

Police and Crime Commissioner for Northumbria Delivery of the Police and Crime Plan

April 2013 - December 2013

TARGETS AND PERFORMANCE

OBJECTIVE 1 - PUTTING VICTIMS FIRST
<p>Commissioner's Objectives</p> <ul style="list-style-type: none"> • Ensure vulnerable victims of crime and Anti-Social Behaviour (ASB) are identified and provided with personal support and firm action. • Involve victims and their views in training and shaping responses of police and community safety partners. • Ensure victims of crime and ASB are kept fully informed of their investigation. • Develop a specific tailored approach to victims of personal crime like burglary, hate crime and ASB including restorative justice. • Work with Local Criminal Justice Board (LCJB) to improve how victims and witnesses experience court.

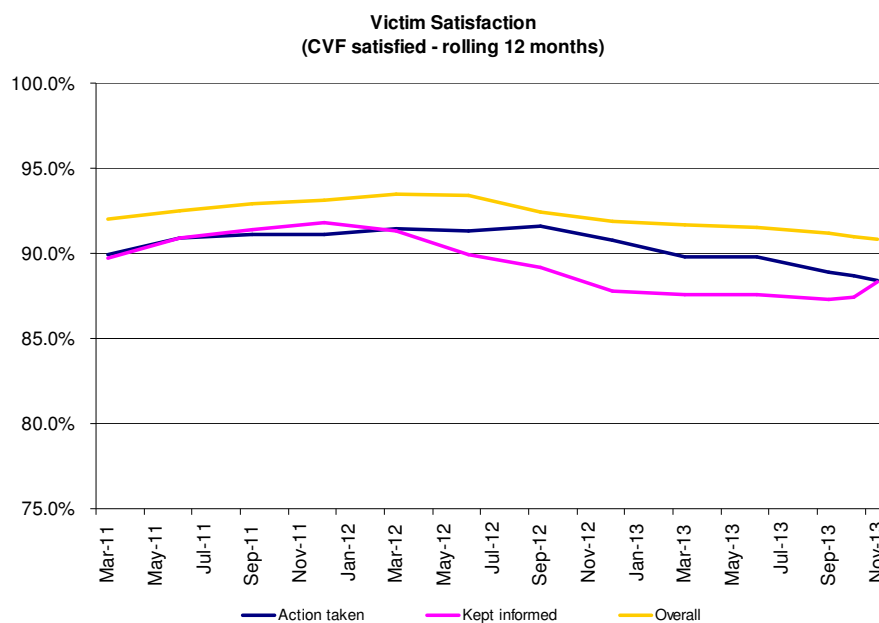
This performance information provides an update on the achievement of the Chief Constable's delivery plan. This information is presented at the Strategic Management Board on a monthly basis.

Chief Constable's Delivery Plan Measures	Previous year	12mths to Dec 2013	Comparison against target	Comparative Position	
				National	MSG
Maintaining the force's national position (1st) for the satisfaction of victims with the overall service provided by the police.	91.7%	90.8%	Meeting Target	1st	1st
Maintaining the force's national position (1st) for the satisfaction of victims with how well they were kept informed of progress.	87.6%	88.3%	Not Meeting Target	2nd	1st
Maintaining the force's national position (1st) for the satisfaction of victims with action taken by the police.	89.8%	88.9%	Not Meeting Target	3rd	1st

The tables below provide comparative information with regard to the national position of Northumbria for these three measures. National comparative data is currently available up to the end of September 2013.

12 months to September 2013					
Overall Service		Kept informed of progress		Action Taken	
Northumbria	91.2%	Force 1	88.1%	Force 1	90.5%
Force 2	90.9%	Northumbria	87.3%	Force 2	89.5%
Force 3	89.7%	Force 3	85.8%	Northumbria	
Force 4	89.4%	Force 4	85.7%	Force 4	
Force 5	89.3%	Force 5	84.6%	Force 5	
National Average	86.1%	National Average	77.8%	National Average	

This graph shows the direction of travel over time for the victim satisfaction indicators.



Further information

1. A considerable amount of work has been carried out since April 2013 to ensure that victims, particularly vulnerable victims, are provided with a high standard of support and service and a range of approaches are used across the force including:
 - a. Across the force area, development and management of action plans for repeat victims of crime and ASB, domestic violence and vulnerable victims of ASB.
 - b. A range of community engagement methods are in place to encourage people to report issues affecting their quality of life and during hate crime awareness week advice and guidance was given on how to report crime.
 - c. In North Tyneside daily management meetings review vulnerable people and these are examined in detail with over 100 vulnerable people currently being managed.
 - d. In Newcastle Neighbourhood Policing Teams support for vulnerable victims includes carrying out revisits and partnership support activities.

Work will be undertaken to determine the best practice amongst these and opportunities for sharing this.
2. ICT processes have been improved to help staff identify repeat and vulnerable victims at the first point of contact identifying previous concerns and reports linked to addresses and telephone numbers. The assessment of vulnerability at the first point of contact remains a priority focus and internal review work confirms that the appropriate assessment was made in 87% of cases.

3. Area commands carryout dip samples of victim contact and in addition internal research has shown that agreeing the frequency of updates provides an opportunity to increase public satisfaction and this now features at team performance meetings.
4. Tailored support has been provided to victims of personal crimes, this includes giving practical help wherever possible, explaining support available and ensuring that victims know what has been done and what still needs to be done.
5. Northumbria Police are currently assessing the new Victims Code of Practice and will make any adjustments to ensure that the code is followed, again strengthening victim's services.

OBJECTIVE 2 - DEALING WITH ANTI-SOCIAL BEHAVIOUR

Commissioner's Objectives

- Every victim of anti-social behaviour will be contacted personally and their concerns investigated.
- Record every repeat incident of antisocial behaviour and develop a case history so attending officers are fully informed.
- Provide victims of anti-social behaviour who feel targeted and all vulnerable victims with tailor-made support and real understanding.
- Neighbourhood Policing Teams and Community Safety Partnerships will engage with the victim in stopping the problem.
- The Commissioner intends the Chief Constable to use all the powers available to the police to tackle anti-social behaviour and will encourage Community Safety Partnerships to do the same.

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Chief Constable's Delivery Plan Measures	Previous year	12mths to Sep 2013	Comparison against target	Comparative Position	
				Natio nal	MSG
Ensuring all of the most vulnerable victims of ASB are attended to within one hour	91.0% ¹	100% ²	Not meeting target	N/A	N/A
Maintaining the percentage of victims of ASB who are satisfied with the arrival time to at least 95%	95.0%	94.3%	-0.7%pts below target	N/A	N/A
Increasing the percentage of victims of ASB who are satisfied with how well they have been kept informed of progress to at least 90%	89.2%	90.9%	Meeting target	N/A	N/A
Maintaining the percentage of victims of ASB who are satisfied with the overall service provided by the police to at least 90%	89.6%	90.8%	Meeting target	N/A	N/A
Increasing the percentage of victims of ASB who are satisfied with action taken by the police to at least 90%	89.0%	90.2%	Meeting Target	N/A	N/A
Monitoring the use of all available anti-social behaviour powers	N/A	Assessment currently being completed			

Further Information

1. All incidents of vulnerable ASB victims were attended within 1 hour in November, 100% performance has been achieved in the last three months.
2. Targets for the percentage of victims satisfied with being kept informed of progress, action taken and overall service are being met with further improvement in satisfaction since the last report.

¹ April – October 2013

² November 2013, 89 incidents attended within the hour

3. Area commands have reinforced with their inspectors that attendance at ASB incidents is prioritised and dealt with in accordance with the needs of the victim.
4. Resource controllers provide case history information to officers and command and control sergeants check during the incident that this information has been provided. A sample of 30 calls where there was an ASB incident were assessed and this found that officers were routinely provided with an appropriate history.
5. All area command neighbourhood policing teams have bespoke engagement plans in place for each sector and this ensure s that the long and medium term activity meets local people's needs, an example of this is Operation WAYS (we asked you said) in Gateshead where engagement with the community through surveys identifies issues of concern and enables partners to provide interventions and responses.
6. The force is preparing for the new ASB legislation and considering the implication of the new powers that can be applied.

OBJECTIVE 3 - DOMESTIC AND SEXUAL ABUSE

Commissioner's Objectives

- As Northumbria's Commissioner I will take an active personal lead on this issue.
- Within the first year of office the Commissioner will develop an integrated strategy on all aspects of violence against women and girls and ensure that the minority of victims that are men are and suffer from these crimes are equally supported.
- We will work with the public and other authorities to make early intervention the norm, and to change attitudes and behaviours.
- Police will do all they can to make reporting of domestic and sexual violence as straightforward as possible. All frontline and specialist officers will have training, led by survivors.
- We will pilot preventative projects to promote active police monitoring of perpetrators.
- Police will listen to victims and take action to support them and make them safe even when no crime has been committed or no prosecution is wanted. This will include offering to connect victims with a local specialist support group.
- An experienced Independent Domestic/ Sexual Violence Advisor will be offered as a supporter and advocate to each high risk complainant.
- All incidents of domestic and sexual abuse and violence will be investigated. Police systems will ensure that repeat victims and perpetrators are identified and response officers are fully informed of the history.

This performance information provides an update on the achievement of the Chief constables delivery plan. This information is presented at Senior Management Board on a monthly basis.

Chief Constable's Delivery Plan Measures	Previous Year	April – Dec 2013	Comparison against target	Comparative Position	
				National	MSG
Ensuring 100% of victims have been offered an Independent Domestic Violence (IDVA) or Independent Sexual Violence Advisor (ISVA)	New Measure	100% (2,120) IDVAs	Meeting Target	N/A	N/A
		100% (247) ISVAs	Meeting Target	N/A	N/A
Monitoring and improving levels of referrals of victims to partners agencies in order to reduce the victim risk	New Measure	100% (2,367 referrals) Plus 43.3% of medium risk victims referred to victim support	Meeting Target	N/A	N/A
Delivering 100% compliance with the Domestic Abuse, Stalking and harassment toolkit and risk assessment for all victims of domestic abuse	New Measure	100% (19,392)	Meeting Target	N/A	N/A
Ensuring that high risk victims of domestic violence are supported through the Multi-Agency Risk Assessment Conference (MARAC) process	New Measure	100% (2,120)	Meeting Target	N/A	N/A
Further Information					
<ol style="list-style-type: none"> 1. Currently, all the targets set within the plan in relation the Domestic and Sexual Abuse are being met. 2. The regional Violence and Women and Girls Strategy was launched in December 2013 and includes 20 priority actions in relation to tackling domestic and sexual violence and abuse, human trafficking and sex work, forced marriage and so called honour crimes and harassment and stalking. A separate report provides members with an overview of the strategy. 3. Protocols have been agreed between Crown Prosecution Service and regional forces to adopt a positive and proactive approach to prosecuting offences of domestic violence. The prosecutor will use the protocols as an enabler to prosecute cases and each case will be looked at in its totality in order to secure successful prosecutions. 4. Whilst the measures md in the plan focus on high risk victims, much work in being done to protect those victims who are assessed as medium risk, including: <ol style="list-style-type: none"> a. A referral process has been agreed to ensure that medium risk victims of domestic abuse and some sexual offences are referred for victim support and victim support staff are undergoing vetting and training, this system should go live in March or April. b. In the area commands the Neighbourhood Policing Team are developing harm reduction plans for medium risk DV victims which include referral to appropriate support agencies. 					

5. A domestic abuse problem profile will be developed, this will provide a current picture of domestic abuse across the force, the impact of drugs and alcohol, the prevalence within an ageing demographic, diversity issues, efficiency of police response and availability of appropriate services.

OBJECTIVE 4 - REDUCING CRIME

Commissioner's Objectives

- Promote crime prevention to reduce crime and its impact on costs.
- Work with Community Safety Partnerships to cut crime and re-offending and therefore cut the number of victims of crime.
- Bring Community Safety Partnerships closer together across borders to optimise reduction and prevention of crime.
- Enhance the investigation of serious violence through burglary, hate crime and rural crime to solve it and deter offenders.
- Boost victim support for these kinds of crime so that victims will feel able to pursue their case to court and obtain satisfaction and justice.
- Target alcohol related crime and disorder because of its prevalence and impact upon communities.

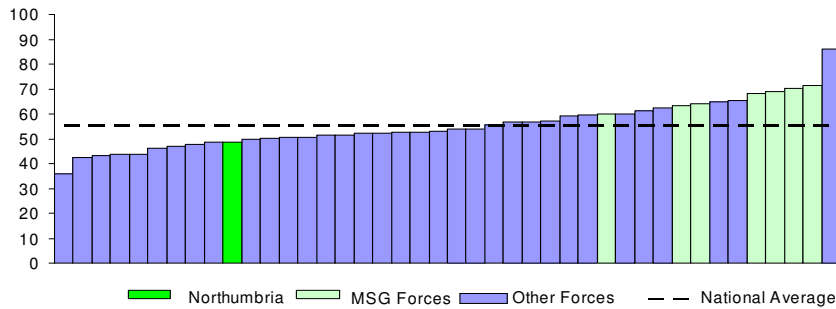
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Chief Constable's Delivery Plan Measures	Previous year	Dec 2013	Comparison against target	Comparative Position	
				National	MSG
Reduce total recorded crime by at least 1%	46,465	49,663	+ 7% - 6.88% (3,198 crimes)	10 th	1 st
Reducing burglary dwelling offences by at least 1%	2,098	2,305	+10% (207 crimes)	11 th	1 st
Reduce violent crime by at least 1%	7,313	8,274	+13% (961 crimes)	3 rd	1 st
Reduce alcohol related violent crime by at least 1%	3,827	4,028	+5% (201 crimes)	N/A	N/A
Increasing the total crime positive outcome rate to at least 45%	44.4%	44.4%	0%pts (9 outcomes)	2 nd	1 st
Increasing the positive outcome rate for hate crimes to at least 58%	57.7%	57.0%	-0.7%pts (3 outcomes)	N/A	N/A

Further Information

1. Whilst total crime has increased by 7% the force continue to have a significantly lower crime rate than their most similar group of forces and nationally although the position has fallen from 9th to 10th since the last report to the panel. This sits within the national context that total crime has increased across a number of forces nationally for the period April to October compared with last year.

**Total recorded crime per 1,000 population
(November 2012 to October 2013)**



2. Local initiatives to reduce crime and reoffending continue to be carried out including:
 - a. Operation Impact focuses on reducing ASB, Acquisitive and violent crime in Sunderland, increased visibility and prevention activity are undertaken to tackle local problems.
 - b. Operation Diamond/Tadpole targeted university students during fresher's week with a specific focus on crime prevention, assaults, pedal cycle thefts, burglaries, violence offences and vulnerability.
 - c. A targeted campaign to respond to the theft of mobile phones at busy events or in the night time economy.
 - d. A second phase of Operation Soundwave encouraged people to log their valuable items on the national property register 'Immobilise' with the aim of reducing burglaries.
 - e. A Consent Campaign aimed at informing men in a target age group that someone in an intoxicated state cannot give consent to sexual activity.

3. Partnership working includes area commands participating in Strategic Reducing Reoffending Groups, working with Children and Families Boards and Youth Offending Teams Crime Management Boards, Troubled Families schemes. This working targets those people that pose the greatest risk to communities.

4. To improve the positive outcomes rate investigative standards have been set and plans implemented to ensure that crimes are thoroughly investigated. This includes in two area commands an enhanced service for burglary of homes with sergeants attending the scene to improve victim care and investigations standards.

5. In Northumberland the scientific support are providing training to 24/7 and neighbourhood teams ensuring that residents in isolated communities receive appropriate and timely investigative support.

OBJECTIVE 5 – COMMUNITY CONFIDENCE

Commissioner's Objectives

- The police will engage with communities and build relationships.
- They will be highly visible in communities; contact with the police will be appositive experience for the public.
- The police will address your local road safety concerns.
- We will monitor and improve how complaints against the police are handled with the availability of independent mediation.
- We will drive the implementation of a Neighbourhood Management Model between police and community partners to boost joint working on anti-social behaviour and reducing re-offending
- The police will focus relentlessly on those involved in organised crime causing the most harm in our communities, in particular those involved in the supply of drugs.

This performance information provides an update on the achievement of the Chief constables delivery plan. This information is presented at Senior Management Board on a monthly basis.

Chief Constable's Delivery Plan Measures	Previous year	Current	Comparison against target	Comparative Position	
				National	MSG
Measuring the amount of patrol time by Neighbourhood Policing Teams and PCSOs in their neighbourhood	82.1% ³ of time outside of the station in sector	83.3% of time outside of the station in sector	+1.2%pts	N/A	N/A
Reduce the number of complaint appeals which are upheld	53% (78) (2011/12)	47% (82) (2012/13)	-6pts	28 th	2 nd
Maintaining the force's national position (1st) for the percentage of people who think the police do a good or excellent job	69.8%	66.4.7%	Not meeting target	9 th	1 st
Maintaining the national position (1st) for the percentage of people who think the police can be relied upon when needed	65.6%	67.1%	Not meeting target	2 nd	1 st
Increasing the percentage of people who believe the level of patrol in their area is about right to at least 60%	59%	61% (statistically significant change)	Meeting target	N/A	N/A
Maintaining the percentage of people who feel safe living in their area by at least 96%	96%	96%	Meeting target	N/A	N/A
Improve force's national position (6th) for the percentage of people who agree that police understand the issues that affect their area	76.5%	71.5%	Not meeting target	21 st	1 st
Establishing a baseline with the aim to reduce the percentage of people who say that the anti-social use of vehicles is a problem in their local area	N/A	3.0%	N/A	N/A	N/A
Measure the satisfaction of complainants and how their complaints are managed	N/A	20 surveys have been returned with 6 very dissatisfied. There was dissatisfaction with how the complaint was handled, how the process was explained and how they were treated in the process including reference to updates.			

³ May to October 2013

Further Information

1. Area commands ensure that officers and CSOs are available at convenient locations and times to provide advice. Examples include:
 - a. Bases in supermarkets in Benton and Blyth, schools and public buildings that are accessible to communities.
 - b. Patrol plans that will maximise opportunities for engagement.
2. Neighbourhood teams promote the safe reporting centres in their area and engage with the centres when out on patrol. There are currently 108 Safe reporting centres in the force area.
3. The percentage of complaints upheld by the IPCC has reduced by 5% and to ensure the effective management of complaints the Professional standards Department will continue to deliver their improvement plan.
4. As mentioned earlier in this report a triage process will improve the handling of complaints to Northumbria Police.

12 months to June 2013					
Do a good or excellent job		Relied upon when needed		Understand issues that affect area	
Force 1	73.0%	Force 1	68.0%	Force 1	79.7%
Force 2	69.9%	Northumbria	67.1%	Force 2	78.6%
Force 3	68.5%	Force 3	65.2%	Force 3	78.2%
Force 4	67.8%	Force 4	64.6%	Northumbria (21st)	73.9%
Force 5	67.1%	Force 5	64.4%	Force 42	61.8%
Force 6	66.7%	National Average	58.3%	National Average	71.3%
Force 7	66.7%				
Force 8	66.5%				
Northumbria	66.4%				
Force 10	65.5%				
National Average	61.4%				