

POLICE & CRIME PLAN QUARTERLY PERFORMANCE REPORT

Building Safer Communities and Effective
Justice

Quarter 2, 2018/19

Domestic and Sexual Abuse

Key points

- Increasing reported sexual offences and domestic abuse incidents.
- Embedded Multi-Agency Safeguarding Hubs (MASH).
- High domestic abuse satisfaction.

Pages 2 to 5

Putting Victims First

Key points

- Improved percentage of calls answered.
- Increase in the time taken to attend incidents, as a result of improved identification of vulnerability.
- 83% of victims with a satisfactory needs assessment.

Pages 6 to 9

Effective Criminal Justice System

Key points

- Revised format of the Local Criminal Justice Board including the development of a performance report to focus activity.
- Embedded out of court disposal process.
- Improving post-charge failure rate.
- Reduction in rape charge rate and development of a rape action plan.

Pages 10 to 12

Reducing Anti-Social Behaviour

Key points

- 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

- Reduction in community confidence including perceptions of visibility.
- Public perceptions that roads are safe remain high.
- Low level of satisfaction for victims of hate crime.
- Ability to refer vulnerable complainants to Victims First Northumbria.

Pages 18 to 21

A reduction in sexual and domestic abuse							Domestic and Sexual Abuse	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
1. Recorded sexual offences	Monitor	1,141 12 per day	1,120 12 per day	1,206 13 per day	1,379 15 per day	1,261 14 per day	4,023 11 per day	4,903 13 per day
2. Recorded domestic abuse incidents	Monitor	8,535 93 per day	8,470 92 per day	8,334 93 per day	8,760 96 per day	9,294 101 per day	31,923 87 per day	34,864 96 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	43% 3,353 repeat victims	45% 3,469 repeat victims	43% 3,429 repeat victims	43% 3,330 repeat victims	43% 3,474 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	8% 228 repeat victims	8% 226 repeat victims	9% 258 repeat victims	8% 195 repeat victims	10% 300 repeat victims

	Threshold	Rolling 12 month data to...			12 months to...	
		July 2017	October 2017	January 2018	April 2017	April 2018
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders ¹	New measure	83% (164/197)	95% (162/171)	72% (142/196)	83% (143/173)	77% (146/189)

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.

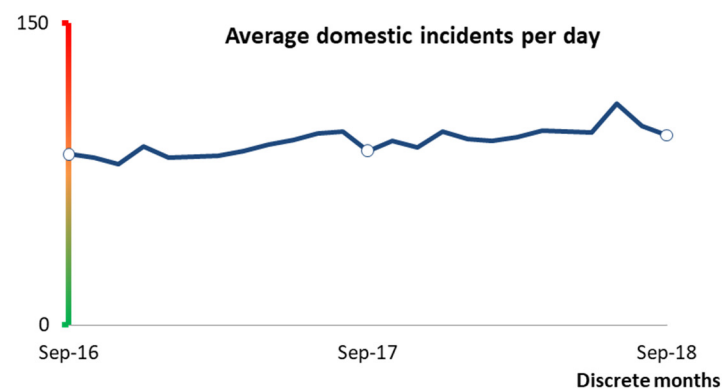
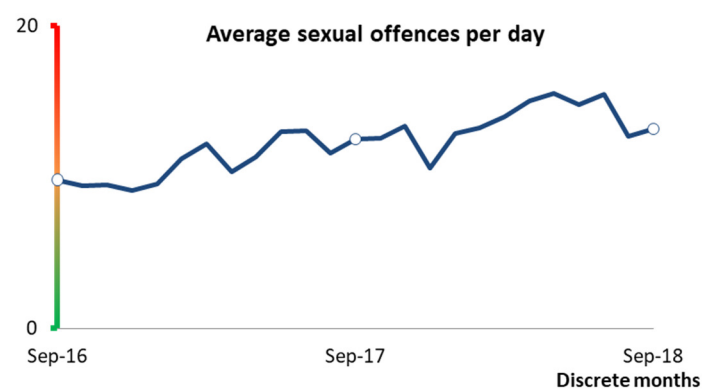
Sexual Offences

The number of sexual offences recorded per day has increased from an average of 11 per day during the 12 months to September 2017 to 13 per day during the 12 months to September 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 July 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 the Health Service.

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)

Neighbourhood Policing Teams have begun additional training and Northern Area Command's Neighbourhood Officers are now working alongside MOSOVO specialists in the effective risk management of registered sex offenders, with Southern and Central Area Commands also undergoing training this quarter. The improved approach has already seen success, including prosecutions for breaching notification requirements, further safeguarding and more robust risk management planning. A cyber training programme is being developed to provide MOSOVO specialists with the skills and support required to more intrusively risk manage sexual and violent offenders.

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 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 a victim of. There are a number of ongoing cases being investigated by the complex abuse investigation teams.

Following on from the success of previous sexual exploitation investigations, some victims have worked with Northumbria Police to share their experiences so that we can improve the response to vulnerable victims and the support required throughout the investigation, court process and beyond.

Tackling Modern Day Slavery (MDS)

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

The Force has established a MDS protocol in conjunction with local authorities, which will provide a consistent approach to the safeguarding of victims and the ability to respond to pre-planned and live incidents across the Force.

Hope for Justice, who is commissioned by the PCC, has delivered training to the local authorities. Northumbria Police has delivered awareness sessions to Sunderland Children and Adult Social Care, Your Homes Newcastle and at the South of the Tyne Whole Family Conference.

Northumbria Police is holding a joint MDS conference with Durham Constabulary on 22nd October 2018. This conference is a learning event about Operation Cluster, which was a successful, large scale MDS investigation conducted by Northumbria Police.

Safetyworks!

Following a successful launch of Safetyworks! utilising Innovation Funding, the PCC and Northumbria Police have permanently funded five posts including school liaison officers to ensure a corporate and consistent approach to educating young people. Safetyworks! staff

attend strategic safeguarding meetings to ensure their training packages contain the most up to date themes and procedures.

Domestic abuse sessions have been commissioned by the PCC and delivered by Barnardos. Safetyworks! will be working in partnership with Barnardos to deliver these sessions in October 2018.

Domestic Abuse (DA)

During the 12 months to September 2018, the Force responded to an average of 96 calls about DA each day, this is an increase from an average of 87 per day during the 12 months to September 2017 (measure 2). 43% of victims identified as high or medium risk are repeat victims (measure 3).

Domestic Abuse Procedure

The new Domestic Abuse Procedure will be launched in Quarter 3, which aims to improve the victim experience by ensuring appropriate and robust response, safeguarding and investigation. All officers will receive innovative training and awareness around initial response to DA, safeguarding and investigation.

The new procedure also includes a new definition of Adolescent to Parent Violence and Abuse (APVA) with an associated procedure. Implementation of the new model will take place early in 2019 after new DA training has been delivered to frontline officers to ensure the APVA model is understood and applied correctly. Sixty officers have been trained in the first police APVA awareness course in the country, which was funded by the PCC.

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 that child. This gives the officer the opportunity to understand the impact and develop the right response to support the child.

A Domestic Abuse poster campaign led by the OPCC shows the damaging effect abuse in the home can have on children.

Operation Encompass

Operation Encompass is a police and education led process, 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. As a result of Encompass over 1,000 children were supported at school following a domestic incident.

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 April 2018, 189 subjects were discharged from MATAC. After six months of being discharged the level of DA offending is assessed using the RFG score. Of the 189, the offending score is lower for 77% (146 offenders).

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 September 2018, there were 378 applications to court (354 in the previous period); 326 granted by the court (319 in the previous period); and 52 refused (35 in the previous period). In the latest period there were 72 breaches of DVPOs (compared to 75) and 22 breaches of DVPNs compared to 26 in the previous period.

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 September 2018, Northumbria Police received 253 Clare's Law applications which met the criteria.

There were 63 applications under the 'Right to know' resulting in 58 disclosures, and 190 applications under the 'Right to Ask' resulting in 87 disclosures.

	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)						
6. Initial contact	95% and above	98% ● +/- 1.2	97% ● +/- 1.5	96% ● +/- 1.7	97% ● +/- 1.4	97% ● +/- 1.6
7. Response time	90% and above	93% ● +/- 2.0	92% ● +/- 2.2	91% ● +/- 2.4	93% ● +/- 1.9	91% ● +/- 2.4
8. Action taken	90% and above	90% ● +/- 2.2	89% ● +/- 2.5	87% ● +/- 2.7	91% ● +/- 2.1	88% ● +/- 2.6
9. Follow-up	90% and above	88% ● +/- 2.4	86% ● +/- 2.8	85% ● +/- 3.0	88% ● +/- 2.4	87% ● +/- 2.8
10. Treatment	95% and above	96% ● +/- 1.5	96% ● +/- 1.6	94% ● +/- 1.8	96% ● +/- 1.4	95% ● +/- 1.7
11. Whole experience	90% and above	93% ● +/- 1.8	93% ● +/- 2.1	92% ● +/- 2.2	94% ● +/- 1.8	92% ● +/- 2.1
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% ● +/- 1.7	93% ● +/- 2.1	93% ● +/- 2.1	95% ● +/- 1.8	94% ● +/- 1.9

Domestic Abuse victims continue to have high levels of satisfaction with 92% satisfied, and many victims provide positive feedback about the support received from officers. Satisfaction with the actions taken has reduced from 91% to 88% and is below the agreed threshold of 90%. Common reasons for dissatisfaction with the police service are a lack of action or appropriate intervention against the offender and a lack of updates throughout 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. Follow-up satisfaction is at 87%, which is stable compared to previous quarters.

Confidence in reporting DA remains high at 94%, but is now below the agreed threshold of 95%. 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.

Multi Agency Safeguarding Hubs (MASH)

The six MASHs are now well established and are receiving positive feedback from all the agencies involved in safeguarding adults and children. The MASHs are producing consistency and improvements in working practices. In Quarter 3, the MASHs will take responsibility for management of both ‘Clare’s Law’ and ‘Sarah’s Law’.

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

The Whole System Approach continues to be delivered across the region and is on track and within timescales. There is a considerable amount of national interest in the model and details of this have been shared with the NPCC national DA stakeholder group and the College of Policing, with a view to their assisting in sharing learning and outcomes. Evaluation of the project is ongoing by an independent evaluation provider.

More accurate recording of domestic and sexual abuse

Domestic and Sexual Abuse

	Threshold	Quarterly data					12 months to...	
		2017/18 – Q2	2017/18 – Q3	2017/18 – Q4	2018/19 - Q1	2018/19 – Q2	September 2017	September 2018
13. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	96% ● 52 under recorded	97% ● 34 under recorded	97% ● 42 under recorded	97% ● 32 under recorded	96% ● 58 under recorded	95% ● 227 under recorded	97% ● 168 under recorded
14. Percentage of rape offences recorded within 24 hours	90% and above	89% ● 350 within 24 hours	88% ● 342 within 24 hours	88% ● 301 within 24 hours	89% ● 386 within 24 hours	89% ● 399 within 24 hours	92% ● 1,306 within 24 hours	89% ● 1,428 within 24 hours
15. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	75% ● 3 inappropriately cancelled	100% ● 0 inappropriately cancelled	94% ● 2 inappropriately cancelled	75% ● 7 inappropriately cancelled	82% ● 4 inappropriately cancelled	91% ● (12 months to Aug 17)	89% ● 13 inappropriately cancelled (12 months to Aug 18)

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, NCRS compliance for sexual offences

has increased from 95% during 12 months to September 2017 to 97% during the 12 months to September 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 13 inappropriately cancelled crimes in the 12 months to August 2018 (11 were administration errors and 2 were non-compliant cancelling); compliance of 89% 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 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
16. Attendance rate for priority 1 incidents (Urban)	10 minutes	13 mins 29 secs ●	13 mins 50 secs ●	13 mins 44 secs ●	14 mins 0 secs ●	14 mins 50 secs ●	12 mins 58 secs ●	14 mins 14 secs ●
17. Attendance rate for priority 1 incidents (Rural)	20 minutes	24 mins 10 secs ●	26 mins 15 secs ●	26 mins 36 secs ●	25 mins 30 secs ●	27 mins 43 secs ●	23 mins 18 secs ●	26 mins 40 secs ●
18. Attendance rate for priority 2 incidents	60 minutes	1 hr 17 mins ●	1 hr 14 mins ●	1 hr 9 mins ●	1 hr 37 mins ●	2 hr 32 mins ●	1 hr 4 min ●	1 hr 40 mins ●

	Threshold	February 2017	November 2017	September 2018
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, and September 2018 is based on a sample of 349)				
19. Correct greeting and overall politeness	95% and above	96% ●	97% ●	99% ●
20. An explanation of response was given	73% and above	58% ●	65% ●	78% ●
21. All information was recorded	87% and above	80% ●	85% ●	89% ●
22. Contact handler reassured the caller	90% and above	88% ●	86% ●	92% ●
23. Contact handler related with the caller	90% and above	90% ●	88% ●	Data is not yet available
24. Contact handler resolved the caller's request	90% and above	93% ●	94% ●	94% ●

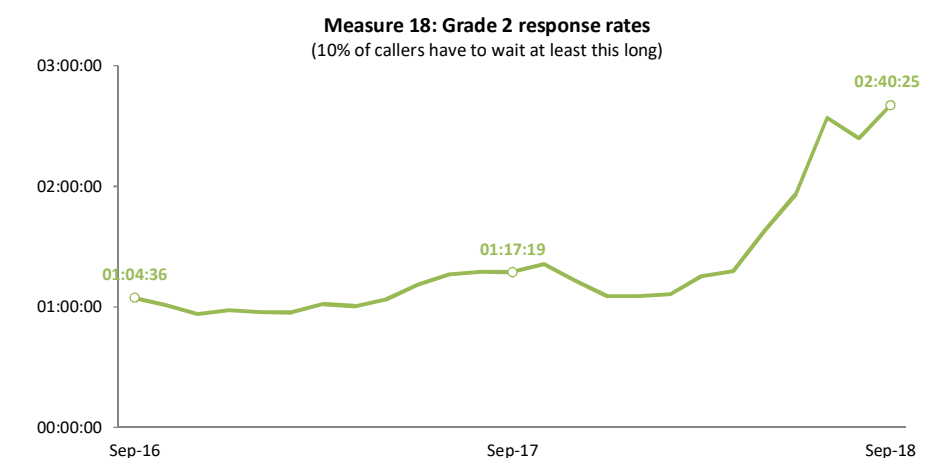
Attendance rates for priority 1 and 2 incidents have continued to increase and remain an area for improvement monitored under the Responding to the Public Operational Delivery Group. In the last quarter, the 90th percentile for grade 2 incidents is 2 hours and 32 minutes; or alternatively 10% of callers reporting a priority 2 incidents had to wait more than 2 hours and 32 minutes for a response. The 90th percentile response rate for priority 1 incidents was 14 minutes 50 seconds for urban and 27 minutes and 43 seconds for rural.

The number of incidents assessed as priority 1 has increased by 25% in the last quarter compared to the same time last year (an increase of 25% in urban areas and an increase of 29% in rural areas); those assessed as priority 2 have increased by 11% over the same period. These increases are, in part, due to an improvement in identifying vulnerability at the first point of contact and therefore assigned a higher priority for a more urgent response (see page 9).

	July to September		July to September	
	2017	2018	Change	
Priority 1 (urban)	11,341	14,168	2,827	25%
Priority 1 (rural)	901	1,162	261	29%
Priority 2	37,170	41,429	4,259	11%
Priorities 1 and 2	49,412	56,759	7,347	15%

There has been a number of significant events over the summer, both within the region, as well as provision of mutual aid to other force areas, which has resulted in abstraction from response resources. There has also been an emphasis on improving the quality and standard of investigation and appropriate safeguarding of vulnerable victims, which has also impacted on attendance rates.

A number of measures have been put into place to minimise the impact, including: maximising the use of limited and restricted officers; and utilising the Demand Support Teams to deal with immediate and priority calls.



Improved victim satisfaction and police response (2 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q2	2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	September 2017	September 2018
Average time to answer calls								
25. Emergency calls	0 mins 10 secs	0 mins 22 secs ●	0 mins 20 secs ●	0 mins 09 secs ●	0 mins 13 secs ●	0 mins 15 secs ●	0 mins 17 secs ●	0 mins 14 secs ●
26. 101 – Non-Emergency calls	1 min 0 secs	2 mins 21 secs ●	1 mins 50 secs ●	0 mins 41 secs ●	0 mins 42 secs ●	1 mins 10 secs ●	1 mins 26 sec ●	1 mins 05 secs ●
27. 101 – Secondary calls	1 min 0 secs	3 mins 47 secs ●	2 mins 35 secs ●	1 mins 00 secs ●	1 mins 21 secs ●	2 mins 12 secs ●	1 min 56 secs ●	1 mins 43 secs ●
Percentage of calls answered								
28. Emergency calls	98% and above	94% ● 62,119 calls	95% ● 59,272 calls	99% ● 50,797 calls	99% ● 58,645 calls	99% ● 63,895 calls	95% ● 220,049 calls	98% ● 232,609 calls
29. 101 – Non-Emergency calls	90% and above	78% ● 82,669 calls	84% ● 81,809 calls	95% ● 84,101 calls	95% ● 88,184 calls	89% ● 81,820 calls	86% ● 288,524 calls	91% ● 335,914 calls
30. 101 – Secondary calls	90% and above	56% ● 19,087 calls	73% ● 17,005 calls	90% ● 16,752 calls	90% ● 23,322 calls	82% ● 12,799 calls	68% ● 168,042 calls	84% ● 69,879 calls

There is an improved call handling position compared to the same period last year; however the average times taken to answer calls during the 12 months to September 2018 are longer than the thresholds.

Call performance in Quarter 2 (2018/19) has deteriorated compared to Quarter 1 (2018/19); however the non-emergency call answer rate is only just below threshold. Average answer times have fallen for all call classes. Over the same period, the number of Emergency and

Non-Emergency calls received have increased by 4,053 (an increase of 3%).

A variety of ICT issues have impacted on the call handling performance. To understand these issues further, and their impact on performance, a log has been kept since July 2018. Between July and September, 76 issues have been logged; some low level and some more serious. Work is ongoing between the Communication department, ICT, BT, and software providers to address these issues.

The new Customer Service Desk, introduced in the summer 2018 is used to route calls other than Emergency and Non-Emergency to the most appropriate resource at first point of contact. It is too early to assess the impact of this triage process.

Improved victim satisfaction and police response (3 of 3)					Putting Victims First	
	Threshold	Rolling 12 month data (since October 2017) to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 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	Initial survey results will be available for the quarter 3 update				
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	96% +/- 1.1	No data, survey commenced August 2017	96% +/- 1.0
33. Response time	New measure		90% +/- 2.0	90% +/- 1.6		89% +/- 1.4
34. Action taken	New measure		83% +/- 2.5	84% +/- 1.9		83% +/- 1.7
35. Follow-up	New measure		70% +/- 3.6	72% +/- 2.8		70% +/- 2.6

36. Treatment	New measure		94% +/- 1.6	94% +/- 1.1		94% +/- 1.1
37. Whole experience	New measure		83% +/- 2.4	84% +/- 1.8		83% +/- 1.7
Percentage of victims satisfied with the Resolution Without Deployment (RWD) policing response provided: (600 surveys completed per annum)						
	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
38. Action taken	90% and above	93% ● +/- 2.0	92% ● +/- 2.3	91% ● +/- 2.4	93% ● +/- 1.9	90% ● +/- 2.7
39. Victim thought their incident was taken seriously	90% and above	89% ● +/- 2.3	88% ● +/- 2.5	87% ● +/- 2.6	91% ● +/- 2.0	85% ● +/- 2.8
40. Whole experience	85% and above	86% ● +/- 2.5	85% ● +/- 2.6	85% ● +/- 2.8	87% ● +/- 2.3	83% ● +/- 2.9

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.

The volume crime survey provides detailed information about the victim experience. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (83% and 70% respectively; measures 34 and 35). Analysis of victim surveys identified victim experience could be improved by:

- 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 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 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) Satisfaction

Whole experience satisfaction (measure 40) has been decreasing since March 2017 and is currently at 83% compared to 87%

previously. There have been statistically significant reductions for actions taken (measure 38), from 93% to 90%, and victims agreeing their incident was taken seriously (measure 39), from 91% to 85%.

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' was introduced for all appointments to discuss customer expectation and satisfaction to ensure satisfaction for every contact, although to date this has not had the anticipated impact on satisfaction rates.

Victims are supported to cope and recover from their experience of crime							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q2	2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	September 2017	September 2018
41. Percentage of victims with a satisfactory needs assessment	85% and above	85% ● of 28,000 victims	84% ● of 27,537 victims	83% ● of 26,438 victims	83% ● of 28,970 victims	84% ● of 28,867 victims	80% ● of 99,585 victims	83% ● of 111,812 victims
42. Percentage of needs assessments completed within 48 hours. ³	80% and above	85% ● of 28,000 victims	89% ● of 27,537 victims	87% ● of 26,438 victims	86% ● of 28,970 victims	86% ● of 28,867 victims	83% ● of 61,727 victims	87% ● of 111,812 victims

³This measure was introduced in March 2017. The figure quoted for 12 months to September is based on March 2017 to September 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'. A significant portion of the programme is dedicated to improving 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

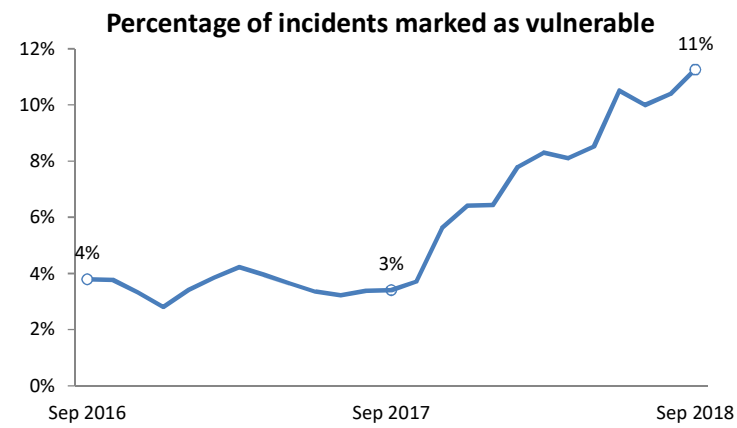
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
		43. Attendance rates at incidents with vulnerable victims (priority 2)	60 minutes	1 hr 19 mins ●	1 hr 12 mins ●	1 hr 2 min ●	1 hr 25 mins ●	2 hr 12 mins ●

	Threshold	February 2017	November 2017	September 2018
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, and September 2018 is based on a sample of 349)				
44. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded	90% and above	No data, measure introduced in November 2017	84% ●	92% ●
45. Allocated the most appropriate response	90% and above	87% ●	82% ●	90% ●

A THRIVE action plan is in place and continues to drive improvements with regular performance scrutiny. Additional refresher THRIVE training has been provided to all Communications staff.

There is an improved focus in recognising vulnerability at the first point of contact. In September 2018, the Force identified and marked 11% of all incident demand as vulnerable, compared to only 3% in September 2017.

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



Increased number of guilty pleas at first hearing							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2017/18 – Q2	2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2 (July and August)	August 2017	August 2018
46. Percentage of guilty pleas at first hearing ⁴	70% and above	64% ●	62% ●	61% ●	67% ●	65% ●	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

sub-group is 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 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 – Q2 (July & Aug only)	August 2017	August 2018
47. Appropriate use of out of court disposals where a charge is the normal outcome ⁵	Monitor	64%	69%	65%	54%	53%	62%	61%

	Threshold	Rolling 12 month data to...			12 months to...	
		June 2017	September 2017	December 2017	March 2017	March 2018
48. Monitor the number of first time entrants to the criminal justice system ⁶	Monitor	2,852	2,806	2,767	3,039	2,861

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)

The current Out of Court Disposal process is embedded across the Force. Daily checks are made to ensure that there are no missed opportunities to divert a charge into a conditional caution. Northumbria University is independently evaluating this project, with the final report due after March 2019.

From the period of 9th October 2017 to 3rd October 2018, the total number of referrals to the pathways was 464.

- **Women's pathway** [166 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** [16 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)** [26 referrals] – Undertaken by Lifeline this pathway is designed to illustrate the impact of offender actions when under the influence of alcohol.
- **Drugs/Alcohol triage** [149 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** [72 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** [35 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.

First Time Entrants to the Criminal Justice System

The number of first time entrants to the criminal justice system has reduced by 6% over the past 12 months. This follows a similar national trend (-11%). The rate per 1,000 population is similar to 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 - Q2 (September)	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2 (July to August)	August 2017	August 2018
49. Percentage of post-charge failures	32% and below	46% ● 194 failures	41% ● 615 failures	34% ● 480 failures	33% ● 453 failures	30% ● 309 failures	No data, data only available since September 2017	36% ● 2,051 failures

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
Charge rate for:								
50. Rape	9% and above	8% ● 35 charges	9% ● 36 charges	5% ● 23 charges	4% ● 21 charges	5% ● 24 charges	11% ● 162 charges	6% ● 104 charges
51. Sexual offences	12% and above	9% ● 65 charges	13% ● 90 charges	11% ● 80 charges	7% ● 58 charges	11% ● 80 charges	15% ● 380 charges	10% ● 308 charges
52. Domestic abuse	22% and above	16% ● 927 charges	16% ● 920 charges	15% ● 905 charges	16% ● 1,021 charges	16% ● 1,090 charges	21% ● 3,359 charges	16% ● 3,936 charges

	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	August 2017	August 2018
Conviction rate for: ⁷						
53. Rape	58% and above	52% ●	54% ●	58% ●	46% ●	56% ●
54. Sexual offences	83% and above	82% ●	83% ●	82% ●	79% ●	82% ●
55. Domestic abuse	76% and above	71% ●	72% ●	72% ●	71% ●	71% ●
Report to conviction rate for:						
56. Rape	5% and above	5% ●	4% ●	4% ●	5% ●	3% ●
57. Sexual offences	10% and above	10% ●	10% ●	8% ●	10% ●	8% ●
58. Domestic abuse	17% and above	13% ●	11% ●	11% ●	15% ●	11% ●

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

Post Charge Failures

Latest performance data for file quality shows a post charge failure rate of 30%; a continued improvement which is now below the threshold (measure 49). During the last quarter there have been several improvements made including:

- A joint file quality improvement plan between Police and CPS.
- LCJB Performance Sub-Group has been established with improvements in file quality as a priority action.

- LCJB file quality data published in the new LCJB Performance Report.
- Raising Investigative Standards training delivered to all inspectors and sergeants, which included most common file quality failure reasons and advice to avoid these.

Plans to improve post charge failures in the next quarter include:

- Further Raising Investigative Standards training to officers to be delivered Autumn 18.
- Training package for disclosure and file preparation.

- Analysis of all cases which fail for lack of digital evidence.
- Development work begins for the creation of a digital file wizard to design out common file quality errors.

Rape Charge Rate

The reporting and recording of rape crimes has increased; however there is a reduction in the rape charge rate which is 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%

Figures released recently by the CPS reveal a reduction of 23% in the number of rape suspects prosecuted in 2017-18 compared with the previous year, whilst in the same period there was an increase of 31% (almost 54,000) in reported offences.

A significant amount of work is ongoing to improve the response to rape. Northumbria Police has made contact with all 42 forces in England and Wales to identify best practice, which could be adopted to improve performance. This research shows that all forces respond to reports of rape in a similar way. Sexual Investigation Offences Trained (SOIT) officers provide the initial response, utilising the services of a Sexual Assault Referral Centre (SARC) and 'golden hour' investigative principles to maximise the recovery of evidence, in particular forensic evidence.

Some forces utilise dedicated rape investigation units in-line with Northumbria Police, whereas others investigate rape crimes using general detective teams who are also responsible for investigating other crime types. All forces have adopted the Rape and Serious Sexual Offences (RaSSO) 'gatekeeper role' for the purposes of improving case file quality and ensuring that the evidential threshold

is met prior to submission and referral to a CPS reviewing lawyer for charging advice. Work is underway to determine whether the current arrangements between Northumbria Police and CPS provide the opportunity for challenge and escalation where objective opinion as to case progression may differ.

Northumbria Police is currently compiling an improvement plan which includes activity across the whole victim journey through the criminal justice process with a view to driving improvements and performance outcomes.

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).

Local Criminal Justice Board (LCJB)

As part of the LCJB, Northumbria Police has developed a pilot in the southern area to divert adult offenders (18 years and over) to VFN as a condition of the community resolution. The pilot aims to reduce offending by assisting offenders in understanding the impact their offending has on victims. As part of the community resolution, offenders will write a letter of explanation for the victim. This will be overseen by VFN who will then deliver the letter to the victim and answer any questions they may have.

The VAware practitioner uses the programme as a catalyst to engage offenders and establish if they would like to take part in a restorative justice intervention. The practitioner then works with VFN

and the police to establish the victim's views and ensure restorative justice is progressed where appropriate and in the most suitable format for all concerned.

Rape Victim Survey

Since the survey was launched in March 2018, a total of 74 rape victims have participated. The majority of victims are satisfied with the service provided by the police (89%).

Of the 74 victims surveyed, 14 identified follow-up contact as an area for improvement. The need for more frequent updates was a common issue of those unhappy with follow-up.

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

Domestic Abuse Charge Rate

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 Investigative Standards Task and Finish Group, will address issues in relation to investigative performance. This is subject to ongoing dip-sampling and feedback, with findings included in the new force-wide Raising Investigative Standards training.

Current activity aims to increase evidence-led prosecutions, improve risk management and educate officers as to why victims may not support a prosecution. This is provided in training, supervisor inputs and internal campaigns.

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 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 – Q2	September 2017	September 2018
59. Recorded levels of anti-social behaviour incidents	Monitor	14,627 159 per day	12,924 140 per day	11,472 127 per day	14,093 155 per day	13,323 145 per day	57,673 158 per day	51,812 142 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 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% ● +/- 0.9	14% ● +/- 1.0	15% ● +/- 1.0	13% ● +/- 0.8	16% ● +/- 1.1
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	77% ● +/- 3.6	79% ● +/- 2.7	79% ● +/- 2.3	No data, survey commenced September 2017	79% ● +/- 2.1
62. Percentage of victims of long term ASB who experienced no further incidents since their report (600 surveyed)	50% and above	56% ● +/- 4.3	54% ● +/- 4.0	50% ● +/- 3.8	57% ● +/- 4.0	47% ● +/- 3.5

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; in that some incidents that were recorded as ASB are now recorded as a crime.

Perceptions of ASB have increased in local neighbourhoods according to local resident surveys, with the percentage of people who feel that ASB is a local problem increasing statistically from 13% to 16% (measure 60), taking it above the threshold. The percentage of people experiencing no further incidents following a report of ASB has decreased statistically from 57% to 47%, however, confidence in reporting has shown an improvement from 77% to 79%, but is not yet achieving the threshold of 85%.

Northumbria Police continue to work in partnership with a range of partners to address issues important to local communities. A number of recent examples highlighting activity across the Force are summarised below.

Operation Quantum, a multi-agency operation in Southern Area Command, aims to tackle youth-related ASB.

Following an increase in ASB reports, leading to damage and threats in Amble, Northumbria Police and other agencies met with residents. Actions were agreed around CCTV, Community Protection Warnings and increased patrols, supported by the local housing agency. This has resulted in no further calls for service.

A local street survey has been conducted in the Nook area of North Tyneside with joint tenancy enforcement action carried out with North Tyneside Council following a rise in calls in the area.

A partnership initiative has started in Sunderland and South Tyneside, which aims to resolve ASB at the earliest opportunity. The first stage involves joint visits with Police and ASB Council Officers. If this is unsuccessful action is escalated to involve other measures, such as Community Protection Warnings and Notices, Closure Orders and Community Behaviour Orders (CBO). Sunderland and South Tyneside have recently had successful CBO applications.

Recent incidents and emerging crime trends are discussed at a multi-agency weekly tasking meeting in South Tyneside. Partners include representatives from South Tyneside Homes, Police, Tyne and Wear Fire Service (TWFS), Youth Offending Service (YOS), Community Safety and Environmental Health. Joint actions are agreed in response to shared intelligence and community concerns.

The SARA (Scan, Analyse, Response, and Assessment) problem solving tool was used to address ASB in Sunnyside and Mowbray Park in Sunderland and Chichester Metro in South Shields. ASB identified in these areas ranged from motorbike disorder to anti-social drinking. Officers dealt with the immediate offences and then implemented longer-term prevention plans in partnership with the local council, housing agencies and Environmental Health.

A community engagement event was held with residents in Blyth regarding complaints of boy racers. Operation Triton has been implemented, with a number of multi-agency tactics being deployed. Since the beginning of the operation there have been no further vehicle-related incidents.

Joint work with Trading Standards resulted in the successful revocation of an off-licence in North Tyneside linked to selling alcohol to children.

Chow Dene is a wooded area in Gateshead that has for some years been a gathering point for young people and associated ASB. The Force issued a dispersal notice during the peak periods of activity over two weekends. Increased patrols and direct contact from residents led to developing a good working relationship with the community. Further ASB powers have been used against some of the individuals involved. Having involved the residents from the start, the Dene itself was now subject to community action; residents want to reclaim it and clean it to deter future activity.

A pilot has been set up involving Police, Tyne and Wear Fire Service and the Local Authority to looking at tackling problems within hot spot areas within Southwick. The trial will run for two weeks leading up to Bonfire Night with various prevention and deterrence activities, patrols, information drop-ins, and school inputs. Bonfire Night has been selected due to the increase in demand for both Police and Fire services.

Friends of Saltwell Park received problem solving training from Northumbria Police as part of an initiative to address ASB and criminal damage at Saltwell Park. Calls have reduced and the quality of intelligence has improved. This has also led to public reassurance for users of the park.

Improved satisfaction for victims of ASB

Reducing Anti-Social Behaviour

	Threshold	Rolling 12 month data (since September 2017) to...			September 2017 to...	
		December 2017	March 2018	June 2018	September 2017	September 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	92% ● +/- 2.4	93% ● +/- 1.7	93% ● +/- 1.4	No data, survey commenced September 2017	93% ● +/- 1.3
64. Response time	90% and above	88% ● +/- 4.0	90% ● +/- 2.6	90% ● +/- 2.3		90% ● +/- 2.2
65. Action taken	85% and above	88% ● +/- 4.0	88% ● +/- 2.9	87% ● +/- 2.6		86% ● +/- 2.6
66. Follow-up	85% and above	66% ● +/- 8.4	68% ● +/- 6.0	68% ● +/- 5.3		68% ● +/- 5.1
67. Treatment	95% and above	97% ● +/- 1.9	97% ● +/- 1.4	96% ● +/- 1.5		96% ● +/- 1.4
68. Whole experience	85% and above	77% ● +/- 3.6	83% ● +/- 2.4	82% ● +/- 2.1		81% ● +/- 2.0

Providing follow-up contact is the key area for improvement according to victim feedback, with 68% of ASB victims who wanted an update receiving one (measure 66). This aspect of service has a significant influence on overall victim satisfaction which is currently 81% (measure 68).

Improving follow-up satisfaction forms part of the action plan which is referenced in the 'Putting Victims First' section. 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 lower than the threshold and make improvements to service delivery.

Working in partnership to tackle crime

Northumbria Police work with each of the six Community Safety Partnerships (CSPs). They are local multi-agency partnerships that were 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:

Safer Estates Sunderland North is a partnership between Northumbria Police, Gentoo and Sunderland Council. The aim is to tackle long term crime and ASB issues on the Witherwack Estate. The operation led to nine arrests for racially aggravated criminal damage and public order offences, the issuing of 12 Acceptable Behaviour Agreements and one Community Protection Notice, four Restraining Orders and tenancy action resulting in eviction.

Operation Sabor was launched in the Hirst area of Ashington following an armed robbery and other incidents causing community

concern. The multi-agency operation involved joint visits with a domestic abuse worker for vulnerable victims, community safety and tenancy enforcement, targeting wanted people, gathering community intelligence and an engagement day in Hirst Park.

Operation Vienna, in the Saltwell area of Gateshead, involves working with housing officers to tackle problem properties and improve community confidence.

Safer night-time economy

Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
69. Recorded crime levels in night time economy areas	Monitor	1,534 17 per day	1,585 17 per day	1,479 17 per day	1,491 16 per day	1,489 16 per day	5,484 15 per day	6,044 17 per day

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
70. Perceptions of safety of those that use the night time economy (5,000 surveyed annually, introduced June 2017)	Monitor	90% +/- 2.3	90% +/- 2.1	90% +/- 1.9	89% +/- 3.1	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. Recorded crime in NTE areas has increased by 10% from an average of 15 to 17 crimes per day (measure 69). This increase is largely attributable to an increase in recorded assaults without injury (an increase of 17% over the same period). Perceptions of safety amongst those who use the NTE are high, with 90% feeling safe whilst out on an evening.

Operation Cloak was implemented over the University Fresher period and included an intelligence led approach to detect predatory behaviour. The operation complements other initiatives to create a safer night time economy, including the "Shout Up" campaign, devised by Newcastle City Council in partnership with Rape Crisis Tyneside and Northumberland, which 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.

The scheme is promoted through Ambassador Venues (Tup Tup Palace, Flares, Madame Koo, Floritas and House of Smith) on Collingwood Street to heighten awareness, encourage patron and staff to take responsibility for reporting, intervening and taking positive action in preventing sexual violence and harassment in venues and the wider night-time economy.

Northumbria Police has improved working relationships with Security Industry Authority staff in the NTE including formal briefings each weekend. Consultation with operators and promoters is ongoing and improves the Force's understanding of demand in the city centres, allowing the Police to influence good practice and ensuring resourcing is appropriate.

A proposal is underway to introduce a taxi officer role. Funding has been agreed between Newcastle and Gateshead Councils under the Taxi Licensing Scheme pilot launched in 2017. The pilot improves the protocols around disclosure to ensure that drivers who pose a risk to the public are identified and have their licence revoked or suspended. Recent revocations and refusals have been made which involved drivers displaying concerning sexualised behaviour towards passengers.

Fewer offenders, specifically those who cause the most harm to victims

Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
71. Recorded crime	Monitor	40,186 437 per day	38,809 422 per day	37,496 417 per day	41,129 452 per day	41,931 456 per day	140,411 385 per day	159,120 436 per day
72. Recorded crime levels based on the crime severity score published by ONS ⁸	Monitor	53,842	53,396	54,110	60,585	54,938	47,339	51,208
73. Compliance with National Crime Recording Standards	95% and above	96% ● 1,814 under recorded	95% ● 1,990 under recorded	98% ● 864 under recorded	97% ● 1,120 under recorded	95% ● 2,058 under recorded	94% ● 9,296 under recorded	96% ● 5,894 under recorded
74. Percentage of crimes recorded within 24 hours ⁹	90% and above	84% ● 35,113 within 24 hours	88% ● 35,695 within 24 hours	87% ● 33,754 within 24 hours	86% ● 36,225 within 24 hours	85% ● 35,540 within 24 hours	80% ● 114,255 within 24 hours	86% ● 141,214 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 to national crime recording standards, with compliance now at 96% (measure 73). As previously reported to the Police and Crime Panel on 12 July, there have been actual increases in certain crime types; for example, sexual offences, theft and handling, including aspects of vehicle crime, burglaries that occur within dwellings and crimes as a result of the impact of social media and emergence of cyber-crime. Additionally, there remains an element of unknown demand arising from the significant under-reporting of some crime types, such as hate crime, child sexual exploitation, modern slavery and stalking and harassment.

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. This includes 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 (4.8%). This is the lowest it has been since the measure was introduced in 2007.

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, it remains lower than the threshold of 90%. During the 12 months to September 2018, 44% of crimes were recorded by the communications department.

Integrated Offender Management (IOM)

Northumbria Police launched a new model of Integrated Offender Management (IOM) in 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, financial management, relationships, lifestyle and associates, attitudes, thinking and behaviour and mental and physical health.

A Local Criminal Justice Board Integrated Offender Management subgroup has been established, incorporating Police, National Probation Service (NPS), Community Rehabilitation Company (CRC), HM Courts & Tribunal Service (HMCTS), Crown Prosecution Service (CPS), HM Prison Service (HMPS), Youth Offending Team (YOT) and Local Authorities (a representative from Gateshead). The group is developing performance measures for IOM activity as there is a lack of national standard performance measures.

An interim evaluation has begun and it is anticipated to be completed in November 2018.

Serious and Organised Crime (SOC)

Northumbria Police continue to tackle serious and organised crime. The Force currently has 52 mapped Organised Crime Groups (OCGs), with a total of 413 members. Since July 2018, there have been 53 disruption actions against these groups including:

- **Operation Poppy** which has been widely reported in the media, resulting in sentences of life imprisonment for possession of a firearm with intent, three and a half years of imprisonment for attempting to pervert the course of justice and two years' imprisonment for attempting to pervert the course of justice.
- **Operation Kola** involving supply of class A controlled drugs. The main subject of the operation was arrested and 2 kilograms of cocaine were recovered with a street value in the region of £250,000. Another individual arrested had £80,000 cash in their possession.
- **Operation Dyson** involved human trafficking of Vietnamese nationals in the cannabis production trade in the UK. Seven people have been arrested in the Northumbria and Cleveland areas. Five cannabis farms were found, with an estimated combined value of £500,000.

In July, a peer review of the Serious and Organised Crime processes was undertaken by the national lead. The Force was found to have good processes and a good response to SOC. Recommendations for improvement are currently being implemented.

Raising Investigative Standards

Improvements have been made to how crimes are allocated for investigation. This includes a Resolution Centre and Quality and Standards Team where crimes are allocated to the right resource with the skills to investigate.

A new Investigative Assessment Framework (IAF) was implemented in September, which aims to:

- Improve identification of vulnerability to ensure safeguarding and support is based on victim need.
- Improvements to investigative plans and therefore overall investigations.
- Improvements to supervisory oversight.
- Proportionate investigation of crimes which are not solvable.
- Ensuring the right resource with the right skills are allocated to the appropriate investigation.

All inspectors and sergeants have attended 'Raising Investigative Standards' training, which reinforced high standards of investigation and the entitlements laid out in the Victims' Code of Practice.

The next phase of the training will be launched in October, with an interactive magazine. This first magazine focuses on the initial attendance and investigation of a domestic abuse incident, with the following issues planned to cover the secondary investigation phase.

The Force is also working with the College of Policing to benchmark the current investigative capability of the Force. This will ensure investigative skills continue to be developed, particularly for increasingly complex cases, which involve digital and cyber-related criminality. The new force operating model will see an uplift of trained investigators.

* 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 – Q2	2017/18 – Q3	2017/18 – Q4	2018/19 – Q1	2018/19 – Q2	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	75	57	25	18	No data, Intervention introduced in October 2017	175

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 (O OCD)

Northumbria Police continue to tackle the root cause of offending behaviour. Since the launch of Out of Court Disposals in October 2017, 175 offenders have been referred for substance abuse interventions (149 to Drugs and/or Alcohol triage, 26 to Alcohol Behaviour Change).

Cutting Drug Use

Northumbria Police has continued to target the supply and use of illegal drugs. Recent examples involved the Gateshead Complex Cases Panel supporting a number of individuals, including those with chaotic lifestyles due to substance dependency.

A Partial Closure Order was used after concerns were raised about drug use at a residence in Gateshead, which was also connected to the supply of stolen goods. This has reduced the related ASB in the local area.

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...	
		December 2017	March 2018	June 2018	September 2017	September 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% ● +/- 1.0	85% ● +/- 1.1	85% ● +/- 1.2	86% ● +/- 0.9	83% ● +/- 1.2
77. Percentage of people who feel safe in their local area (5,000 surveyed annually)	95% and above	97% ● +/- 0.4	97% ● +/- 0.4	97% ● +/- 0.5	98% ● +/- 0.3	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	54% ● +/- 1.5	52% ● +/- 1.5	56% ● +/- 1.3	50% ● +/- 1.6
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)						
79. Initial contact	95% and above	97% ● +/- 2.1	97% ● +/- 2.0	97% ● +/- 2.0	99% ● +/- 1.5	95% ● +/- 2.3
80. Response time	90% and above	86% ● +/- 4.1	88% ● +/- 3.6	88% ● +/- 3.4	85% ● +/- 4.5	89% ● +/- 3.2
81. Action taken	90% and above	83% ● +/- 4.2	83% ● +/- 3.9	86% ● +/- 3.6	84% ● +/- 4.3	86% ● +/- 3.5
82. Follow-up	90% and above	77% ● +/- 5.0	75% ● +/- 4.9	76% ● +/- 5.0	81% ● +/- 4.6	76% ● +/- 5.0
83. Treatment	95% and above	92% ● +/- 3.0	92% ● +/- 2.8	94% ● +/- 2.4	94% ● +/- 2.8	94% ● +/- 2.3
84. Whole experience	90% and above	82% ● +/- 4.2	82% ● +/- 3.9	82% ● +/- 3.9	84% ● +/- 4.2	84% ● +/- 3.7

The percentage of people who believe the police do a good job has reduced statistically, from 86% previously to 83%, and is below the threshold of 85% (measure 76). Feelings of safety remain high at 97% (measure 77).

The percentage of people who believe the level of visibility is 'about right' has continued to reduce statistically, from 56% to 50% and is below 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 which is supported by the high perceptions of safety.

Hate Crime

Hate crime satisfaction has seen a long-term reduction; but has recently improved from the 82% low seen in June 2018, to 84% currently (measure 84). Follow-up satisfaction has had the greatest influence on overall 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.

As a result of feedback from victim surveys and an internal review of hate crime, there has been improved supervisory oversight of all hate crime investigations and the introduction of a case tracker which enables Community Engagement Teams (CETs) to quality assure hate crime incidents to ensure a high quality of service is delivered. This includes checking if a needs assessment has been completed and referrals made to Victims First Northumbria (VFN).

Safeguarding at first point of contact and harm reduction plans have been introduced for all victims of hate crime. This ensures vulnerabilities and risks are managed effectively from the outset.

CETs continue to forge strong links with vulnerable and minority groups. National recognition has been received for the work carried out by the Gateshead Community Partnership, with a member receiving a 'No2H8' award. Hate crime tension and monitoring groups have now been established in all six local authority areas.

The partnership with VFN and Advocacy Centre North (ACN) continues with a focus on a greater understanding of the issues faced by hate crime victims, including reporting. CETs are also making contact with victims who withdraw from the criminal justice process to try and establish the reasons why and identify solutions.

Northumbria Police is working with the CPS to improve criminal justice outcomes for hate crime victims. This includes a dip sample of cases that resulted in community resolution; adult caution; not in the public interest; and victim does not support; outcomes to assess if they were appropriate.

One factor in this disengagement may be the inability to use an Out of Court Disposals (OOCs) when this is often the outcome desired by the victim. An agreement has been reached with the National Director of Public Prosecutions to trial the use of OOCs for hate crime in three pilot forces (West Midlands, Hampshire and Avon and Somerset). Progress will be monitored closely by the Force.

The Force is supporting National Hate Crime Awareness Week in October, including a launch event at Gateshead Stadium, and a walk of solidarity in support those who have been targeted as victims of hate crime. A Hate Crime Conference using 'Experts from Experience' is being hosted by the CET on the 17th October with the keynote speaker being Paralympian Gold Medallist, Stephen Miller MBE.

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 ...	
		December 2017	March 2018	June 2018	September 2017	September 2018
85. Percentage of victims that have confidence to report further crime in the future	90% and above	No data, survey commenced October 2017	91% ● +/-1.8	92% ● +/-1.3	No data, survey commenced October 2017	92% ● +/-1.2

	Threshold	Rolling 12 month data (since June 2017) to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
86. Percentage of people who feel that cyber-crime is a very or fairly big problem (5,000 surveyed annually)	Monitor	94% +/- 1.1	94% +/- 0.9	94% +/- 0.8	95% +/-1.2	93% +/- 0.9
87. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (5,000 surveyed annually)	Monitor	80% +/-1.6	81% +/- 1.4	82% +/- 1.2	80% +/-2.0	85% +/- 1.1
88. Percentage of people who feel that exploitation is a very or fairly big problem (5,000 surveyed annually)	Monitor	58% +/-3.2	59% +/- 2.7	64% +/- 2.2	54% +/-4.4	66% +/- 2.1
89. Perceptions of road safety, including drink driving and use of mobile phones (5,000 surveyed annually)	Monitor	84% +/-1.5	84% +/- 1.3	84% +/- 1.1	85% +/-1.8	83% +/- 1.2

Public Trust and Confidence

Confidence amongst victims to report further crimes are high at 92% (measure 85) and remains stable.

A force-wide campaign titled #thisiswhatwedo ran over the summer to emphasise 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 agencies across the region to maximise the potential reach of the campaign.

Building on the messages of the campaign, an event is planned at Newcastle Business School to raise awareness amongst minority communities about the roles available in working for the police. This is part of a programme of work to improve the representativeness and diversity of the Force.

A range of engagement activities have been carried out in recent months to continue to build the trust and confidence of local communities.

The Perceptions Programme in Gateshead has seen a series of World Café events held with local residents to discuss their concerns and create action, which are overseen by existing or newly formed resident committees. Following the success of the Meadowell World Café event earlier in the year, a follow up community meeting is planned to discuss progress on the concerns raised by the community.

In Sunderland and South Tyneside, Northumbria Police are developing a re-focused engagement strategy for PACT meetings to provide greater coverage of communities with protected characteristics such as disability, sexual identity, race, religion and age. 'POP up PACTS' are used to target community engagement. Supported by the local authority, they are used to identify community issues and implement a problem solving plan supported by positive media messages under the theme "You Said We Did".

Community Engagement Contracts are also being introduced to all key organisations and individuals, which will outline the preferred engagement method and frequency.

Neighbourhood Watch has been launched in Wallsend; a pilot for the Force. A follow up meeting was held in September, with residents and local councillors from neighbouring sectors expressing an interest in establishing neighbourhood watch meetings in their own areas.

Work with Friends of the Drop In (FODI), an organisation supporting asylum seekers and refugees is providing sessions with newly arrived asylum seekers. Information includes advice on English Law.

A safeguarding event was held at Sunderland Minster, in September 2018, involving Sunderland People First (disability support group), Barclays Bank (information on fraud), O2, (information on keeping safe online), Tyne and Wear Fire Service, Victims First Northumbria, Sunderland Pride, the Salvation Army and Age UK. A similar event will follow in South Tyneside.

Cybercrime and Fraud

93% 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, to banks, credit card companies and online service such as eBay; only 20% reported to the police.

Nine Cyber Business Breakfasts were held in 2018 with a total of 260 delegates attending from various organisations, SME's and statutory bodies. Following the event, 83 businesses registered for the free vulnerability assessment. The majority of delegates rated the event as excellent or very good.

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, with accreditation expected by the end of October.

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

The first phase of cyber volunteer recruitment has been completed, including training and vetting requirements. The next phase will involve business vulnerability assessments to identify opportunities to prevent and protect companies from cyber-attacks.

Perceptions of Exploitation and Modern Day Slavery

Perceptions of MDS in the Force area are increasing, with 85% aware of the term (measure 87), and 66% believing it to be a problem (measure 88), which has increased by 12% since September 2017.

Effective Road Policing

Public perceptions that roads are safe remain high and stable at 83% (measure 89). The use of mobile phones is the biggest public concern (60%), followed by speeding and dangerous driving (44%), and drink driving (9%).

Northumbria Police continue to target the *Fatal Four* safety issues of speed, distraction, seatbelts and alcohol/drugs. Responding to public concerns, the *Fatal Four* continue to be actively targeted by the Camera Enforcement Unit with an improved focus on problematic roads across the Northumbria Police Area.

A number of road safety campaigns have been delivered, supported by Motor Patrols and the Camera Enforcement Unit:

- A summer drink and drug drive campaign saw 145 arrests, a reduction on last year from 160.

- A motorbike campaign which concentrated on rural Northumberland, including engagement with the motorcycling community. The initiative involved 141 motorcyclists, with 32 offences identified. The response from those stopped was positive with many appreciative of the campaign's aim to reduce casualties.
- Safety awareness courses delivered by Northumbria Police in conjunction with Fire & Rescue were promoted.
- Mobile phone campaign in July identified 12 people who were using their mobile phone whilst driving.

The next road safety campaign is due to run over Christmas, with a focus on drink and drug driving.

Operation Dragoon are delivering a series of 'Road Sense Common Sense' presentations to upper schools over the next three months. They are also providing an input to personnel from the Army and Air Force (in conjunction with NEAS and Fire and Rescue) which will be an impactful "live" casualty extraction from a motor vehicle.

Recently published national statistics from the Department for Transport saw a 6% decrease in total national injuries compared to

last year. Northumbria performed above average, with a 13% decrease over the same time period. These were the lowest number of total road user casualties ever recorded.

There are 45 active primary speed enforcement sites and 29 community concern speed sites which are covered by the Camera Enforcement Unit. A new site was recently introduced in Warkworth/Amble in agreement with the local authority, following concerns from residents.

Improve the complaints process, reduce appeals and increase satisfaction with how complaints against the force are managed							Community Confidence	
	Threshold	Quarterly data					12 months to...	
		2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	September 2017	September 2018
Monitor level and type of allegations								
90. Incivility, impoliteness or intolerance	35 or below per month	83 Allegations ● 28 per month	88 Allegations ● 29 per month	96 Allegations ● 32 per month	97 Allegations ● 32 per month	80 Allegations ● 27 per month	304 Allegations ● 25 per month	361 Allegations ● 30 per month
91. Other assault	20 or below per month	54 Allegations ● 18 per month	45 Allegations ● 15 per month	51 Allegations ● 17 per month	52 Allegations ● 17 per month	49 Allegations ● 16 per month	198 Allegations ● 17 per month	197 Allegations ● 16 per month
92. Other neglect or failure in duty	67 or below per month	148 Allegations ● 49 per month	174 Allegations ● 58 per month	183 Allegations ● 61 per month	217 Allegations ● 72 per month	229 Allegations ● 76 per month	632 Allegations ● 53 per month	803 Allegations ● 67 per month

	Threshold	Rolling 12 month data to...			12 months to...	
		December 2017	March 2018	June 2018	September 2017	September 2018
Appeals made and upheld						
93. Percentage of appeals made	Monitor	16% 122 appeals	21% 160 appeals	20% 158 appeals	15% 110 appeals	19% 154 appeals
94. Percentage of appeals upheld - Overall	32% or below	23% ● 48 upheld	20% ● 46 upheld	18% ● 40 upheld	22% ● 42 upheld	22% ● 45 upheld
95. Percentage of appeals upheld - Force investigated	13% to 23%	19% ● 11 upheld	18% ● 14 upheld	16% ● 13 upheld	10% ● 5 upheld	17% ● 12 upheld
96. Percentage of appeals upheld - Force locally resolved	9% to 14%	0% ● 0 upheld	8% ● 2 upheld	9% ● 2 upheld	0% ● 0 upheld	15% ● 3 upheld
97. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	21% to 39%	35% ● 14 upheld	26% ● 10 upheld	20% ● 7 upheld	40% ● 17 upheld	38% ● 15 upheld
98. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	22% to 38%	32% ● 23 upheld	30% ● 20 upheld	29% ● 18 upheld	25% ● 19 upheld	23% ● 12 upheld
99. Number of live complaints being managed (figures are as at...)	210 or below	210 ●	192 ●	171 ●	176 ●	217 ●

Complaints

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, and has been above the threshold for the last two quarters (measure 92).

Allegations of 'Incivility, impoliteness and intolerance' have increased from 25 per month to 30 per month in the 12 months up to September 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 year on year from 15% to 19%. 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 non-recording upheld appeal rate has reduced from 25% to 23% in the 12 months to September 2018, compared with the same period last year. This reduction is a result of the improved relationship between the IOPC and Northumbria Police. The IOPC has appointed dedicated case workers for those persistent Northumbria Police complainants who have complex case histories and are more likely to appeal non-recording decisions. This

development allows for a more informed appeal decision which takes cognisance of the entire complainant history.

Improvements to working practices continue to be made including; a revision to the 'Workflow' complaints system which includes an appropriate assessment of vulnerability, the ability to refer vulnerable complainants to VFN, and improved allocation of the most suitable investigator with the correct skills set to specialist cases. Work is ongoing to formalise existing collaborative processes and ensure swift access to service providers and a joined up approach to dealing with complainants with significant mental health issues.

Phase three of the remaining reforms to the complaints and discipline systems will be introduced in early 2019 (Policing and Crime Act 2017). These reforms include an overhaul of the police discipline system including:

- Implementation of recommendations from the Chapman Review.
- Changes to the composition and administration of Police Appeal Tribunals.
- Simplification of the complaints system including a transfer of greater responsibility to Police and Crime Commissioners
- Changes to the related secondary legislation within the Policing and Crime Act 2017.
- Enhanced powers for the Independent Office for Police Conduct (IOPC).
- New measures to ensure greater independence in IOPC investigations.

Professional Standards Department are preparing to create an implementation group consisting of key stakeholders to examine the

impact of the reforms and plan how best to introduce the required changes.

Triage

In January 2014, the OPCC set up the triage team to improve the handling of complaints. The triage team, on receipt of a complaint, will personally ring the complainant or send an email, providing an immediate response and potentially a resolution. By making this speedy and personal contact, the message relayed to the complainant is that:

- We care about what they are telling us.
- We want to understand fully what their concerns are.
- Most importantly we want to help and find a resolution as fast as possible hopefully within a few days as opposed to weeks.

There is a fast track into Professional Standards Department where necessary, so that no investigation is delayed by this process and the 'golden time' is not lost by the team's intervention.

The team do not carry out any 'formal' investigations, but establish the facts, ensuring that all of the issues are fully understood and if possible resolve the complaint. If this is not possible due to issues such as timescales (within 10 days), unable to make contact or the complainant would like the issue formally recorded, then the complaint will be sent to the PSD for a formal severity assessment.

During August 2018, the triage team resolved 63% of complaints received by the Force.