




# AN OVERVIEW OF KEY ACHIEVEMENTS IN 2014/15

## LISTENED

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

## DEVELOPED

 workplace strategies for employers to adopt and the role of workplace domestic violence champions to support colleagues who may be victims of domestic abuse. Within the public, private, voluntary and community sectors there are now 600 workplace champions in Northumberland and Tyne and Wear.

## ESTABLISHED

 Victims First Northumbria to ensure victims of crime have a responsive service and a single point of contact to offer help and support during their recovery.

## ACTIVELY

 promoted and delivered vulnerability training to those working in the night time economy to identify and safeguard vulnerable revellers in our cities.

## DELIVERED

 further savings of £1.2m to the Police and Crime Commissioner budget. This money has been re-invested back into Northumbria Police.

## LOBBIED

 MPs and government ministers on a range of issues including minimum pricing for alcohol, legislation around new psychoactive substances and calling for independent scrutiny of prisons.

## SIGNED

 six mental health concordat agreements with partners in health, police and local authorities to work towards a coordinated approach to supporting people with mental health issues.

## 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 overhead costs.

## RESPONDED

 to thousands of emails and letters in relation to complaints (or compliments) about Northumbria Police. The Complaints Triage team is now well established and some months is able to resolve more than 60% of the complaints received within a few days. This initiative is likely to be taken up nationally.

## BUILT ON

 the project started in 2013 that provides specialist domestic abuse workers to partner with designated police officers and respond to domestic violence incidents at the time of the incident. They provide advice and support and referral information to

victims. This is going from strength to strength and now operates in both Newcastle and Sunderland.

## LAUNCHED

 the Rape Scrutiny Panel which consists of ten specially-trained volunteers with expertise in the subject. They consider, by scrutinising case files, whether the service provided to victims is the best it can be. The aim is to give more victims the confidence to report rapes, knowing that they will get the support they need to go through the criminal justice system with the aim of bringing offenders to justice.

## RE-LOCATED

 police officers from old, expensive to maintain and not fit for purpose police stations to new bases that are in the heart of the community and more accessible for the public. All savings have been reinvested back into policing.

## OBSERVED

 adult rape trials at Newcastle Crown Court with the help of the Court Observers Panel. We hit the ground running in January 2015, and have aimed to be present at all adult rape trials at Newcastle Crown Court. Court Observers report back to me, particularly noting the unacceptable appearance of any myths and stereotypes such as the suggestion that victims have in some way contributed to what has happened; for instance, by the way they have dressed.



# 01: MY ROLE AND HOW I WORK

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

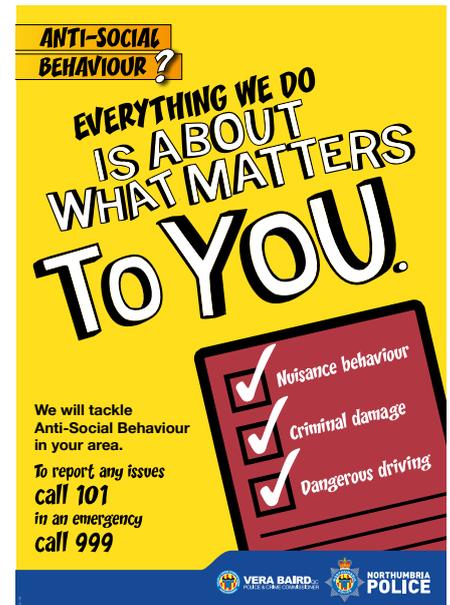
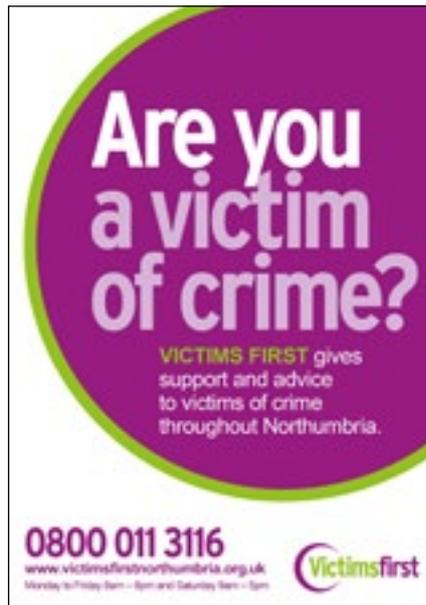
Since I became Police and Crime Commissioner for Northumbria I have endeavoured to ensure that Northumbria Police delivers the priorities set for them in my Police and Crime Plan. I work closely with Community Safety Partnerships on our joint aims and with criminal justice agencies to ensure an effective 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 allowing local people to feel safe both at home and on our streets.

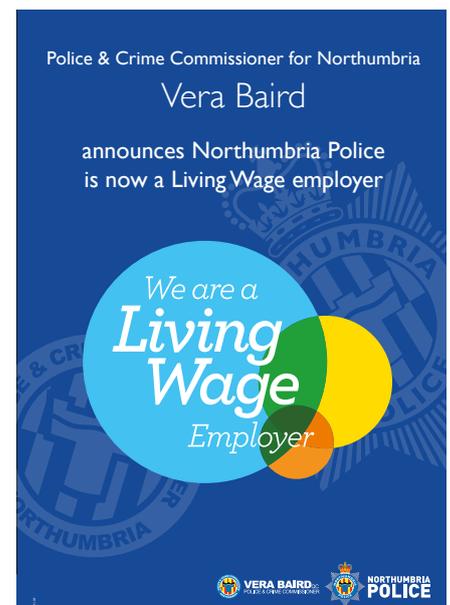
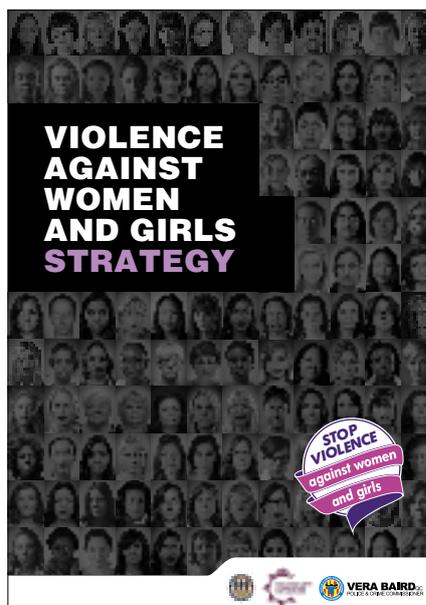
I have ensured that the Police and Crime Plan and other key commitments are delivered across Northumbria. I do this in many different ways which all form part of my scrutiny programme.

Some examples of my scrutiny programme include:

- Meeting the Chief Constable every fortnight to discuss important issues such as local priorities, crime levels, budgets and new ways of working.
- Attending the Northumbria Police Senior Management Board every month to determine 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'.
- 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 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.



There are also many discussions, visits and challenges that take place every day. I bring these together and include them in my scrutiny programme so that I am confident that the police and other key partners focus on the issues identified as important by the people of Northumbria. 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 do not do this job alone, I have a small team of dedicated staff that work alongside me to ensure my plan is delivered and all of my statutory duties are met. This includes issues such as Freedom of Information requests, police appeal tribunals and access to information.

**THE NORTHUMBRIA POLICE AND CRIME PANEL** – The panel has been challenging and supportive in scrutinising my work and helping me to 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** – I work very closely with the Joint Independent Audit Committee to audit the work of my office and Northumbria Police. They meet regularly to consider how we identify and manage strategic risks, review internal and external auditors reports and operate within our governance framework. This added scrutiny of my work and the work of 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 Police's custody provision. They carry out regular visits and ensure that the welfare of detainees is promoted. Any key issues that emerge as part of this work are scrutinised by myself and discussed with the Chief Constable, looking for solutions and future improvements.

**INDEPENDENT COMPLAINTS SCRUTINY PANEL** – The panel look at complaints made against Northumbria Police identifying where lessons could be learnt to improve future practice. Over the last year the panel has scrutinised over two years' worth of information and have submitted detailed reports helping 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. The role of the panel is to collate and share observations from the adult rape cases they have observed in court. I want to see how well the courts are working to improve the experience in court for victims of sexual offences. The observers look at whether a victim is provided with support in court and whether there is use of myths and stereotypes about rape and abuse rather than focusing on facts.

The work of the panel will increase the understanding between the courts and victims of abuse in the hope of building confidence to report rape and sexual abuse, and improve criminal justice processes where necessary.

**RAPE SCRUTINY PANEL** - The panel considers whether the service provided to victims by Northumbria Police is the best it can be. I want to give more victims the confidence to report rapes knowing that they will be listened to and receive the support they need to go through the criminal justice system, ultimately bringing offenders to justice.

They do this by considering cases selected from every stage in the 'report to court' process, ranging from cases that have been 'no crimed' to those where the Crime Prosecution Service 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.

#### **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 about the work we are doing to commission and provide the right services for victims of crime, end violence against women and girls, to safeguard people in the night time economy and our work to improve and put people first in the police complaints system.

**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.**

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.

2014/15 has been the second 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 satisfactory and are content that the right level of senior attention has been given promptly to addressing the internal audit recommendations where improvements were required and that reparatory work has been done. These major areas of business reflect the scope and nature of the work of the Committee.

We are confident that with the recent appointments, 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 so people feel safer in their community and are confident in Northumbria Police we work with partners to tackle policing, criminal justice and community safety challenges.

## 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 and what they think about the delivery of criminal justice in the area. It is by doing this that I am able to address the issues that most matter to local people. Their views and ideas contribute to the delivery of real and lasting change.

I continue to work closely with my Advisory Groups covering the areas of gender, disability, age, Lesbian, Gay, Bisexual and Transgender (LGBT), Black, Asian and Minority Ethnic (BAME) 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 I listened to the 'victim's voice' in Northumbria through victim groups which specifically included young people.

I work, and will continue to work, very closely with Her Majesty's Inspectorate of Constabulary (HMIC) to identify the key organisational issues Northumbria Police face. This year HMIC found in their overall assessment that Northumbria Police have continued to perform well. Their evidence tells us that:

- in terms of its effectiveness, Northumbria Police is good at reducing crime and preventing offending, it is good at investigating offending and is outstanding at tackling anti-social behaviour;
- the efficiency with which Northumbria Police carries out its responsibilities is good; and
- Northumbria Police acts to achieve fairness and legitimacy in most of its practices that were examined this year.

## TAKING ACTION

Once I understand the key issues I work with the best placed people to address them. This includes the police, local councils, health services, Community Safety Partnerships, the voluntary sector and local community groups. Working together in this way over the last year has really made the difference for local people.

To help support this joint work, I have provided funding where I can and where it will 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

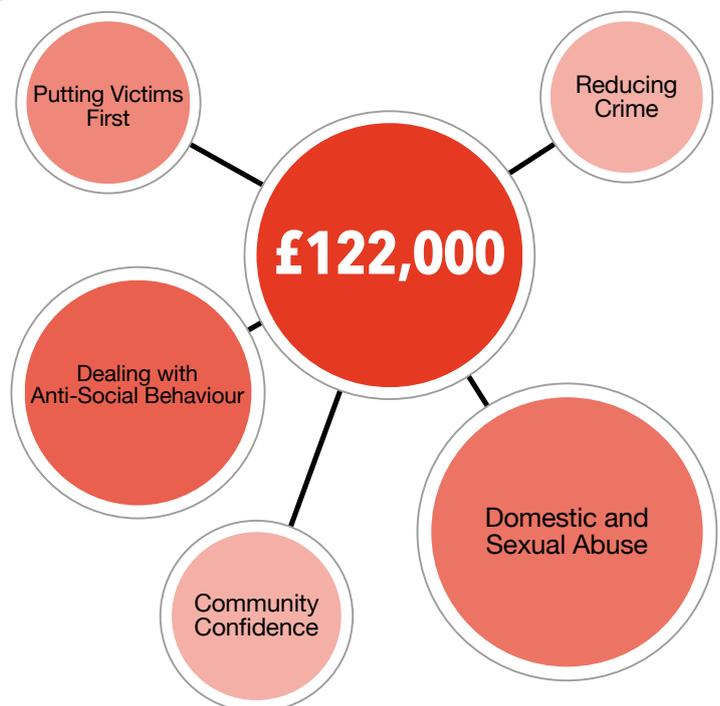
Last year the Commissioners' Community Fund engaged with over 100 groups that received funding – ranging from support for food banks, to providing funds for CCTV on Coquet Island. We also have a range of schemes that work with young people, providing support to help young people understand the risks of “sexting” and supporting vulnerability in older people. My office monitors the work of those who receive a grant and the difference they make is incredible. I'm so proud of the work they do I have included feedback from local groups in this report.

## PUTTING VICTIMS FIRST

Gateshead Older People's Assembly – The Commissioner's Community Fund has supported older people in Gateshead to recognise the signs of elder abuse. The project will participate with members, showing them the journeys of five people who have suffered physical, sexual, psychological, neglect and financial elder abuse. By tackling these issues, we are showing victims that there is help and support available to them.

## DEALING WITH ANTI-SOCIAL BEHAVIOUR

Wooler Youth Drop in – This is a great scheme that works with young people, offering them an environment to learn new skills, meet up with friends, and develop links with the police and other partners. The dedication of the youth workers is paying dividends in Wooler.





### DOMESTIC AND SEXUAL ABUSE

South Tyneside Women's project, Bright Futures were awarded funding to employ a youth worker to support young women who are most vulnerable to alcohol misuse and sexual exploitation and engage young women in positive social activities. Bright Futures are targeting their work by liaising closely with Northumbria Police too.

The group will offer health advice and work with partners to support young women in whatever they need to make positive life choices.

### REDUCING CRIME

This priority covers many areas and this year we received a slightly different application from the RSPB for Coquet Island Nature Reserve. Wildlife crime is something that local residents write to me about on a regular basis. This bid was to upgrade CCTV to help prevent the theft of eggs from the nests of 80 pairs of rare roseate turns that nest on Coquet Island. Thefts also occur from the nests of puffins and eider ducks on the island.

This funding has helped support the breeding season and has deterred thieves who commit crimes against wildlife.

### COMMUNITY CONFIDENCE

In Newcastle the local police officers have been building relationships with young people through football and sport. The Commissioner's Fund paid for the hire of football pitches. This has allowed young people to build up trust with their local beat officers and to allow the police to explain how anti-social behaviour affects communities and how young people can play their part in keeping their community safe.

You can find further details of my 2014/15 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 2014/15

This is my second annual report updating you about the progress made in delivering my Police and Crime Plan 2013-18 for Northumbria. I am very proud of the achievements across policing, community safety and the criminal justice system and will continue to make this effort throughout 2015-16 and onwards.





# PUTTING VICTIMS FIRST

Putting victims first is at the heart of everything we do. When providing a police service it is vitally important to secure 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 developing and 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; and
- Improving our victims and witnesses experience at court.

In 2014-15 I have worked to deliver those promises and have -

## INTRODUCED



a South of Tyne Street Triage Team, this team of dedicated police officers work alongside mental health nurses when incidents involve people with mental health problems. The team provide additional support and diversion to appropriate health care services.

## ESTABLISHED



two multi-agency operational teams using Police Innovation Funding, one covers the north of the river and the other south. The teams will tackle child exploitation, vulnerability and modern day slavery.

## SECURED



funding for a support worker to interact with Newcastle's most frequent missing young people and introduce measures to reduce this.

## ENDORSED



the National Mental Health Crisis Care Concordat working with local partners including health to improve outcomes for people experiencing mental health crisis, particularly when in contact with the criminal justice system.

## WORKING TOGETHER IN NORTHUMBRIA

Victims of crime continue to be the main focus of what we do. This is why I set up Victims First Northumbria (you can read more about their work further on in the report). I continue to work closely with Community Safety Partnerships to allow them to address issues in their local authority areas.

Some of the ways I will continue to make a difference in 2015-16

- Victim focused triage training for all communications staff;
- Enhance IT systems to support effective Case Management System;
- Maintain high satisfaction levels with the service we provide to victims; and
- Continue to develop and enhance Victims First Northumbria.



### SUPPORTING VICTIMS OF CRIME

The Ministry of Justice devolved funding to PCC's for victims services. I established Victims First Northumbria so that the highest quality of services can be delivered to help victims cope and recover from their experience.

This service is unique in that it gives victims a single point of contact for all their support and needs. It is an independent referral service which began operating on April 1st 2015.

Some victims may not reach out for help until a later date so this service is there to cater for those later needs as well as offer practical help such as crime prevention advice. Whoever the victim, and whatever the crime they have suffered, they will always be put first and given the best service possible.

### NORTHUMBRIA POLICE VIEW OF VICTIMS FIRST NORTHUMBRIA –

Northumbria Police Chief Constable, Steve Ashman, said:  
*"Victims First Northumbria ensures victims receive an enhanced service, giving them the help, support and advice to meet their exact needs while also putting them in touch with other specialist support agencies with the overall aim of helping them to cope and recover from their experience."*

*"In keeping with the Putting Victims First ethos, victims are at the heart of what we do. As a force, we focus on those crimes and incidents which have the greatest impact on victims and we ensure our victim care is the best it can be."*

For more information on Victims First Northumbria, visit the website [www.victimsfirstnorthumbria.org.uk](http://www.victimsfirstnorthumbria.org.uk) or contact the service's dedicated free phone number - 0800 011 3116

# DEALING WITH ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) can affect anyone. 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 working together to engage the victim in stopping the problem; and
- Using all appropriate powers to tackle ASB.

During 2014-15 I have worked to deliver those promises and have....

## ENSURED



that all vulnerable victims of ASB are identified and provided with a harm reduction plan to meet their specific needs.

## SHAPED



the Community Trigger locally and monitored its uptake across Northumbria, responding to community concerns and improving the police response locally.

## DEVELOPED



a Community Remedy providing a menu of local resolution that victims of ASB could request as a way of seeking justice outside of the formal criminal justice route.

## SUPPORTED



local Community Safety Partnerships to enhance their local multi-agency problem solving arrangements including the establishment of volunteers in one area to support victims of ASB.

## OFFERED



restorative justice to victims, this enables them to meet or communicate with their offender to explain the real impact of the crime where they feel this will help them cope and recover from a crime.

Our work in tackling ASB has made a real difference. During the last year, HMIC inspected how all police forces across the country deal with ASB. Northumbria Police was rated as 'Outstanding'. I will continue to ensure the Chief Constable maintains these standards delivering outstanding policing for our communities.



### WORKING TOGETHER IN NORTHUMBRIA

Whether it is kicking a ball off a wall, behaving in a noisy manner or fighting at a football match, anti-social behaviour can affect anyone at any time and is an issue that needs to be tackled head on.

Northumbria Police officers can't do this on their own. They work closely with partners such as local authorities and I am once again delighted to support the work of Newcastle and Sunderland Football Club through their Building Bridges programme. I wrote about this scheme last year and am proud to focus on it again as it has made a real difference.

Young people from all walks of life have come together through football to gain a better understanding on how anti-social behaviour can affect their neighbours and family. The programme includes family participation and the feedback from the young people who have taken part and their schools is second to none. I am confident that the aims and vision of this work will have a lasting impact for many years to come.

### SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2015-16...

- Respond to anti-social behaviour incidents promptly and completing an investigation that meets the victim's needs;
- Launching an Anti-Social Behaviour Task Force;
- 'THRIVE' training for all call handlers, supervision and resource controllers to make sure when dealing with ASB they consider threat, harm, risk, investigation opportunities, the vulnerability of the victim and how to engage with the victim to resolve the issue;
- Ensure new ASB powers are embedded and being actively considered and used;
- Delivering for rural residents who experience ASB;
- Re-contacting victims to establish whether their problem has been resolved; and
- Supporting victims through an area wide network of volunteers.

# DOMESTIC AND SEXUAL ABUSE

Domestic and sexual abuse happens mostly behind closed doors meaning that it is something of a hidden crime. We must raise awareness of what domestic abuse is, what help and support is available for those suffering from it, and make it easier for victims 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; and
- Promoting active police monitoring of perpetrators.

During 2014-15 I have taken a personal lead on this issue and worked to deliver those promises and have....

## PARTNERED

 with the Vulnerable Adults Multi-Agency Safeguarding Hub (MASH) pilot in Gateshead, incorporating Domestic Abuse and focusing on children who are living in a household where this occurs.

## OVERSEEN

 the quality assurance of service standards for victims of rape and sexual exploitation by establishing a Rape Scrutiny Panel and a Court Observer Panel.

## ESTABLISHED

 Operation Sanctuary, a multi-agency investigation into the sexual exploitation of children and vulnerable adults.

## TRAINED

 frontline officers to help them understand and recognise coercive and controlling behaviour in domestic abuse situations.

## DELIVERED

 training to work-based champions to recognise, intervene and support employees who are suffering from domestic abuse. There are now over 600 Domestic and Sexual Violence champions in from the private and public sectors in our area.

## PROMOTED

 the 'Children can learn by example' campaign which ran over the festive period and prompted those involved in a domestically abusive relationship, whether as the victim or the perpetrator, to think about the effect their behaviour has on children living in the same house.

## ENSURED

 Northumbria Police developed ways to protect victims and potential victims of sexual exploitation from harm.

## PROVIDED

 funding to Barnardos and Impact Family Services to work with perpetrators of domestic violence in Sunderland. The programme, which will be extended across Northumbria in the future, also provides support to victims and family members, helping them to cope and recover.



### 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 all 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 sectors providing support where it is needed; we have champions in places such as local councils, the police, health centres, solicitors and department stores.

### SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2015-16...

- Influencing the content of the College of Policing national training product on VAWG;
- Developing a Female Genital Mutilation strategy and local action plan;
- Developing a Criminal Justice Improvement Plan including specific actions to improve compliance with Domestic Violence protocol and increase evidence led prosecutions;
- Further training and roll out of new body worn cameras increasing evidence led prosecutions bringing more offenders to justice;
- Investigating and targeting sexual exploitation of vulnerable adults and children; and
- Strengthening support for victims of domestic abuse working with community and voluntary sector organisation that have received funding from the Supporting Victims Fund.

# REDUCING CRIME

Northumbria still has one of the lowest crime rates in the country, however it is important to continue to reduce crime particularly those that have a severe personal impact on victims.

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 the crimes and deter offenders;
- Boosting support for victims of these crimes and getting more cases to court; and
- Targeting alcohol related crime and disorder.

During 2014-15 I have worked towards these promises and have....

## ENSURED

 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.

## PROMOTED

 and ensured integrity in crime recording by ensuring Northumbria Police conduct a weekly audit of incidents which do not result in a crime report. This ensures the decision is correct and supported by sufficient rationale; with key learning points circulated via Area Command Senior Management Teams.

## ENSURED

 all repeat victims of crime are reviewed by Northumbria Police and, where they are needed, harm reduction plans are implemented to reduce further harm.

## CONTINUED

 to work closely with Newcastle Council to invest funding from the late night levy to provide a Safe Haven vehicle staffed by paramedics for anyone who has become vulnerable on a night out.

## ENCOURAGED

 victims to report traditionally under reported crime such as domestic abuse, crime and sexual offences by engaging with hard to reach groups and identifying reporting barriers.

## WORKED

 with others to tackle the most prolific offenders of crime with area commands working closely with partners in the Community Rehabilitation Company (CRC) to manage offenders within neighbourhoods.

## STRENGTHENED

 crime recording by training sergeants to ensure that they understand and scrutinise crime recording by their teams; giving local people confidence in Northumbria Police.

## LOBBIED

 the Home Secretary to bring about a ban of legal highs and for legislation to be passed to tackle those who sell such products.



### WORKING TOGETHER IN NORTHUMBRIA

In our region the police work hard to prevent crime, but as you can appreciate this is a huge task and no one partner can do it on their own.

The force continues to monitor crime trends and patterns and prioritises resources to address those crimes that cause the greatest harm and concern to communities. Burglary is a crime that can affect anyone. When the police notice an increase in home burglaries they implement an active awareness campaign where they focus resources on known burglars and monitor their whereabouts.

Northumbria Police work in close partnership with other agencies, such as Age Concern and Local Authorities, to ensure residents understand the need to take a few moments to keep their possessions safe.

### SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2015-16...

- Continuing to reduce the number of burglary dwelling offences;
- Ensuring the implementation of the area command "Preventing Crime Strategy";
- Encouraging increased reporting of under reported crimes, such as Female Genital Mutilation, Child Sexual Exploitation, Human Trafficking and Hate Crime;
- Working with partners to tackle offenders, particularly those who are most prolific and cause greatest harm to our communities; and
- Working with partners to improve criminal justice related systems to reduce the likelihood of reoffending.

# 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 and 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 aren't a sign of weakness, they allow me to see where the public thinks improvements can be made.

I am tasked to ensure the police deliver a responsive service. My Police and Crime Plan clearly stipulates 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; and
- Relentlessly focusing on those involved with organised crime.

During 2014-15 I have worked towards these promises and have....

## ENSURED

 neighbourhood teams are accessible by reviewing Area Command

engagement strategies and improve the identification of community needs and issues.

## IMPROVED

 engagement with the LGBT communities by working with Northumbria Police to introduce 30 LGBT Liaison Officers to promote awareness of LGBT issues, encourage reporting of homophobic/transphobic crime and help ensure a victim led approach.

## WORKED

 with Northumbria Police to develop a Volunteers Strategy that promotes opportunities for the public to be involved with policing.

## CONTINUED

 to drive up the standards in the police and reconnecting the public to the police encouraging mutual respect and support for each other's position by launching an internal campaign on the Code of Ethics.

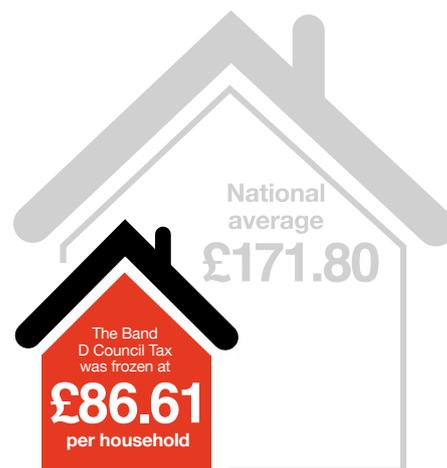


### WORKING TOGETHER IN NORTHUMBRIA

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 work 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. Knowing what local residents think allows me to focus my thinking on how to deliver their requirements.

The Late Night Levy Partnership in Newcastle continues to go from strength to strength. 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 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 are unable to look after themselves.



### SOME OF THE WAYS I WILL CONTINUE TO MAKE A DIFFERENCE IN 2015-16...

- More visible and accessible neighbourhood policing teams that are based at convenient locations and use new technology to enhance their visibility;
- Promoting opportunities for the public to be involved in local policing through volunteering;
- Building on the success of the complaints system to increase satisfaction with the management of complaints; and
- In 100% of complaint cases the investigating officer will make contact with the complainant within 24 hours of the registration of a complaint.

# 04: A SUMMARY OF PERFORMANCE

## PUTTING VICTIMS FIRST

Satisfaction levels increased compared to 2013/14; 89.3% of victims were satisfied with being kept informed of progress (compared to 87.3%) and 92.2% were satisfied with the overall service (compared to 90.3%). The force has the highest satisfaction levels in England and Wales for overall satisfaction and follow-up. BAME satisfaction is the second highest in the country.

These satisfaction levels reflect the focus on improving the service provided to victims. During the year, the force implemented the Quality of Service Commitment, which pledged to show RESPECT, based on the principles of Respond, Explain, Support, Professional, Empathise, Communicate and Timely.

Assessments of the service provided at the first point of contact has shown that contact handlers provided a courteous and professional service and collected sufficient information to make an initial decision about the caller's vulnerability. The standard of investigation plans and harm reduction plans has been consistently high throughout the year; however, victim contracts were assessed as meeting the standard on 74% of occasions.

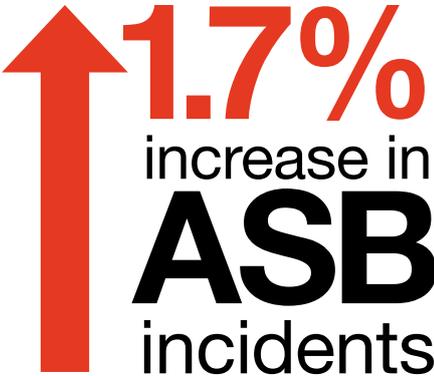
## DEALING WITH ANTI-SOCIAL BEHAVIOUR (ASB)

The number of ASB incidents increased by 1.7% (1,288 further incidents) compared to last year. Youth ASB has reduced by 10%,

whilst non-youth ASB increased by 6%.

There were 32 ASB incidents recorded where the caller was identified as vulnerable and required attendance within one hour, with 78% attended within the target time.

The percentage of ASB victims satisfied with the overall service has reduced compared to 2013/14 (from 91.0% to 89.1%); a statistically significant reduction.



**1.7%**  
increase in  
**ASB**  
incidents

## 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 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.

## REDUCING CRIME

Total recorded crime increased by 4.2% (2,930 further crimes), although the force continues to have one of the lowest crime rates in the country, placed 15th nationally. Increases in violence against the person, sexual offences and criminal damage had the greatest contribution to the increase in total recorded crime. Improvements in the crime recording standards also contributed to the increase in total recorded crime.

There were reductions in a number of offences, most notably:

- Burglary dwelling (-5.9%)
- Burglary OTD (-10.6%)
- Vehicle crime (-6.7%)
- Drug crime (-18.2%)
- Theft of a pedal cycle (-12.5%)

Violence against the person (VAP) increased by 25.8% compared to last year; however, the force continues to have a lower rate of VAP compared to many forces in England and Wales. Northumbria is positioned 1st in its Most Similar Group (MSG) and 6th nationally.

At 41.3%. Northumbria has one of the highest positive outcome rates for recorded crime in England and Wales, a positive outcome is counted when a perpetrator has been charged whether it be a conviction or community remedy.

Compliance with National Crime Recording Standards has improved during 2014/15 compared to the baseline set following Crime Data Integrity Inspection by Her Majesty's Inspectorate of Constabulary.

### COMMUNITY CONFIDENCE

Public confidence remains high. The percentage of people who think that the police can be relied upon to do a good or excellent job in their neighbourhood was 87.4% compared to 83.5% in 2013/14. Likewise, the percentage of people agree that the police can be relied upon to sort out problems in their neighbourhood is 91.9%, compared to 91.6% in 2013/14. The time spent by neighbourhood officers in their local area increased by 1%pt to 47% for 2014/15.

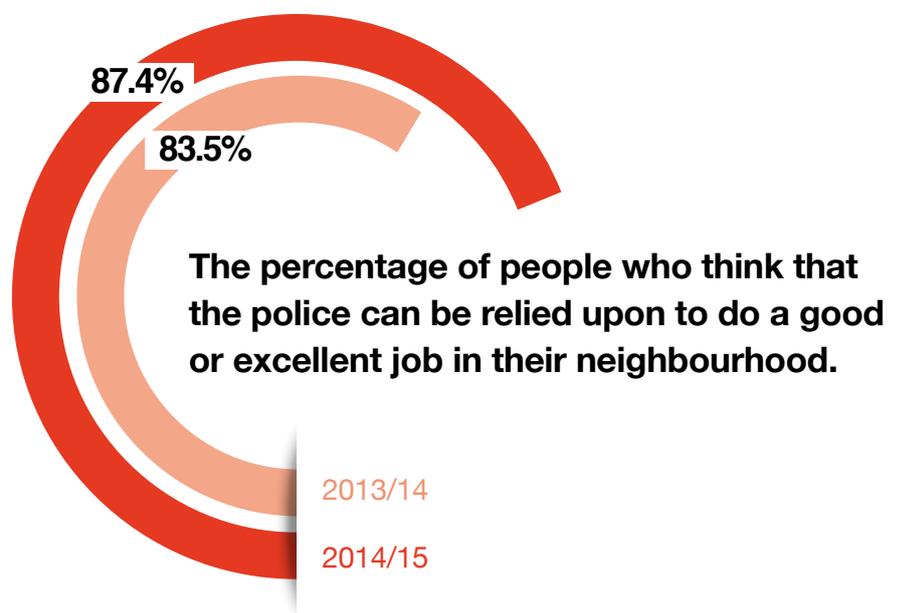
The number of new complaints recorded in 2014/15 was 1,016; an increase compared to 2013/14 (788). The percentage of cases appealed in 2014/15 was 19%, similar to 2013/14 (18%), however, the percentage which were

subsequently upheld reduced to 24%, from 44% in 2013/14.

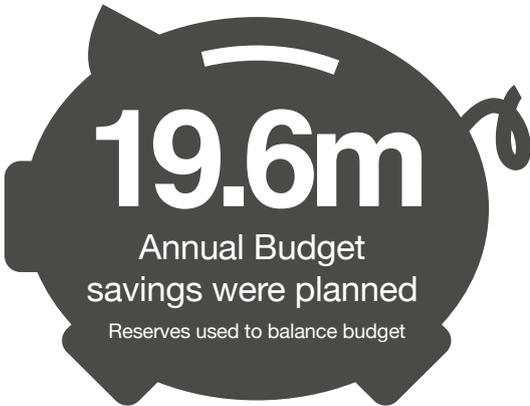
### DOMESTIC AND SEXUAL ABUSE

The number of sexual offences increased by 80% compared to 2013/14, and rape offences increased by 135%, equivalent to 491 further crimes. This increase follows a national trend and can be attributed to increased reporting resulting from new practices and ways of investigations which have been put in place to encourage victims to come forward, improved recording practices and Operation Sanctuary. National Television coverage has also given victims courage to speak out and all police officers have been trained to ensure they show sympathy, compassion and understanding.

In 2014/15, 93% of rape offences were recorded within 24 hours, with 53 offences recorded outside of 24 hours. There have been four evidential no-crime decisions made for rape offences since August 2014. All decisions met the standards laid out within the Home Office Counting Rules.



# 05: A FOCUS ON RESOURCES



## BUDGET SAVINGS SUCCESSFULLY DELIVERED

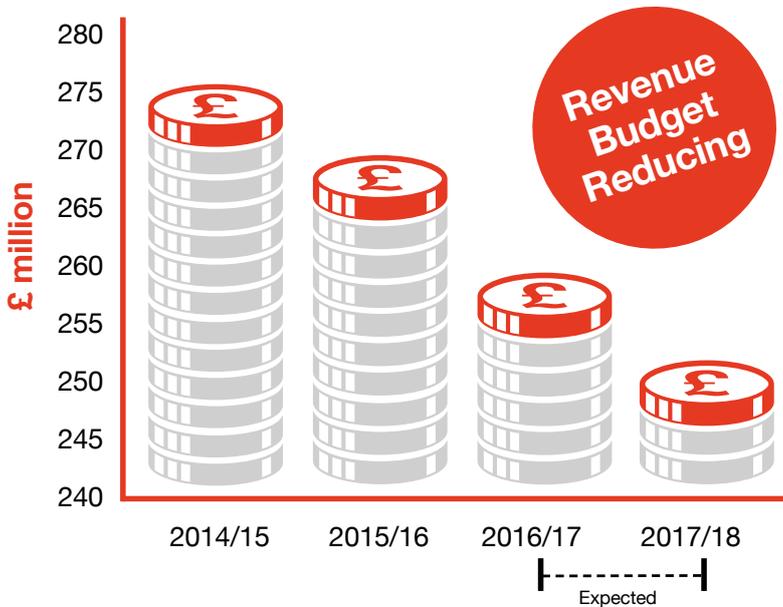
The 2014/15 budget included a savings requirement of £19.6 million for Northumbria. These savings were delivered successfully with an underspend in year which means that our use of reserves in 2014/15 is £2.2 million less than planned.

## MAJOR BUILDING SCHEMES

2014/15 saw the completion and occupation of the new city centre police station at Forth Banks in Newcastle. The new building is the headquarters for the new Central Area Command and includes a 50 cell custody complex and accommodation for over 400 officers and staff who have relocated from older police stations and police premises which will in due course be sold.

## ESTATES RATIONALISATION

The planned rationalisation of the police estate has continued in 2014/15 with many older and expensive to maintain buildings being sold or placed on the market. Capital receipts expected over the next 2 years are in the region of £30 million and will be used to support the Commissioner's capital programme, reduce borrowing and repay debt. Revenue savings of £2 million are expected over 2015/16 and 2016/17 as a result of the planned rationalisation. As part of the overall strategy many of our Neighbourhood teams are relocating in partner premises to reduce costs and increase the benefits of partnership working.



## ICT TRANSFORMATION

The Street 2 Strategic project is redesigning processes, to improve the Force's intelligence led policing capability and help better inform operational tasking and briefing. This mobile technology led transformation aims to reduce the need for police officers to return to police stations when carrying out their day-to-day duties. The programme will enable officers to be more productive and visible whilst providing them with reliable information, building public confidence and improving the quality of services provided to communities.



**Capital Spend**  
**£12.2 million**

# OUR 2014/15 BUDGET

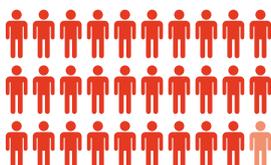
FUNDING	£000's
Central Government Grants	238,693
Council Tax Precept	31,780
Income	14,355
Reserves	5,342
	<b>290,170</b>

EXPENDITURE	£000's
Office of the Police and Crime Commissioner	1,158
OPCC Volunteers	95
Crime Reduction	862
Other Expenditure under control of the PCC	8,938
Victims / Other Specific Funds	1,725
<b>OPCC Gross Revenue Expenditure</b>	<b>12,778</b>
Policing Services under the Chief Constable	277,392
<b>Total Gross Revenue Expenditure</b>	<b>290,170</b>

## WORKFORCE

**Police Officers**  
2010/11 - 4,052  
2014/15 - 3,495

**Police Staff**  
2010/11 - 2,386  
2014/15 - 1,714



**3.8** per 1000 population  
(3.7 national level)

20% change in local workforce since 2010



## Policing Services Expenditure under the Chief Constable

EXPENDITURE	£000's
Employee Pay and Pensions	239,745
Contributions and Subscriptions	1,502
Corporate Communications	319
Crime	4,890
Custody	2,266
Estates	9,422
Fleet	3,811
Force Resilience Unit	404
ICT	8,350
Legal Services	139
Mutual Aid	101
Occupational Health Unit	739
Procurement	1,460
Supplies and Services	3,382
Training	306
Volunteers	25
Redundancy Costs	532
	<b>277,392</b>

# 06: LOOKING TO THE FUTURE

## Looking ahead to 2016 and beyond

The November 2015 Comprehensive Spending Review announced some protection of policing resources. This is positive news after 5 years of sustained cuts to our budgets. At the time of writing this report I have not been notified of the resources that will be allocated to Northumbria Police so I am unable to determine what the implications may be for us. But what I can assure you is that whatever the resources, we will do everything to ensure Northumbria Police tackle the priorities in the Police and Crime Plan. We will continue to ensure that we have the right people with the right skills in the right places.

Whenever I meet local residents and discuss the priorities in the plan, they tell me that they are still the issues that they want to see tackled. Since the plan was written in 2012, we now need to look at the 'harder to detect' crimes such as Child Sexual Exploitation, cyber crime and traditional internet fraud, crimes that continue to evolve as computer hackers become more astute and professional in their work.

I will continue to be a strong voice for local residents, ensuring the police address the concerns of local communities. Where the police get it right, I will congratulate them, where they get it wrong I will investigate and call the Chief

Constable to account for the actions of his force.

Partnership working will continue – we have developed excellent links with colleagues in the public, private, voluntary and community sectors, all working together to help deliver my five key Police & Crime Priorities.

Working with the Chief Constable, I will be looking at the future role of a modern police service, in particular the changing demands that face our force on a daily basis. Leading on from this, I will be collaborating at a regional and national level to achieve savings and improved service provision.

Northumbria has many diverse communities and I am determined that we continue to meet their needs. The financial challenges ahead will challenge us to deliver effective policing, but we will do our best to deliver for neighbourhoods across the force area. Looking forward to next summer, the Police and Crime Plan will be refreshed, giving local communities the opportunity to influence policing priorities in Northumbria.

Together we can keep Northumbria Police protecting you and your family and to ensure that they are there when you need them the most.

# 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)

## 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.

Freephone – 0800 011 3116.

Website - [www.victimsfirstnorthumbria.org.uk](http://www.victimsfirstnorthumbria.org.uk)

## 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](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)**

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