

POLICE & CRIME PLAN

QUARTERLY PERFORMANCE REPORT

Building Safer Communities and Effective
Justice

Quarter 1, 2018/19

Domestic and Sexual Abuse

Key points

- Increasing reported sexual offences and domestic abuse incidents.
- Improving the management of registered sex offenders.
- Newly formed Multi-Agency Safeguarding Hubs (MASH).
- Home Office Police Transformation Project – Domestic Abuse: A Whole System Approach.

Pages 2 to 5

Putting Victims First

Key points

- Reduced response rates as a result of improved identification of vulnerability.
- Scheduled launch of the new Customer Service Centre, in July, a new model to improve call handling performance.

Pages 6 to 9

Effective Criminal Justice System

Key points

- Revised format of the Local Criminal Justice Board.
- Rape victim survey findings.
- New Sexual Violence Complainant's Advocate role.

Pages 10 to 12

Reducing Anti-Social Behaviour

Key points

- Low, but increasing perceptions of ASB.
- Partnership work to address various aspects of ASB.

Pages 13 to 14

Cutting Crime

Key points

- Launch of a new model of Integrated Offender Management (IOM).
- Activity against serious and organised crime.
- Increase in crimes related to the Night Time Economy, yet high perceptions of safety.

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Community Confidence

Key points

- High levels of safety and confidence in the Police.
- Reduction in satisfaction of victims of hate crime.
- IOPC recognition of the Force's good practices in referring cases of Abuse of Position for Sexual Gain.

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A reduction in sexual and domestic abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
1. Recorded sexual offences	Monitor	1,052 12 per day	1,141 12 per day	1,120 12 per day	1,206 13 per day	1,379 15 per day	3,709 10 per day	4,846 13 per day
2. Recorded domestic abuse incidents	Monitor	8,135 89 per day	8,535 93 per day	8,470 92 per day	8,334 93 per day	8,760 96 per day	31,642 87 per day	34,099 93 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	43% 3,330 repeat victims	43% 3,353 repeat victims	45% 3,469 repeat victims	43% 3,331 repeat victims	43% 3,429 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	8% 195 repeat victims	8% 228 repeat victims	8% 226 repeat victims	7% 169 repeat victims	9% 258 repeat victims

	Threshold	Rolling 12 month data to...			12 months to...	
		Apr 2017	Jul 2017	Oct 2017	January 2017	January 2018
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders ¹	New measure	83% (143/173)	83% (164/197)	95% (162/171)	78% (135/172)	72% (142/196)

¹ Level of reduction in domestic abuse RFG score of MATAC (Multi Agency Tasking and Co-ordinating). An RFG score is calculated for each offender based on Recent, Gravity, and Frequency of their offending to give an indication of the current level of harm caused, also taking into account the number of victims offended against.

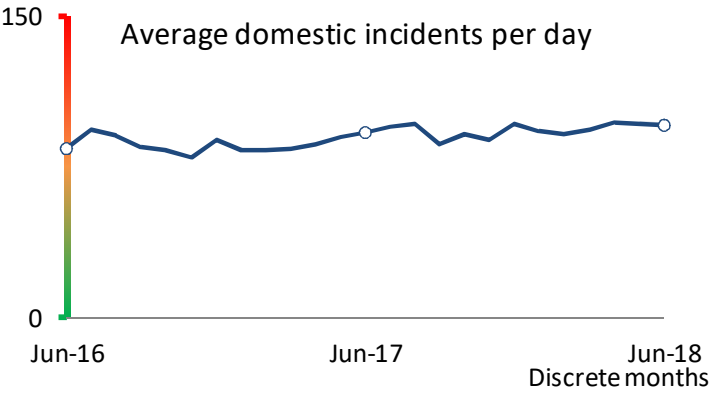
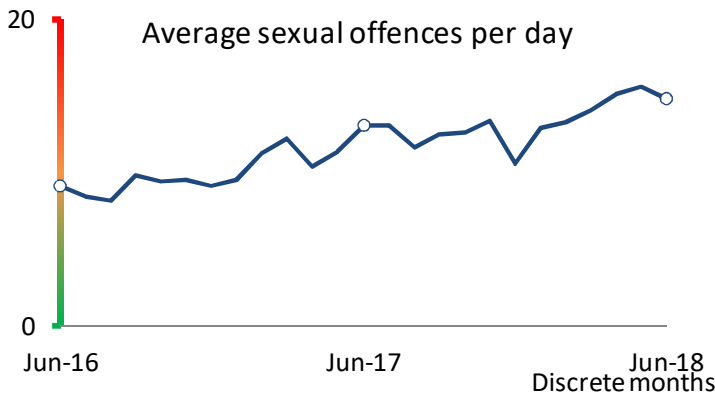
Sexual Offences

The number of sexual offences recorded per day has increased from an average of 10 per day during the 12 months to June 2017 to 13 per day during the 12 months to June 2018 (measure 1). Represented as a rate per 1,000 population, the Force recorded the 5th highest sexual offence rate in England and Wales during the 12 months to April 2018.

This increase in sexual offences can be attributed to improved crime recording, an increased likelihood of victims to report recent and non-recent abuse, and complex investigations involving numerous victims and perpetrators. In addition, the approach to victim engagement has become more sophisticated with mechanisms in place to encourage disclosure, either directly by the victim, or via third party reporting by other agencies, for example Health.

All victims reporting two or more sexual offences have been risk assessed and reviewed by safeguarding specialists, all safeguarding interventions and referrals to support agencies had already taken place.

Sanctuary is the Force’s overarching response to preventing abuse and protecting vulnerable people. Under the Sanctuary banner, Northumbria Police continue to work with a range of agencies to prevent abuse including delivering training and awareness to young people, businesses and other agencies.



Management of Sexual Offenders and Violent Offenders (MOSOVO)

As part of a wider Safeguarding Project, Northumbria Police has increased the number of officers who work towards reducing the risk of Sexual Offenders and Violent Offenders under the Management of Sexual Offenders and Violent Offenders (MOSOVO) team. Neighbourhood officers will be provided with additional training and will work alongside MOSOVO specialists to ensure a more intrusive and effective management of registered sex offenders to reduce offending and increasing community based intelligence. The new model will be fully functional by 2019.

Complex Investigation Unit

The complex abuse investigation unit is the dedicated response to investigating, disrupting and prosecuting offences of sexual exploitation (child and adult) and Modern Day Slavery. The multi-agency team includes statutory and voluntary sector workers.

Tackling Exploitation

The victim team has a bespoke victim strategy, which ensures the most appropriate agency makes the first trusted approach to any potential complainant. The team has adopted a persistent and patient approach to build trust and confidence with the potential complainant so that they feel supported and ready to disclose any offences which they have been victim of. The recently published joint serious case review commissioned by Newcastle City Council in relation to sexual exploitation in Newcastle recognised the dedicated victim teams as national best practice. The multi-agency victim teams have also received endorsement from the victims spoken to during the review.

There are a number of ongoing sexual exploitation investigations currently being investigated by the Complex Abuse Investigation Team. A number of males were charged with numerous sexual offences and are appearing in Magistrates court in July.

Tackling Modern Day Slavery (MDS)

MDS is an overarching term encompassing slavery, servitude, forced or compulsory labour and human trafficking.

The Force is working with local authorities to establish a joint MDS protocol which will provide a consistent approach to the safeguarding of victims and the ability to respond to pre-planned and live incidents.

There have been several large scale complex investigations into MDS and Human Trafficking. Operation Cluster was a large scale complex MDS investigation which included a large scale financial investigation, as well as forced labour and sexual exploitation. Following an 18 month-long investigation, six offenders were found guilty of conspiracy to traffic people, conspiracy to launder money, and conspiracy to carry out forced/compulsory labour. In total, the six offenders were sentenced to 40 years imprisonment and five of the offenders were given slavery trafficking prevention orders.

Safetyworks!

Between April 2018 and May 2018, 2,418 attended the centre for 20 minute scenario sessions. In addition, 148 students attended the centre for a two hour session specifically focused on CSE, healthy relationships and peer pressure.

Over the course of the school holidays, the centre has scheduled eight sessions with inputs on numerous subject areas, including CSE, with a target audience of 400 students. During September 2018, the centre will be utilised to deliver training to special constables.

Bespoke awareness sessions focused on domestic abuse have been developed by Barnardos from funding secured by the OPCC. Safetyworks will be working in partnership with Barnardos and will be delivering sessions in October 2018.

Domestic Abuse (DA)

During the 12 months to June 2018, the Force responded to an average of 93 calls about DA each day, this is an increase from an average of 87 per day during the 12 months to June 2018 (measure 2). 43% of victims are identified as high or medium risk repeat victims.

Think Through the Eyes of the Child

In April 2018, the Force embarked on an internal campaign to think 'Through the Eyes of the Child'.

This initiative encourages officers to speak to children present at domestic abuse incidents and to consider how life is for the child. This gives the officer the opportunity to understand the impact on children affected by DA and improve their response to any concerns identified.

A Domestic Abuse poster campaign led by the OPCC was ran which shows the damaging affect abuse in the home can have on children.

Operation Encompass

Operation Encompass is a unique Police and Education safeguarding partnership which supports children and young people exposed to DA. Northumbria Police now runs its part of the operation through the newly formed Multi-Agency Safeguarding Hubs (MASHs) which are now in place across the six local authority areas.

Feedback from schools is very supportive:

"It is has been very beneficial. It is important we are aware of issues at home and can prevent making situations worse. It also helps to safeguard staff who do lone visits as we often don't have a lot of information about family composition until we receive notifications." Assistant Head, High School

Multi-Agency Tasking and Co-ordinating Conference (MATAC)

The MATAC process determines the most harmful and serial DA perpetrators and ensures agencies work in partnership to reduce their offending. The MATAC process has been independently evaluated by Northumbria University in June 2017, who identified the project as achieving its objectives of preventing further DA, improving victim safety, improving criminal justice outcomes, improving partnership working and improving offender behaviour. MATAC now forms part of the 2017-2019 Home Office Transformation funded project, 'Domestic Abuse: A Whole system Approach' which is setting a consistent process across a six force region.

During the 12 months to January 2018, 196 subjects were discharged from MATAC. After six months of being discharged the level of DA offending is assessed using the RFG score. Of the 196, the offending score is lower for 72% (142 offenders), higher for 27% (53 offenders), and the same for one offender.

Domestic Violence Prevention Orders and Notices (DVPO and DVPN)

Under the DVPO scheme, police and magistrates have the power to ban a domestic violence perpetrator from returning to their home or having contact with the victim for up to 28 days after a domestic violence incident. Northumbria Police is proactive in the use of DVPNs and subsequent orders, in addition to promptly referring victims to other agencies, to reduce the risk to victims and give them the time and space to work with other agencies.

During the 12 months to June 2018, there were 382 applications to court (284 in the previous period); 333 granted by the court (254 in the previous period); and 49 refused (30 in the previous period). In the latest period there were 81 breaches of DVPOs (compared to 58) and 23 breaches of DVPNs in both periods.

Clare's Law

Clare's Law enables the police to disclose details of an abusive partner's past, so a person can make an informed decision about whether to remain in a relationship. Between 1st April and 30th June 2018, Northumbria Police received 128 Clare's Law applications which met the criteria.

There were 36 applications under the 'Right to know' resulting in 31 disclosures, and 92 applications under the 'Right to Ask' resulting in 39 disclosures.

An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse						Domestic and Sexual Abuse
	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)						
6. Initial contact	95% and above	97% ● +/- 1.4	98% ● +/- 1.2	97% ● +/- 1.5	97% ● +/-1.4	96% ● +/- 1.7
7. Response time	90% and above	93% ● +/- 1.9	93% ● +/- 2.0	92% ● +/- 2.2	93% ● +/- 2.0	91% ● +/- 2.4
8. Action taken	90% and above	91% ● +/- 2.1	90% ● +/- 2.2	89% ● +/- 2.5	90% ● +/- 2.2	87% ● +/- 2.7
9. Follow-up	90% and above	88% ● +/- 2.4	88% ● +/- 2.4	86% ● +/- 2.8	89% ● +/- 2.4	85% ● +/- 3.0
10. Treatment	95% and above	96% ● +/- 1.4	96% ● +/- 1.5	96% ● +/- 1.6	95% ● +/- 1.6	94% ● +/- 1.8
11. Whole experience	90% and above	94% ● +/- 1.8	93% ● +/- 1.8	93% ● +/- 2.1	94% ● +/-1.8	92% ● +/- 2.2
More confidence in the reporting of domestic and sexual abuse					Domestic and Sexual Abuse	
12. Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	95% ● +/- 1.8	95% ● +/- 1.7	93% ● +/- 2.1	96% ● +/- 1.5	93% ● +/- 2.1

DA victims continue to have high levels of satisfaction with 92% satisfied, and many victims positive about the support received from officers. There have been some reductions in the latest period. Satisfaction with the actions taken has reduced from 90% to 87%, and follow up satisfaction has decreased from 89% to 85%. Whilst neither of these reductions are statistically significant, common reasons for dissatisfaction with the police service are a lack of action or appropriate intervention against the offender and a lack of updates about the investigation or the outcome.

Improving follow up satisfaction is a performance priority for the Force, with an action plan overseen by the Confidence and Standards Board. Areas for improvement in the plan include establishing victim contact contracts, the provision of prompt updates, delivering on promises and explaining outcomes.

Confidence in reporting DA remains high, although there has been a statistically significant reduction in the last twelve months from 96% to 92%. Whilst some who would not report again had positive experience with the police (contact was made by a third-party or it was a one-off), the main reasons why people would not report again were similar to those dissatisfied with actions taken and follow-up.

A series of officer briefings on victim standards of service have been delivered across the Force to help address these performance trends.

National research is being conducted by RESPECT into the different issues faced by rural and urban victims of DA. In anticipation of this

research, satisfaction between these two groups has been compared locally. Rural victims who report DA are more satisfied (93% urban, 97% rural). Rural service users are defined nationally as those living in the Northumberland sectors, Morpeth, Alnwick, Berwick, and Tynedale.

Safeguarding Model

On 16th April 2018, the new MASH operating model went live across all six local authority areas providing a holistic response to vulnerable children and adults based on their individual needs and needs of the family. All six MASHs are at various stages of implementation. Line management and internal police governance will ensure that processes within the MASH develop in a consistent way. All MASHs now have a performance framework in place to highlight areas of best practice, including areas for development. The ‘onecall’ approach in Northumberland, incorporating Northumberland MASH, has been nationally recognised by Sir Tom Windsor, HMICFRS as best practice. The MASH model is evolving to align delivery of safeguarding and children’s multi agency services. It also provides a co-ordinated and cohesive approach to tackling domestic abuse.

APVA Training

Adolescent to Parent Violence and Abuse (APVA) is increasingly recognised as a form of domestic abuse. It is defined as any behaviour used by a young person to control, dominate or coerce parents and is intended to threaten and intimidate, it is widely under

reported. Training sessions are taking place in June and July 2018 and include delivery by ‘RESPECT’ to 60 front line officers as well as to key professionals in other agencies who will be delivering the Respect Young People’s Programme. The training to police officers is the first of its kind being delivered by RESPECT in the UK, putting Northumbria Police at the front of this evolving area of risk and preparing the Force to better identify and respond to APVA.

Home Office Police Transformation Project – Domestic Abuse: A Whole System Approach

Robust governance and reporting mechanisms are in place for the Whole System Approach Project across the regional group, as well as comprehensive management and consultation systems, both internally and externally. The project is progressing on track and an evaluation provider has recently been commissioned.

The National Police Reform Transformation Board (PRTB) and the Home Office have highlighted the project as good practice in how it is being managed and governed; the Home Office intend to share the methodology with other forces undertaking transformation projects across the country. Northumbria Police is also working with the College of Policing, who are seeking to share good practice from the project, such as MATAc. HMICFRS visited on 3rd July and has commended the project and the MATAc.

More accurate recording of domestic and sexual abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 – Q2	2017/18 – Q4	2017/18 – Q4	2018/19 - Q1	June 2017	June 2018
13. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	96% ● 46 under recorded	96% ● 52 under recorded	97% ● 34 under recorded	97% ● 42 under recorded	97% ● 32 under recorded	94% ● 240 under recorded	97% ● 161 under recorded
14. Percentage of rape offences recorded within 24 hours	90% and above	93% ● 345 within 24 hours	89% ● 350 within 24 hours	88% ● 342 within 24 hours	88% ● 301 within 24 hours	89% ● 386 within 24 hours	89% ● 1,199 within 24 hours	89% ● 1,379 within 24 hours
15. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	100% ● 0 inappropriately cancelled	75% ● 3 inappropriately cancelled	100% ● 0 inappropriately cancelled	94% ● 2 inappropriately cancelled	75% ● 7 inappropriately cancelled	87% ●	88% ● 12 inappropriately cancelled

Northumbria Police closely monitor compliance to National Crime Recording Standards (NCRS). A daily review of rape and domestic abuse reports is undertaken to identify areas for improvement and to ensure victims receive the most appropriate service. As a result of a focus on accurate recording across the Force, NCRS compliance for

sexual offences has increased from 94% during 12 months to June 2017 to 97% during the 12 months to June 2018 (measure 13).

The timeliness of recording rape offences has stayed consistent at 89% recorded within 24 hours, but remains below the 90% threshold (measure 14).

The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were twelve inappropriately cancelled crimes in the 12 months to June 2018 (all were administrative errors); compliance of 88% is lower than the 95% threshold (measure 15).

Putting Victims First

Improved victim satisfaction and police response (1 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
16. Attendance rate for priority 1 incidents (Urban)	10 minutes	12 mins 44 secs ●	13 mins 29 secs ●	13 mins 50 secs ●	13 mins 44 secs ●	14 mins 0 secs ●	12 mins 59 secs ●	13 mins 47 secs ●
17. Attendance rate for priority 1 incidents (Rural)	20 minutes	21 mins 45 secs ●	24 mins 10 secs ●	26 mins 15 secs ●	26 mins 36 secs ●	25 mins 30 secs ●	23 mins 0 secs ●	25 mins 38 secs ●
18. Attendance rate for priority 2 incidents	60 minutes	1 hr 5 mins ●	1 hr 17 mins ●	1 hr 14 mins ●	1 hr 9 mins ●	1 hr 37 mins ●	1 hr 1 min ●	1 hr 19 mins ●

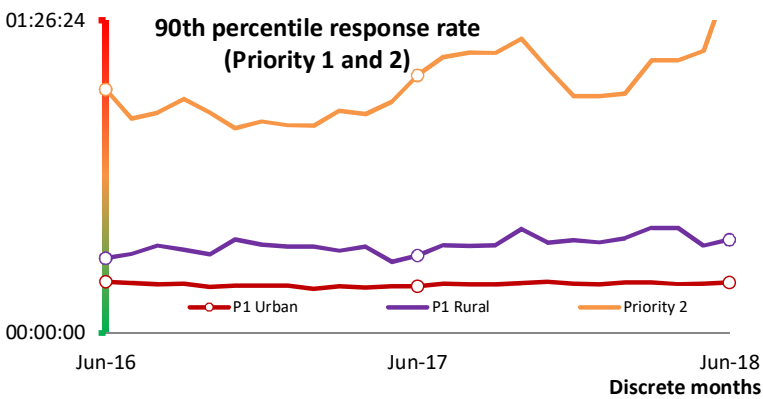
	Threshold	February 2017	November 2017
Percentage of calls dealt with meeting call handling standards: (February 2017 is based on a sample size of 446 November 2017 is based on a sample size of 345)			
19. Correct greeting and overall politeness	95% and above	96% ●	97% ●
20. An explanation of response was given	73% and above	58% ●	65% ●
21. All information was recorded	87% and above	80% ●	85% ●
22. Contact handler reassured the caller	90% and above	88% ●	86% ●
23. Contact handler related with the caller	90% and above	90% ●	88% ●
24. Contact handler resolved the caller's request	90% and above	93% ●	94% ●

Attendance response rates for priorities 1 and 2 have increased and remain an area for improvement and are managed under the Responding to the Public Operational Delivery Group.

The number of incidents assessed as priority 1 has increased by 10% over the past 12 months, while those assessed as priority 2 have reduced by 1%. This may be a result of the Force's improvement in identifying vulnerability at initial contact and deploying a more urgent response (see page 9).

Incident demand

	12 months to June 2017	12 months to June 2018	Change	
Priority 1 (urban)	43,099	47,315	4,216	10%
Priority 1 (rural)	3,334	3,620	286	9%
Priority 2	149,636	147,636	-2,000	-1%
Priorities 1 and 2	196,069	198,571	2,502	1%



Improved victim satisfaction and police response (2 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
Average time to answer calls								
25. Emergency calls	0 mins 10 secs	0 mins 21 secs 	0 mins 22 secs 	0 mins 20 secs 	0 mins 9 secs 	0 mins 13 secs 	0 mins 14 secs 	0 mins 16 secs
26. 101 – Non-Emergency calls	1 min 0 secs	1 mins 46 secs 	2 mins 21 secs 	1 mins 50 secs 	0 mins 41 secs 	0 mins 42 secs 	1 mins 1 sec 	1 mins 23 secs
27. 101 – Secondary calls	1 min 0 secs	2 mins 45 secs 	3 mins 47 secs 	2 mins 35 secs 	1 mins 0 secs 	1 mins 21 secs 	1 min 44 secs 	2 mins 10 secs
Percentage of calls answered								
28. Emergency calls	98% and above	93% 56,623 calls	94% 62,119 calls	95% 59,272 calls	99% 50,797 calls	99% 58,645 calls	96% 214,879 calls	97% 230,833 calls
29. 101 – Non-Emergency calls	90% and above	83% 71,371 calls	78% 82,669 calls	84% 81,809 calls	95% 84,101 calls	95% 88,184 calls	91% 281,025 calls	88% 336,763 calls
30. 101 – Secondary calls	90% and above	54% 37,001 calls	56% 19,087 calls	73% 17,005 calls	90% 16,752 calls	90% 23,322 calls	70% 213,249 calls	75% 76,167 calls

The average times taken to answer calls during the 12 months to June 2018 are longer than the thresholds.

Improved call performance in Quarter 4 (2017/18) has been maintained into Quarter 1 (2018/19) despite an increase in volume

demand for emergency and non-emergency calls in line with seasonal expectations.

The initial call customer service pilot has been developed into a permanent model went live in July. 24 customer service call handlers

have been recruited and are currently undergoing a six week training programme. The new model is expected to allow improved call handling response times as calls other than 999 and non-emergency demand will be triaged more effectively at the first point of contact.

Improved victim satisfaction and police response (3 of 3)					Putting Victims First	
	Threshold	Rolling 12 month data (since October 2017) to...			August 2017 to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
31. Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims ²	New measure	Data not available for this new survey				
Percentage of crime victims satisfied with the policing response provided: (1,300 surveys completed per annum) This survey was revised in August 2017						
32. Initial contact	New measure	No data, survey commenced August 2017	96% +/- 1.5	No data, survey commenced August 2017	96% +/- 1.1	
33. Response time	New measure		90% +/- 2.0		90% +/- 1.6	
34. Action taken	New measure		83% +/- 2.5		84% +/- 1.9	
35. Follow-up	New measure		70% +/- 3.6		72% +/- 2.8	
36. Treatment	New measure		94% +/- 1.6		94% +/- 1.1	
37. Whole experience	New measure		83% +/- 2.4		84% +/- 1.8	

Percentage of victims satisfied with the RWD policing response provided: (600 surveys completed per annum)						
	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
38. Action taken	90% and above	93% ● +/- 1.9	93% ● +/- 2.0	92% ● +/- 2.3	93% ● +/- 1.8	91% ● +/- 2.4
39. Victim thought their incident was taken seriously	90% and above	91% ● +/-2.0	89% ● +/-2.3	88% ● +/- 2.5	91% ● +/-2.0	87% ● +/- 2.6
40. Whole experience	85% and above	87% ● +/- 2.3	86% ● +/- 2.5	85% ● +/- 2.6	88% ● +/- 2.1	85% ● +/- 2.8

²This is a new survey. Initial results may be available in quarter 3 dependent on the reliability of the sample size to be representative of all vulnerable and repeat victims.

A new volume crime survey was launched in August 2017, following the withdrawal of the Home Office mandated User Satisfaction Survey. The Home Office survey covered the three crime types: burglary; violence and vehicle crime. The new survey has been designed to cover all volume crime, with a greater focus on the needs of the victim and the entitlements laid out in the Victims' Code of Practice.

The survey provides more detailed information about the victim experience to help the Force to better meet victim needs. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (84% and 72% respectively; measures 34 and 35) Analysis of victim surveys identified areas for improvement including:

- Managing victim expectations more effectively, and improving the quality of investigations.
- Keeping promises when we commit to action.
- Offering victim support and completing Victim Needs Assessments (VNAs).
- Providing an information leaflet, including contact details.
- Agreeing and recording how often, and by what means, victims would like to be updated.

These areas have been discussed in Force performance meetings. They also feature in a series of briefings delivered to all frontline supervisors by the Chief Constable and Deputy Chief Constable. These have been followed up by a series of briefings to all Sergeants and Inspectors across the Force. Improving follow up for volume crime victims also forms part of the action plan overseen by the Confidence and Standards Board, as mentioned under Domestic Abuse victim satisfaction.

The plan includes actions to produce easy to follow guidance for all front-line officers, develop a more effective means to 'contact an officer' through an online form, close scrutiny of service satisfaction and complaints by Area Command Superintendents with a view to addressing any staff development required. Improving follow up satisfaction also forms part of the Hate Crime Action Plan.

Resolution Without Deployment (RWD)

Whole experience satisfaction (measure 40) has been decreasing since March 2017 and is currently at 85% compared to 88% previously; a statistically significant reduction. There has also been a statistically significant reduction for victims agreeing their incident

was taken seriously (measure 39), from 91% to 87%. The main reasons for dissatisfaction include:

- Victims expecting more action or an investigation.
- Victims expecting more updates, or not receiving any.

In March 2018, a 'customer service wrap up conversation' has been introduced for all appointments to discuss customer expectation and satisfaction to ensure satisfaction for every contact.

In February 2018, the Force changed how it manages some of its missing people reports, which are now no longer managed by RWD. This changed how missing people are safeguarded and the workload of RWD. To address this, the shift pattern and processes were changed to enable more appropriate demand to be managed within that more efficient structure. This was outlined in a formal evaluation report in April. RWD continue to focus on improving satisfaction levels across this demand with a more customer service based ethos and approach for every contact.

Victims are supported to cope and recover from their experience of crime							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
41. Percentage of victims with a satisfactory needs assessment	85% and above	81% ● of 25,141 victims	85% ● of 28,000 victims	84% ● of 27,537 victims	83% ● of 26,438 victims	83% ● of 27,881 victims	79% ● of 95,057 victims	84% ● of 109,856 victims
42. Percentage of needs assessments completed within 48 hours. ³	80% and above	82% ● of 25,141 victims	85% ● of 28,000 victims	89% ● of 27,537 victims	87% ● of 26,438 victims	86% ● of 27,881 victims	83% ● of 33,989 victims	86% ● of 109,856 victims

³This measure was introduced in March 2017. The figure quoted for 12 months to June is based on March 2017 to June 2017

Although the percentage of victims with a satisfactory needs assessment has improved since last year, it remains below the threshold (measure 41). The timeliness of conducting a needs assessment is better than the threshold (measure 42).

The Force has developed a comprehensive training programme, 'Raising Investigative Standards' and has started to implement stage one; a series of events for supervisors. A significant portion of the programme is dedicated to improve the identification of vulnerable victims and to improve the standards of victim care, including full compliance with the Victims' Code of Practice.

The most vulnerable are recognised and receive an enhanced service							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
43. Attendance rates at incidents with vulnerable victims (priority 2)	60 minutes	1 hr 10 mins ●	1 hr 19 mins ●	1 hr 12 mins ●	1 hr 2 min ●	1 hr 25 mins ●	1 hr 8 mins ●	1 hr 13 mins ●

	Threshold	February 2017	November 2017
Percentage of calls dealt with meeting call handling standards: (February 2017 is based on a sample size of 446 November 2017 is based on a sample size of 345)			
44. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded (THRIVE)	90% and above	No data, measure introduced in November 2017	84% ●
45. Allocated the most appropriate response (THRIVE)	90% and above	87% ●	82% ●

A THRIVE action plan is in place and continues to drive improvements with regular performance scrutiny including local audits (in addition to the formal assessments). In May, every call handler had recent calls listened to, assessed and feedback provided. A total of 1,500 calls were reviewed for THRIVE quality. This local audit demonstrated continuing improvement against increased HMICFRS call handling standards. The THRIVE action plan will remain a key focus for Northumbria Police and a further assessment will be undertaken in September 2018.

Additional refresher THRIVE training is being provided to all Communications staff between July and September 2018.

There is an improved focus in recognising vulnerability at the first point of contact. In April and May 2018, the Force identified and marked 8.3% of all incident demand as vulnerable, compared to only 3.7% in October 2017 when the Force was inspected by HMICFRS.

Priority 1 and 2 vulnerable incidents now have a greater level of scrutiny by supervision with an escalation process to oversee effective response deployment.

Effective Criminal Justice System

Increased number of guilty pleas at first hearing							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1 (April and May)	May 2017	May 2018
46. Percentage of guilty pleas at first hearing ⁴	70% and above	64% ●	64% ●	62% ●	61% ●	68% ●	64% ●	63% ●

⁴ The percentage of guilty pleas are provided by the CPS and do not include the number of guilty pleas, just the percentage.

The percentage of guilty pleas at first hearing (measure 46) is 63%; lower than the threshold of 70%.

In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance

Board Group is addressing this issue and working with criminal justice agencies to reduce the volume of fail to appear (FTA) cases. This includes a drive to quickly action arrest warrants issued by the court.

Northumbria Police continue to focus on disclosure and case file quality; the ‘Raising Investigative Standards’ training programme includes a module dedicated to this stage of investigation.

Prevention of first time and repeat offending							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 – Q1 (April and May)	May 2017	May 2018
47. Appropriate use of out of court disposals where a charge is the normal outcome ⁵	Monitor	70%	64%	69%	65%	60%	62%	65%

	Threshold	Rolling 12 month data to...			12 months to...	
		Mar 2017	Jun 2017	Sep 2017	Dec 2016	Dec 2017
48. Monitor the number of first time entrants to the criminal justice system ⁶	Monitor	3,035	2,852	2,806	3,203	2,767

⁵ The sample uses the selection criteria adopted by the Out of Court Disposal Scrutiny Panel. This is a focus on serious offences and persistent offenders when a charge is the expected outcome

⁶ The Criminal Justice Statistics Bulletin defines a first time entrant to the criminal justice system is an offender residing in England and Wales at the time of the offence, who has been recorded on the Police National Computer by an English or Welsh police force as having received their first conviction, caution or youth caution. Offences resulting in a Penalty Notice for Disorder are not counted as first offences.

Out of Court Disposals (O OCD)

In order to improve victim satisfaction and to rehabilitate offenders to change their behaviour and reduce re-offending, Northumbria Police is piloting a new programme of work aimed at first time and/or low level offenders. Intervening early is key to reducing the risk of future offending, by changing attitudes and increasing understanding of the impact their actions have on victims. Currently, of the cases that are charged and go to court, many first time or low level offender cases do not access interventions which address the causes of offending. These conditional caution pathways are unique; nowhere else in the country are there this range of options which can be used without a prosecution and subsequent court order. By adopting these outcomes for appropriate offences, it places the victim at the heart of the conversation, addressing offending behaviour and improving victim satisfaction.

From the period of 9th October 2017 to 29th June 2018, the total number of referrals to the pathways was 392. These pathways and the referral numbers are as follows:

- **Women’s pathway** [134 referrals] – It is acknowledged that female offenders often have additional needs such as being victims of domestic abuse. This pathway offers support and provides a bespoke service for female offenders.
- **Veterans pathway** [13 referrals] – There are specialist services available to support veterans who may be dealing with a range of health and employment circumstances that may be a causal factor in their offending. This work is undertaken by Project Nova (Walking with the Wounded) and includes a mandatory referral for military veterans for assessment and support.
- **ABC (Alcohol Behaviour Change)** [19 referrals] – Undertaken by Lifeline this pathway is designed to illustrate the impact of offender actions when under the influence of alcohol.
- **Drugs/Alcohol triage** [139 referrals] – There are providers in each local authority area, it includes a mandated appointment and referral designed to address systematic, habitual issues with substance misuse which lead to offending.
- **V-Aware** [56 referrals] – Ran by Victims First Northumbria – A new programme designed to demonstrate to offenders the impact

of their actions on victims. This hard-hitting session should challenge offender perceptions. Following engagement with the V-Aware programme three offenders have expressed an interest in taking part in a restorative justice intervention.

- **Unpaid work** [31 referrals] – this is overseen by Northumbria Community Rehabilitation Company (CRC), as part of their existing work schemes. This is truly ground-breaking, popular with victims and provides reparative resolutions. This is only available in Northumbria as a direct result of a community remedy outcome outside a court environment.

Officer training is complete and the pathways are monitored regularly through performance meetings and independently evaluated with findings due in March 2019.

First Time Entrants to the Criminal Justice System

The number of first time entrants to the criminal justice system has reduced by 14% over the past 12 months. This follows a similar national trend (-10%). The rate per 1,000 population is the same as the Force’s MSG and the national average.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 – Q1	June 2017	June 2018
49. Percentage of post-charge failures	32% and below	No data, data only available since September 2017	46% ● 194 failures (Sept)	41% ● 615 failures	34% ● 480 failures	34% ● 323 failures (Apr-May)	No data, data only available since September 2017	38% ● 1,612 failures (Sept-May)
Charge rate for:								
50. Rape	9% and above	8% ● 30 charges	8% ● 34 charges	9% ● 36 charges	5% ● 22 charges	4% ● 22 charges	12% ● 167 charges	6% ● 114 charges
51. Sexual offences	12% and above	14% ● 91 charges	9% ● 66 charges	13% ● 90 charges	11% ● 83 charges	7% ● 62 charges	14% ● 326 charges	10% ● 301 charges
52. Domestic abuse	22% and above	16% ● 849 charges	15% ● 924 charges	16% ● 922 charges	15% ● 917 charges	17% ● 1,101 charges	19% ● 3,239 charges	16% ● 3,864 charges

	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	May 2017	May 2018
Conviction rate for: ⁷						
53. Rape	58% and above	49% ●	52% ●	54% ●	46% ●	55% ●
54. Sexual offences	83% and above	80% ●	82% ●	83% ●	77% ●	80% ●
55. Domestic abuse	76% and above	72% ●	71% ●	72% ●	72% ●	72% ●
Report to conviction rate for:						
56. Rape	5% and above	5% ●	4% ●	4% ●	6% ●	3% ●
57. Sexual offences	10% and above	10% ●	10% ●	10% ●	11% ●	8% ●
58. Domestic abuse	17% and above	12% ●	12% ●	11% ●	14% ●	11% ●

⁷ Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.

Post Charge Failures

The percentage of post-charge failures has improved over the past four quarters, but remains higher than the threshold (measure 49).

The CPS revised their review process for file quality assessments in September 2017. There is a disparity between case types whereby performance in Crown Court cases are over 10% worse than the national average, balanced by quality for Magistrates court cases which are 10% better than the national average and obviously higher in volume.

Rape Charge Rate

The reporting and recording of rape crimes has increased; however there is a reduction in the rape charge rate which is now below the threshold of 9% (measure 50).

The national charge rates for rape and sexual offences have reduced over the past five years:

National charge rates

	Rape	Sexual offences
2013/14	21%	25%
2014/15	15%	19%
2015/16	16%	17%
2016/17	11%	14%
2017/18	7%	11%

Building on previous data analysis, case reviews and staff focus groups, further work is being carried out to explore reasons for the reduction in charge rate for rape offences and lower than average conviction rate, with an emphasis on the nature of offending and the comparative likelihood of securing a conviction.

The previous study identified delays in the process relating to a high volume of requests, by CPS, of third party material for disclosure, and an increasing caseload from an increase in reporting of rape offences.

A working group has been established to identify rapes which may be linked to coercive control. For those cases, the Force can present the rape to the CPS and a Jury as being one element within the context of an abusive and controlling relationship; this is predicted to improve the charge and conviction rates.

Ongoing engagement and Continuing Professional Development (CPD) with the SOITs (Sexual Offences Investigation Trained) to improve first response to rape victims in order to maximise forensic opportunities and provide support to the victim which will ensure that they remained engaged throughout the criminal justice process.

Introduction of the 24/7 rape crisis workers will provide the full range of options to victims who are unsure whether or not they want to engage with the police. The crisis workers will inform a victim about the Sexual Assault Referral Centre (SARC) and the ability to secure forensic evidence, which will be invaluable if the victim later decides that they want a police investigation.

Rape and Sexual Offences Conviction Rate

The conviction rates for rape and other sexual offences have improved since last year (measures 53 and 54); however, they remain below the thresholds. The conviction rate for offences of domestic abuse is the same as last year and continues to be below the threshold (measure 55).

Sexual Violence Complainant's Advocate (SVCA)

This is a new role which is being developed by OPCC utilising funding through the Home Office VAWG Service Transformation Fund. The aim is to support the ISVA service in respect of capacity and provide an additional independent court support in respect of adult Rape cases.

The role will effectively seek to protect the victim's 'Article 8' rights and challenge unnecessary requests for material which would otherwise be private and confidential. The expectation is that the SVCA may become involved in a case where a 'trigger' for material has been reached and the request is not proportionate or justified. This may be requests made by either CPS at discovery and charging stage or following defence requests for material at preliminary hearings. It also seeks to constrain the use of 'blanket' Stafford statements, used to obtain consent for access to personal records held by third parties.

Local Criminal Justice Board (LCJB)

The PCC has recently taken the chair of the LCJB with a view to re-invigorating working partnerships within the CJS. The PCC is also the APCC representative on the National CJB in Westminster.

The revised format features a main board, with a Business Manager providing oversight together with 4 sub-group boards:

- **Performance** – priority areas file quality & guilty plea at 1st hearing.
- **Victim & Witnesses** – priority areas victim / witness attrition & introduction of VFN enhanced model to support vulnerable witnesses.
- **Reducing re-offending** – priority areas enhancement of joined up IOM process & increased use of restorative justice.

- **Confidence** – priority areas Infrastructure & overall communications strategy.

Rape Victim Survey

32 rape victims have participated in a victim survey since its launch in March 2018, with the majority very happy with the police service.

Some victims, whilst satisfied, would have liked more regular updates. Victims also commented on the long waiting times for victim support services.

Positive feedback included officers' understanding, making the victim feel comfortable, explaining things well, and being open and honest (e.g. about the difficulty in obtaining evidence).

Domestic Abuse Charge Rate

While Domestic Abuse (DA) recorded crime continues to increase, the number of charges is not increasing at the same pace and as a result the charge rate had reduced to 16% (measure 52).

A DA action plan has been developed to improve performance. A dedicated DA Task and Finish Group has been set up jointly with CPS to look at referral and charge rates; this, along with a Raising Investigation Standards Task and Finish Group, will address the issues in relation to investigative performance.

Digital Case File Management Solution

A digital case file management solution is being developed in house to improve the efficiency and quality of building case files.

Reducing Anti-Social Behaviour

Fewer victims of ASB – though we will continue to encourage reporting							Reducing Anti-Social Behaviour	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
59. Recorded levels of anti-social behaviour incidents	Monitor	15,130 166 per day	14,627 159 per day	12,924 140 per day	11,472 127 per day	13,996 154 per day	60,187 165 per day	53,019 145 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
60. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	15% and below	13% ● +/- 0.8	13% ● +/- 0.9	14% ● +/- 1.0	12% ● +/- 0.8	15% ● +/- 1.0
61. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, commenced Sept 2017)	85% and above	No data, survey commenced September 2017	77% ● +/- 3.6	79% ● +/- 2.7	No data, survey commenced September 2017	79% ● +/- 2.3
62. Percentage of victims of long term ASB who experienced no further incidents since their report (600 surveyed)	50% and above	57% ● +/- 4.0	56% ● +/- 4.3	54% ● +/- 4.0	58% ● +/- 3.9	50% ● +/- 3.8

The number of reported ASB incidents has decreased (measure 59); this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

Perceptions of ASB have increased in local neighbourhoods, with the percentage of people who feel that ASB is a local problem increasing statistically from 12% to 15% (measure 60) and the percentage of people experiencing no further incidents following a report to the police decreasing statistically from 58% to 50%, both of which are better than the thresholds. Confidence in reporting ASB has shown an increase from 77% to 79%, but is not yet achieving the threshold of 85%.

Activity to tackle ASB

Northumbria Police has engaged in number initiatives with other agencies to understand the issues that matter to the community and to tackle them. Examples include:

Engagement days on the Metro System across North Tyneside to increase confidence and prevent and deter anti-social behaviour.

Operation Asteroid was a multi-sector response to a number of large scale disorder incidents within Southern Area Command, whereby

youths travelled on the Metro system committing violent offences while being involved in targeted ASB. Partnership work was completed with BTP (British Transport Police), local authorities, housing providers, schools and youth offending teams. and included the use of tenancy enforcement, anti-social behaviour powers, criminal enforcement and longer term solutions.

A joint poster campaign has been run with Nexus to target anti-social behaviour on the Metro. Posters were designed by the Force's Creative Services Department which incorporate both the Force and Nexus logos. The posters were then placed at various locations on the Metro network, concentrating on the places of highest number of incidents, free of charge.

Operation Coastwatch is a multi-agency initiative in Cullercoats Bay in response to community concerns about youth and alcohol related ASB.

In Ashington, Operation Dignity tackled the causes of ASB and violent crime within Hirst Park. The Operation aims to identify long term solutions that go beyond prosecution, to include education, family support and activity to help the group understand the impact their actions have on their communities.

In Gateshead, Operation Crimson focuses on education at schools regarding ASB prior to the holiday periods and partnership response providing diversionary activities. Enforcement includes high visibility patrols in hotspot locations and local authority test purchase operations to target sale of alcohol to underage youths.

Operation Ridley was a similar response to an issue within Sunderland North. Officers worked in partnership with local media, housing providers, the local authority, local schools and YOS to tackle ASB issues within a local estate which included targeted enforcement on problem families which had a positive impact on the confidence within the local community.

Operation Columbia tackles motorcycle disorder around the bridal paths from Ryhope to Doxford Park. Officers worked with housing providers, Education and the local community. The local authority has assisted by moving boulders to environmentally target harden the area.

Improved satisfaction for victims of ASB					Reducing Anti-Social Behaviour	
	Threshold	Rolling 12 month data (since September 2017) to...			September 2017 to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
Percentage of ASB victims satisfied with the policing response provided: (1,300 completed per annum) This is a new survey that was launched in September 2017 so there is no previous year's comparison						
63. Initial contact	90% and above	No data, survey commenced September 2017	92% ● +/- 2.4	93% ● +/- 1.7	No data, survey commenced September 2017	93% ● +/- 1.4
64. Response time	90% and above		88% ● +/- 4.0	90% ● +/- 2.6		90% ● +/- 2.3
65. Action taken	85% and above		88% ● +/- 4.0	88% ● +/- 2.9		87% ● +/- 2.6
66. Follow-up	85% and above		66% ● +/- 8.4	68% ● +/- 6.0		68% ● +/- 5.3
67. Treatment	95% and above		97% ● +/- 1.9	97% ● +/- 1.4		96% ● +/- 1.5
68. Whole experience	85% and above		77% ● +/- 3.6	83% ● +/- 2.4		82% ● +/- 2.1

Victim satisfaction is measured by revised ASB survey introduced in September 2017. Surveys are now conducted in the month following an incident report, providing a more realistic and reliable view of the victim experience following all police actions.

Providing follow-up contact is the key area for improvement according to victim feedback, with 68% of those who wanted an update receiving one (measure 66), up two percent from March

2018. This aspect of service has a significant influence on overall victim satisfaction which is currently 82%, as of June 2018 (measure 68). This has shown an improvement since December 2017, along with marginal increases in satisfaction with initial contact and arrival times.

Improving follow up satisfaction forms part of the action plan mentioned under domestic abuse and volume crime satisfaction. In

addition, the Prevention and Deterrence Operational Delivery Group is overseeing a review of 150 ASB incidents to gain a greater understanding as to why follow up is low.

The review aims to ensure incidents are being resolved at first point of contact where appropriate, service user expectations are being managed effectively and follow up contact is provided where appropriate.

Improved police and partnership response to specific crimes

Cutting Crime

Working in partnership to tackle crime

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multi-agency partnership that is established to tackle community safety issues such as crime, ASB and domestic abuse.

There is a range of police and partnership activity to tackle crime including:

In Northumberland there have been several crime series across rural towns, most recently Alnwick and Berwick, this is linked to travelling criminals. Operation PawPaw is a multi-agency operation to disrupt travelling criminals using vehicles to commit crime.

Operation Coast Watch is in place in Ryhope following concerns by members of the community about vehicle crime. This is a partnership operation involving Heritage Coast and the local authority. A coastal ranger assists officers with tackling local issues.

Operation Radix, in Wallsend, is working with both high schools, the local authority, and local businesses to develop a community group to tackle issues of crime and ASB.

In April 2018, following contact from six Romanian victims a MDS investigation was conducted, whereby it was reported that the victims were being exploited working in a car wash in Sunderland. As a result of the police investigation, six victims have been safeguarded, with two couples returning to a safe location in Romania. The remaining two victims were accepted into the National Referral Mechanism and are safeguarded.

Safer night-time economy

Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
69. Recorded crime levels in night time economy areas	Monitor	1,291 14 per day	1,534 17 per day	1,586 17 per day	1,485 17 per day	1,503 17 per day	5,264 14 per day	6,108 17 per day

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
70. Perceptions of safety of those that use the night time economy (5,000 surveyed annually, introduced June 2017)	Monitor	89% +/- 3.1	90% +/- 2.3	90% +/- 2.1	No data, survey commenced June 2017	90% +/- 1.9

The measure of night time economy (NTE) is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the Force with a night time economy. The recorded crime in NTE areas has increased by 16% from an average of 14 crimes per day during the 12 months to June 2017 to 17 crimes per day during the 12 months to June 2018 (measure 69). This increase is largely attributable to an increase in recorded assaults without injury from an average of three per day to four per day and theft offences from four to five per day. Perceptions of safety amongst those who use the NTE are high, with 90% feeling safe whilst out on an evening.

External funding has been agreed for a Taxi Officer role as part of the Taxi Licensing scheme pilot launched in 2017. The pilot aims to share relevant information through enhanced disclosure, so that drivers who provide a risk to the public have their licence revoked or suspended. Recent revocations and refusals on licences where drivers have displayed concerning sexualised behaviour towards passengers have highlighted the inappropriateness of some individuals to operate as licensed drivers in the NTE.

An assessment is currently being undertaken on sexual assaults linked to the NTE and premises and locations that regularly feature are being identified using a recently developed Vulnerability Toolkit.

Offences where the victim and offender have met in the NTE are being identified to prevent further offences, protect victims and pursue offenders.

The Newcastle City Council Statement of Licensing Policy 2018 – 2023 was launched on 1st May 2018 and sets out how the authority intends to exercise its functions and general approach to making licensing decisions. The updated policy includes a revision of existing cumulative impact and special stress areas and specific guidance around good practice and protocols. The finalised Licensed Premises Drugs Protocol is now agreed by all agencies and set for circulation. The document will form part of the wider policy, with premises operating in Newcastle mandated to follow its instruction.

The “Shout Up” campaign, which was launched in Easter, was devised by Newcastle City Council in partnership with Rape Crisis Tyneside and Northumberland and aims to:

- Help victims report sexual violence or harassment and make it the responsibility of everyone in the venue.
- Heighten awareness of sexual violence, with the hope that it can be prevented.
- Encourage pub, club and bar-goers to consider their moral responsibility and approach to harassment.

- Encourage venues and drinkers to understand the impact of sexual violence and harassment on patrons, the venue and the wider night-time economy.

Rape Crisis Tyneside and Northumberland delivered specialist training to the venue staff so that they understand the impact of sexual harassment on their patrons, on their reputation and on their business and will upskill them in how to react appropriately. The initiative was initially piloted in Ouseburn and there are plans to extend to Jesmond in July 2018.

In collaboration with key partners and stake holders as part of a Joint Engagement Group, work has started on the plans for Fresher's 2018. The Force provides mandatory vulnerability, crime prevention, and sexual consent sessions for all first year students. Tangible reductions in student related crime in the City were achieved in 2017.

Northumbria Police has improved working relationships with Security Industry Authority staff in the NTE including formal briefings each weekend. This has been embraced by the security practitioners and is becoming the accepted practice bringing a more developed and cohesive partnership approach.

Key messages to reduce ASB through social media posts and digital advertising at Times Square have been delivered as part of the

promoting a Safer World Cup campaign. This campaign runs alongside the NPCC Campaign for Summer Drunk/Drug driving

campaign which started on the 14 June and aims to reduce ASB that is as a result of increased alcohol.

Fewer offenders, specifically those who cause the most harm to victims							Cutting Crime	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
71. Recorded crime	Monitor	36,267 399 per day	40,186 437 per day	38,809 422 per day	37,496 417 per day	42,104 463 per day	131,566 360 per day	158,595 435 per day
72. Recorded crime levels based on the crime severity score published by ONS ⁸	Monitor	48,738	53,842	53,396	54,110	59,443	44,224	55,192
73. Compliance with National Crime Recording Standards	95% and above	94% ● 2,467 under recorded	96% ● 1,814 under recorded	95% ● 1,990 under recorded	98% ● 864 under recorded	97% ● 1,120 under recorded	93% ● 9,966 under recorded	97% ● 5,730 under recorded
74. Percentage of crimes recorded within 24 hours ⁹	90% and above	81% ● 30,204 within 24 hours	84% ● 35,113 within 24 hours	88% ● 35,695 within 24 hours	87% ● 33,754 within 24 hours	86% ● 36,225 within 24 hours	74% ● 98,128 within 24 hours	86% ● 140,787 within 24 hours

⁸ The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

⁹ The denominator used in the calculation of crimes recorded within 24 hours is slightly higher than the number of recorded crimes, as it also includes crimes subsequently cancelled.

Total recorded crime (measure 71) and the related crime severity score (measure 72) continue to increase. This is in part, as a result of improvements with national crime recording standards to 97% (measure 73).

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime. The survey measures crime by asking members of the public, about their experiences of crime over the last 12 months. In this way the survey records all types of crimes experienced by people, including those crimes that may not have been reported to the police. CSEW reports the risks of personal and household crime* in Northumbria continue to reduce. The Force is 8th lowest in the country (8.8%) for risk of personal crime, and the risk of household crime in Northumbria is the lowest in the country and the lowest it has been since the measure was introduced in 2007 (4.8%).

Improvements have also been made with respect to recording crimes at the first opportunity (measure 74); with 86% of crimes recorded within 24 hours (this is largely attributable to the introduction of crime recording at source). However, this remains lower than the threshold of 90%.

Integrated Offender Management

Northumbria Police launched a new model of Integrated Offender Management on 23 April 2018. The model seeks to prioritise offender management activity against a Cohort of 300 offenders who pose the highest levels of threat, harm and risk. This assessment is based on the recency, frequency and gravity of their offending.

The Cohort incorporates youth and adult offenders and each of the 300 have been assigned a police officer responsible for assessing the factors driving their offending and working with other agencies to tackle them. Tactics could involve enforcement or diversion activity

based on pathways out of offending including: accommodation, education and training, substance misuse, finance management, relationships, lifestyle and associates, attitudes, thinking & behaviour and mental and physical health.

The IOM model seeks to improve coordination with partners such as National Probation Service (NPS), Community Rehabilitation Company (CRC) and Youth Offending Teams (YOT) who are responsible for statutory management of the large majority of the cohort offenders. All Cohort offenders are flagged on police systems. If charged with an offence, they are subject to being fast-tracked to appearance before a court. Their status as a Cohort offender will factor in the pre-sentence report provided to the court by the NPS.

The Force is working closely with partners to develop offender management plans and evaluate the effectiveness of this new model in reducing offending and managing risk.

Serious and organised crime

Northumbria Police continue to tackle serious and organised crime. Since April 2018, there have been 198 disruption actions, including:

- Monitoring of intelligence relating to 750 people and 250 vehicles.
- **Operation Orbital** - A number of vehicles owned by OCG members linked to CSE and MDS targeted. The operation resulted in three vehicles seized and three arrests for drug supply. This operation will refresh every six weeks.
- **Operation Beagle** - Following concerns about CSE, a multi-agency visit by Police, Trading Standards, Immigration and local authorities to eight business premises in Newcastle and Northumberland resulted in two arrests for immigration offences, £8,000 worth of illegal cigarettes seized, and a Trading Standards prosecution.
- **A multi-agency operation** - 10,000 illegal cigarettes were seized valued between £2,000 -£3,000 in East Newcastle.
- **Four taxi licences suspensions** and three enquiries continue in relation to 11 others and two other vehicles seized.

Raising Investigative Standards

Changes are being made to the way crimes are allocated for investigation to ensure the appropriate resource, with the requisite skills and support is assigned to the crime. This approach is in-line with the guidance from the College of Policing, and best practice from other forces. The model is predicated on vulnerability, severity, complexity and solvability. All crimes with any element of vulnerability have supervisory oversight to ensure an efficient and effective investigation and that victims receive the offer of enhanced support and special measures, in accordance with the Victims' Code of Practice.

All supervisors are attending a full day of training 'Raising Standards of Investigation', which includes an input on the new model for crime allocation, performance management and performance development reviews (PDRs) and expectations of investigative and supervisory standards.

A schedule of thematic reviews is in place to review investigation standards. A new performance management framework is being developed to support the improvement in investigative standards and will provide data at an individual and team level to identify areas for improvement and good performance.

Unlike other forces nationally, Northumbria has not experienced difficulties in attracting police officers in to investigative roles. The Force has invested in additional temporary investigative resources within the Homicide and Major Enquiry Team to increase capacity and has a comprehensive succession plan to improve capability in respect of appropriately skilled investigative roles.

* The estimated percentage risk of an adult / household being a victim once or more in the previous 12 months of a personal / household crime (excluding sexual offences) as measured by CSEW (December 2017)

Cut drug use and the crime that is a consequence							Cutting Crime	
	Threshold	Quarterly data					October 2017 to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
75. Monitor the number of offenders given a conditional caution referred to substance abuse intervention ¹⁰	Monitor	No data, Intervention introduced in October 2017		76	57	25	No data, Intervention introduced in October 2017	158

¹⁰ New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

Out of Court Disposals (OCD)

Since the launch in October 2017, 158 offenders have been referred to the substance abuse interventions.

Early intervention Pilots

The Early Intervention six month pilot came to an end in March 2018 with early indications that the investment of police staff dedicated to the hubs were proving to be a success. The pilot has been extended for a further three months. An evaluation has been undertaken with some positive outcomes for children and young people including the wider family environment. There are some recommendations that will be reviewed and progressed to ensure the operating model reflects the investment from all agencies with a real desire to allow children

and young people to flourish and contribute to better outcomes for families.

Cutting Drug Use

Northumbria Police has completed a range of activity to tackle drug use, an examples include:

- Operation Respect tackles council tenants producing cannabis in North Tyneside and action includes tenancy action.
- Officers patrolled with drug workers from North Tyneside Recovery Partnership in North Shields Town Centre and used the mobile police station to encourage engagement with support services.

- Stakeholders from Police, Public Health, treatment and volunteer services held two workshops in Gateshead and Newcastle to focus on the increased issue of deaths linked to drug misuse. The group will share information and intelligence regarding new and emerging drugs, supply and issues raised by service users and communities. This is supported by data from local authorities such as needle finds etc. to give a clear picture of drug use across the area and a focused response.
- Officers in Sunderland worked in partnership with drug workers from Wear Recovery to tackle a recent issue of drug misuse within Mowbray Park.

Community Confidence

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide					Community Confidence	
	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
76. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% and above	86% ● +/- 0.9	86% ● +/- 1.0	85% ● +/- 1.1	86% ● +/- 0.9	85% ● +/- 1.2
77. Percentage of people who feel safe in their local area (5,000 surveyed annually)	95% and above	98% ● +/- 0.3	97% ● +/- 0.4	97% ● +/- 0.4	98% ● +/- 0.4	97% ● +/- 0.5
78. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	55% and above	56% ● +/- 1.3	56% ● +/- 1.3	54% ● +/- 1.5	58% ● +/- 1.3	52% ● +/- 1.5
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)						
79. Initial contact	95% and above	99% ● +/- 1.5	97% ● +/- 2.1	97% ● +/- 2.0	98% ● +/- 2.0	97% ● +/- 2.0
80. Response time	90% and above	85% ● +/- 4.5	86% ● +/- 4.1	88% ● +/- 3.6	85% ● +/- 4.3	88% ● +/- 3.4
81. Action taken	90% and above	84% ● +/- 4.3	83% ● +/- 4.2	83% ● +/- 3.9	85% ● +/- 4.2	86% ● +/- 3.6
82. Follow-up	90% and above	81% ● +/- 4.6	77% ● +/- 5.0	75% ● +/- 4.9	82% ● +/- 4.4	76% ● +/- 5.0
83. Treatment	95% and above	94% ● +/- 2.8	92% ● +/- 3.0	92% ● +/- 2.8	95% ● +/- 2.4	94% ● +/- 2.4
84. Whole experience	90% and above	84% ● +/- 4.2	82% ● +/- 4.2	82% ● +/- 3.9	87% ● +/- 3.9	82% ● +/- 3.9

Public confidence in the Force remains high and stable, with 85% believing the police do a good job and 97% feeling safe in their local area (measures 76 and 77).

The percentage of people who believe the level of visibility is 'about right' has continued to reduce statistically, from 58% to 52% and is no longer above the threshold of 55% (measure 78). Most residents feel that a police presence would act as a deterrent or reassurance rather than be needed in response to a specific local problem. This is supported by the high perceptions of safety.

Hate Crime

Hate crime satisfaction has shown a statistical reduction from 87% to 82% (measure 84), which has been influenced by a reduction in follow up satisfaction. Common reasons for dissatisfaction include:

- Not responding quickly enough or when advised.
- Not taken seriously, including a lack of action.
- Not advised of progress or outcome.

Northumbria Police has analysed victim feedback and as a result of this, and an internal review, a Hate Crime Action Plan has been developed. Activity includes supervisory oversight of all hate crime investigations. Community Engagement Teams have implemented a case tracker to follow the progress of hate crime investigations, ensuring that appropriate support is provided to victims. They ensure that a needs assessment has been carried out, a referral has been made to Victims First Northumbria (VFN) if desired and that the victims are aware of additional support available.

Northumbria Police, VFN and Advocacy Centre North (ACN) are committed to working more closely together to improve service provision.

Northumbria Police is teaming up with local businesses in the North-East, to help tackle hate crime in the workplace under the campaign 'Being you is not a crime, targeting you is'. The aim of the campaign is to raise awareness around what hate crime is, the work that police and partners do to tackle it, and the support available for victims. The Workplace Hate Crime Champions Network was launched in

Newcastle in April 2018 following on from the success of the Gateshead Launch last year.

The police are working closely with the CPS to look at how we can improve Criminal Justice outcomes. The CPS will dip sample a number of cases that resulted in a community resolution, adult caution, not in the public interest and victim does not support a prosecution to see if they were the appropriate outcome.

An enhanced engagement plan with the communities is driving forward work with the Home Office to manage threat harm and risk within established and emerging communities including the asylum population. This is a significant piece of work which utilises engagement with schools, community key members and uses pop up PACT meetings at key locations to identify and manage emerging tensions. This escalation has been sudden following some high profile demonstrations in Roker and Sunderland City. Further demonstrations are planned, so we expect to see an increase in demand in this area, but will continue to work effectively with other agencies to reduce tensions.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response					Community Confidence	
	Threshold	Rolling 12 month data (since October 2017) to...			October 2017 to ...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
85. Percentage of victims that have confidence to report further crime in the future	90% and above	No data, survey commenced October 2017			No data, survey commenced October 2017	92% ● +/-1.3

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	June 2017	June 2018
86. Percentage of people who feel that cyber-crime is a very or fairly big problem (5,000 surveyed annually)	Monitor	95% +/-1.2	94% +/- 1.1	94% +/- 0.9	No data, survey commenced June 2017	94% +/- 0.8
87. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (5,000 surveyed annually)	Monitor	80% +/-2.0	80% +/-1.6	81% +/- 1.4		82% +/- 1.2
88. Percentage of people who feel that exploitation is a very or fairly big problem (5,000 surveyed annually)	Monitor	54% +/-4.4	58% +/-3.2	59% +/- 2.7		64% +/- 2.2
89. Perceptions of road safety, including drink driving and use of mobile phones (5,000 surveyed annually)	Monitor	85% +/-1.8	84% +/-1.5	84% +/- 1.3		84% +/- 1.1

Confidence amongst service users to report further crimes are high at 92% (measure 85); remaining stable compared to the previous quarter.

A force-wide strategic campaign titled ‘This is what we do’ is running over the summer and aims to reinforce the work the Force does in hard to reach communities and celebrate the officers, staff and volunteers that help make this happen. The Force has worked with partners across the region to maximise the potential reach of the campaign and have secured digital screen presence at Eldon Square, the digital screen over the A167 and at Swann House roundabout , Sunderland Air Show, Pride Festivals and the Tall Ships all free of charge.

Cybercrime and Fraud

94% of people feel cyber-crime is a significant problem (measure 86), although less than one in four people have experienced it themselves. Of those affected, more than three in four reported it, mostly to banks, credit card companies and online service such as EBay; only 19% reported to the police.

Nine Cyber Business Breakfasts were held between January and April 2018. A total of 260 delegates attended from various organisations, SME’s and statutory bodies. Eighty three businesses registered for the free vulnerability assessment following the event. The majority of delegates rated the event as excellent or very good.

On 15th May 2018, Victoria Atkins MP, the Parliamentary Under Secretary of State for Crime, Safeguarding and Vulnerability and Minister for Women, launched the BrightSky App which incorporates advice about Stalking and Online Safety. A further cyber security app, aimed at providing protect messages is in development with Newcastle University.

A Health and Wellbeing Day for 500 year six students (10 -11 year olds) was held at St James Park which included advice on E-safety.

Following inspection by UK’s National Accreditation Body (UKAS), accreditation in relation to Digital Forensics ISO 17025 was agreed. This was subject to an extensive action plan which has now been completed and submitted. Digital Forensic performance remains within the service level agreement and two additional Digital Evidence Suites have been introduced.

Northumbria Police, as part of the North East Regions Serious and Organised Crime Unit, has been working with the National Crime Agency, FBI and other law enforcement agencies to identify people, on the fringes of cybercrime who are then engaged and diverted from offending.

Perceptions of Exploitation and Modern Day Slavery

Perceptions of MDS in the Force area are increasing, with 82% aware of the term (measure 87), and 64% believing it to be a problem (measure 88), which has increased by 10% since September 2017.

Effective Road Policing

Public perceptions that roads are safe remain high and stable at 84% (measure 89). The use of mobile phones is the biggest public concern (60%), followed by speeding and dangerous driving (43%), and drink driving (9%).

The Force works directly with local communities in areas where they are concerned about speeding. Community Speedwatch volunteers monitor traffic speed, which can then lead to enforcement and traffic calming measures. New groups have been set up across the Force including Prudhoe, Hexham, Stocksfield, Boldon and Newcastle.

The Force has invested in equipping neighbourhood officers with the tools to enforce speeding as a direct result of community concerns.

Several new mobile speed camera sites have been brought on line as a result of community concerns or serious collisions, and through

joint working, a site at The Links, Whitley Bay is now active. This area suffered a fatal pedestrian collision in 2017 with the speed limit being reduced also. Across three afternoons, over 200 drivers were caught speeding. The results were fed back to the local community and the media.

Over the last three months, Operation Dragoon officers have taken part in events to promote the safe riding of motorcycles. Feedback has been positive from the riders who attended a course promoting safety. In addition, the team have engaged with motorcyclists at keys areas across the Force (Coastal Route through Northumberland and into North Tyneside, Rothbury, Hexham, Chollerford as well as Washington Wetlands Car Park) and have delivered joint collision simulations with Fire and Rescue services to around 2000 young people.

Enforcement

Over the past three months, action has been taken against 148 drivers for driving whilst using a mobile phone and 75 drivers or passengers have been prosecuted for not wearing a seatbelt.

Over the same period, action has been taken against over 10,000 drivers for excess speed (speed camera enforcement vehicles and Motor Patrols officers with in car and hand held speed devices). Of those, nearly all were in a 30mph limit. Just over 65% of those have been offered an educational course with the remainder receiving a fixed penalty ticket or taken to court.

In the same period, 37 drivers have been prosecuted for dangerous driving with a further five being dealt with for the more serious offence of causing serious injury by dangerous driving. 128 drivers were prosecuted for the lesser offence of careless driving with some of those being eligible to attend educational courses in place of a court appearance. A new digital solution is being explored to allow motorists to provide Northumbria Police with dashcam footage of careless and dangerous driving. The intention is that this scheme will allow positive action to be taken in relation to this type of offence.

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public’s behalf (2 of 2)							Community Confidence	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q1	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	June 2017	June 2018
Monitor level and type of allegations								
90. Incivility, impoliteness or intolerance	35 or below per month	71 Allegations <div><div></div></div> 24 per month	83 Allegations <div><div></div></div> 28 per month	88 Allegations <div><div></div></div> 29 per month	96 Allegations <div><div></div></div> 32 per month	97 Allegations <div><div></div></div> 32 per month	352 Allegations <div><div></div></div> 29 per month	364 Allegations <div><div></div></div> 30 per month
91. Other assault	20 or below per month	48 Allegations <div><div></div></div> 16 per month	54 Allegations <div><div></div></div> 18 per month	45 Allegations <div><div></div></div> 15 per month	51 Allegations <div><div></div></div> 17 per month	52 Allegations <div><div></div></div> 17 per month	189 Allegations <div><div></div></div> 16 per month	202 Allegations <div><div></div></div> 17 per month
92. Other neglect or failure in duty	67 or below per month	163 Allegations <div><div></div></div> 35 per month	148 Allegations <div><div></div></div> 28 per month	174 Allegations <div><div></div></div> 29 per month	183 Allegations <div><div></div></div> 39 per month	217 Allegations <div><div></div></div> 45 per month	704 Allegations <div><div></div></div> 59 per month	722 Allegations <div><div></div></div> 60 per month

	Threshold	Rolling 12 month data to...			12 months to...	
		Sep 2017	Dec 2017	Mar 2018	May 2017	May 2018
Appeals made and upheld						
93. Percentage of appeals made	Monitor	15%	16%	21%	14%	20%
94. Percentage of appeals upheld - Overall	32% or below	22% ●	23% ●	20% ●	18% ●	20% ●
95. Percentage of appeals upheld - Force investigated	13% to 23%	10% ●	19% ●	18% ●	15% ●	17% ●
96. Percentage of appeals upheld - Force locally resolved	9% to 14%	0% ●	0% ●	8% ●	0% ●	8% ●
97. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	21% to 39%	40% ●	35% ●	26% ●	33% ●	24% ●
98. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	22% to 38%	25% ●	32% ●	30% ●	16% ●	31% ●
99. Number of live complaints being managed (as at)	210 or below	176 ●	210 ●	192 ●	214 ●	192 ●

Allegations relating to 'Other neglect or failure in duty' remains the most common type of allegation, the volume has increased compared to the same period last year, but remains below the threshold (measure 92).

Allegations of 'Incivility, impoliteness and intolerance' have increased from 29 per month to 30 per month in the 12 months up to June 2018, but remain below the threshold (measure 90). A large proportion of complaints in this category originate from a perception that officers had been rude or complainants had felt intimidated by officer behaviour.

The percentage of appeals made has increased. The right of appeal is embedded within the complaints process and complainants should be encouraged to exercise that right where they believe it to be

necessary. It should be noted however, that the number of those appeals which are upheld are generally in line with national performance or in the case of 'investigation appeals upheld by Independent Office for Police Conduct (IOPC)', significantly lower.

The increase in the number of upheld non-recording decisions has been discussed with the IOPC. The majority of the IOPC non-recording decisions pertain to persistent/complex complainants and have been partially upheld only. Such complaints frequently contain large numbers of allegations and revisit historic issues where complaint investigations have already been concluded. In an effort to ensure a better understanding of those more complex complainants and subsequently any Northumbria Police decision to non-record, IOPC has agreed to appoint case workers for a number of identified complainants.

Following a national review, Northumbria were one of ten forces to receive a formal acknowledgement from IOPC recognising effort made by the Force to establish good practices in identifying and referring matters of Abuse of Position for Sexual Gain (APSG) to the IOPC.

The Policing and Crime Act (P&CA) 2017 will introduce an explicit provision to contact the complainant before a complaint is recorded in order to better understand how it might best be resolved to the complainant's satisfaction. There will be a clear focus on the immediate resolution of customer-service issues where appropriate, before such issues become complaints. It should be noted that this provision is already being met via the Northumbria Police Complaints Triage process, which was introduced by the PCC in 2014. This triage process has resolved 51% of all new complaints in the period April 2017 – March 2018.