

POLICE & CRIME PLAN ANNUAL PERFORMANCE REPORT

Building Safer Communities and Effective
Justice

March 2017 - April 2018

Domestic and Sexual Abuse

Highlights

- Domestic abuse satisfaction
- Development of new safeguarding model
- Domestic Abuse: A Whole System Approach Project

Concerns

- Reduction in victims confident to report domestic abuse

Putting Victims First

Highlights

- Attendance rates at incidents with vulnerable victims
- Timely completion of victim needs assessments
- New victim surveys and webpage
- Mental health street triage

Concerns

- Call answer rates
- Attendance rates at incidents
- Reduction in RWD satisfaction

Effective Criminal Justice System

Highlights

- Improved recording of sexual offences
- Out of Court Disposals (OOC) Project
- Conviction rate for rape and domestic abuse
- Improved digital forensic unit

Concerns

- Reduced charge rates for sexual offences and domestic abuse

Reducing Anti-Social Behaviour

Highlights

- New ASB survey
- Multi-agency problem solving training
- Partnership working to tackle ASB

Concerns

- Increasing perception of ASB
- Satisfaction with ASB follow-up

Cutting Crime

Highlights

- Improved crime recording
- Strong and effective relationships with each community safety partnership
- Innovative partnership working for a safer night-time economy

Concerns

- Increase in recorded crime
- High perceptions of cyber crime

Community Confidence

Highlights

- Increasing confidence in the PCC
- Launch of Force Engagement Strategy
- Reduction in Independent Office of Police Conduct (IOPC) upheld appeals

Concerns

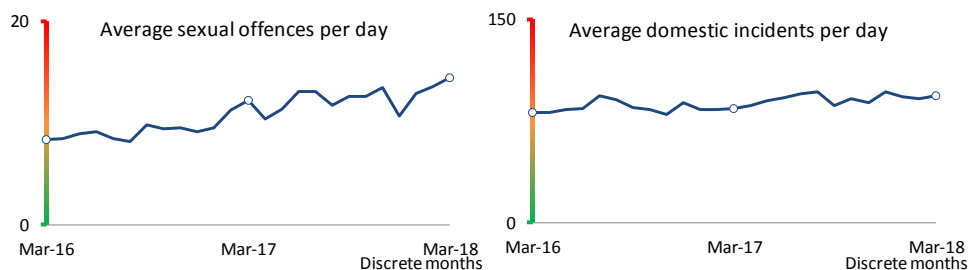
- Reduced perceptions of police visibility
- Reduced satisfaction of victims of hate crime

A reduction in sexual and domestic abuse			Domestic and Sexual Abuse
	2016/17	2017/18	National/MSG comparison
1. Recorded sexual offences	3,465 9 per day	4,548 12 per day	37 th Nationally ¹ 7 th in MSG
2. Recorded domestic abuse incidents	31,047 85 per day	33,479 92 per day	
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent incident or crime	45% 3,393 repeat victims	45% 3,469 repeat victims	
4. Percentage of victims of sexual abuse who have suffered a subsequent crime	7% 152 repeat victims	8% 226 repeat victims	
5. Reduction in the level of harm caused by domestic abuse offenders ²	60%	61%	

Sexual Offences

The number of sexual offences recorded per day has increased from an average of nine per day during 2016/17 to 12 per day since April 2017 (measure 1); this is equivalent to an increase of 31%. The Force is ranked 37th nationally (based on the rate per 1,000 population for the 12 months to January 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, such as Operation Sanctuary.

The repeat rate for sexual offences is a new measure (measure 4). 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.



Domestic Abuse

In 2017/18, the Force responded to an average of 92 calls about domestic abuse (DA) each day, this is an increase from an average of 85 per day during 2016/17; equating to an increase of 8% (measure 2). 45% of victims are identified as repeat victims. It is reassuring to note that when domestic abuse victims are surveyed, 93% of were satisfied with their experience of the police (measure 11) and 93% would call the police again (measure 12).

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

The MATAC process determines the most harmful and serial domestic abuse 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 domestic abuse offending, improving victim safety, improving criminal justice outcomes,

¹ Most similar group and national positions are based on the 12 months to February 2018 (a rank of 1 represents the force with the fewest number of crimes)

² 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.

improving partnership working and improving offender behaviour. MATAAC now forms part of the 2017-2019 Home Office Transformation funded project, 'Domestic Abuse: A Whole system Approach' which is about setting this same process up across a six force region.

During the 12 months to August 2017, 202 subjects were discharged from MATAAC. After six months of discharge, the level of domestic abuse offending is assessed using an RFG score. Of the 202, the offending score is lower for 61% (124) offenders and higher for (39%) 78 offenders. Based on an assessment by MATAAC, offenders with a higher score may be reintroduced into MATAAC for further action. This measure (61%, measure 5) has an improved definition from previous performance reports as the measure now considers a group of offenders discharged from the scheme over a 12 month period. The initial RFG score for each member of the group is compared to their score six months after they are discharged to calculate the percentage of offenders managed through MATAAC who reduce their offending. Since the measure is reliant on a period of six months to assess offending rates, there is a time lag in the measure.

Clare's Law

Clare's Law enables the police to disclose details of an abusive partners' past, so a person can make an informed decision about whether to remain in a relationship. Between 1st April 2017 and 31st March 2018, Northumbria Police received 253 Clare's Law applications which met the criteria. There were 69 under the 'Right to know' resulting in 67 disclosures (97% disclosure rate). There were 184 applications under the 'Right to Ask' resulting in 105 disclosures (57% disclosure rate).

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 are proactive in the use of DVPNs and subsequent orders to reduce the risk to victims and give them the time and space to work with other agencies. Since April 2017, 511 DVPNs have been authorised with full orders being granted in 457 of the applications.

In order to further protect victims and reduce offending, Northumbria Police are developing innovative plans to further raise awareness and increase the use of preventative tools and legislation such as Clare's Law and domestic violence prevention orders.

SafetyWorks!

'SafetyWorks!' is an interactive safety centre based in Newcastle and they have been instrumental in promoting awareness of Child Sexual Exploitation (CSE) to young people in the North East. It has been established and managed by Tyne and Wear Fire and Rescue Service, in partnership with the Northumbria Police Crime Commissioner, Northumbria Police, Nexus, St John's Ambulance and Sainsbury's. Safetyworks! provides realistic, interactive educational experiences for young people and community groups to learn about the prevention of danger and how to live safely.

Between January 2017 and January 2018, 'SafetyWorks!' has delivered specific input to 3,198 students around CSE. 15,066 students have visited the centre and received deliveries from police about peer pressure, drugs and stranger danger, all of which have a strand of child sexual exploitation through the sessions. Young people can be referred by schools and other statutory and voluntary services to receive education work. Recent recruits to the mini police scheme (which is running in selected primary schools in deprived areas across the Force) have also attended SafetyWorks! A new 12 week programme covering all aspects of CSE, which includes: consent, healthy relationships, grooming, sexual health, reporting crime and the process after report, are being developed for future delivery.

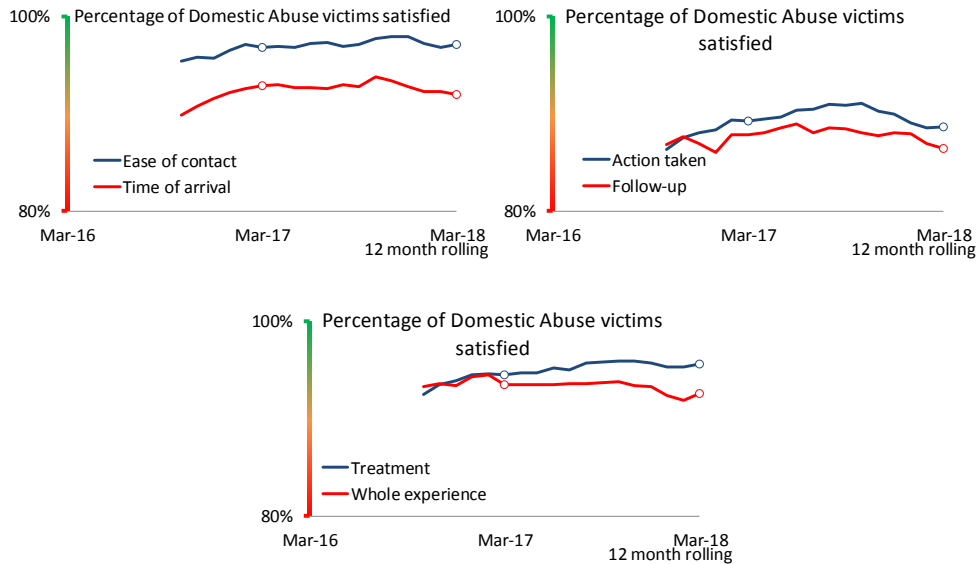
'SafetyWorks!' received an award from Arts 4 Wellbeing (Earths Angel award) for work, including CSE delivery that was carried out with disability groups and has also been nominated for a national award through the NWG (National Working Group formerly The National Working Group for Sexually Exploited Children and Young People) within the Policing lead category.

An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse

Domestic and Sexual Abuse

	2016/17	2017/18
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)		
6. Ease of contact	97% +/- 1.6	97% +/- 1.5
7. Time of arrival	93% +/- 2.1	92% +/- 2.2
8. Action taken	89% +/- 2.4	89% +/- 2.5
9. Follow-up	88% +/- 2.6	86% +/- 2.8
10. Treatment	95% +/- 1.8	96% +/- 1.6
11. Whole experience	94% +/- 1.9	93% +/- 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 ³	96% +/- 1.6	93% +/- 2.0

National and MSG performance information is not available for these measures.



Domestic abuse (DV) victims are supported by police in partnership with other agencies to ensure their safety and satisfaction. There are a range of actions that are considered based on the individual case, such as the use of restraining orders, community orders and even rehabilitation orders to control the perpetrator.

Domestic abuse victims continue to have high levels of satisfaction with 93% satisfied (measure 11). There has been a small reduction in the latest 12 months to March 2018. This change is not statistically significant, but is being monitored within Force performance meetings. Confidence in reporting domestic

³ The domestic abuse survey was introduced in May 2016. The 2016/17 figures quoted are based on May 2016 to March 2017.

abuse remains high, although there has been a reduction in the last twelve months from 96% to 93% (statistically significant). The reasons why domestic abuse victims confidence had reduced was analysed and this identified areas which are already a focus for performance improvement such as call handling times. The analysis was shared for improvement at performance meetings and will be regularly monitored.

As part of the internal review and inspection programme, harm reduction plans which set out the response to vulnerable victims, were assessed in 2017. Victims of domestic abuse, crime and ASB are managed by Neighbourhood Policing Teams (NPT), who work with other agencies to support victims and problem solve issues. Victims are involved in the design of the plan and not just subject to it. Areas for development included more detailed documentation of risk assessments and rationale, wider use of other agency options, improved timeliness and increased supervisory oversight. As a result of the findings, a safeguarding tool kit was devised and guidance was delivered on its use. It is based on the RARA (remove, avoid, reduce, accept). A further review of the harm reduction plans is been undertaken and is expected to be completed at the end of April and will be reported at performance meetings. The initial finding is that the model is being applied at the first point of contact for domestic abuse.

Supported reporting

Safe Reporting Centres provide victims with a non-threatening and supportive environment to report crime; refreshed guidance has been provided which includes domestic abuse guidance.

Safeguarding Model

The Force has created a Safeguarding Department with responsibility for protecting vulnerable people. A new operating model has been developed which places vulnerable victims at the centre of service provision.

Key outcomes include:

- Strategic and professional leadership on the development and delivery of services around safeguarding and vulnerability.
- Specialist safeguarding investigation teams in one department, to ensure high standards of investigations.
- Specialist resources allocated to a broader remit of work in relation to serious sexual offences and domestic abuse. This will promote professional discussion where appropriate to agree a victim centred approach.
- Police teams aligned to the Multi-Agency Safeguarding Hubs (MASH).
- Leadership on the development of early help services including 'SafetyWorks!' and School Liaison.
- Strategic direction in relation to the adoption of the Sexual Offences Investigation Trained (SOIT) officers within the Area Commands, adopting national best practice in our response to victims of Rape and Serious Sexual Offences.

Central to the new safeguarding operating model is the development of MASH arrangements within all six local authority areas. This will create the ability to provide a holistic response to vulnerable children and adults based on their individual needs and the needs of the family.

The proposed MASH structure is bespoke for each local authority and based upon three common principles:

- Information sharing
- Joint decision making
- Co-ordinated intervention

The safeguarding model also includes a new domestic abuse investigation strategy. It will be supported by the delivery of enhanced training in relation to coercive control and the development and delivery of domestic abuse case work accreditation/quality assessment training to first-line supervisors.

APVA Training

Adolescent to Parent Violence and Abuse (APVA) is increasingly recognised as a form of Domestic Violence and Abuse. It is any behaviour used by a young person to control, dominate or coerce parents and is intended to threaten and intimidate. It puts family safety at risk and is widely under reported. To improve

reporting, the Local Authority Domestic Abuse Co-ordinators, funded by the PCC Supporting Victims' Fund 2018/2019, are working with Northumbria Police to deliver APVA to all frontline officers and also working with Local Safeguarding Children Boards to deliver briefing sessions to a range of agencies.

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

In 2017, Northumbria Police and OPCC submitted a successful bid to the Home Office for Police Transformation Funding (PTF) for a six force regional project, 'Domestic Abuse: A Whole System Approach'. This is funded from April 2017 – March 2019 and covers the force areas of Northumbria, Durham, Cleveland, North Yorkshire, West Yorkshire and Humberside. The project focuses on: prevention and education, early intervention, effective engagement with victims, and meaningful consequences for perpetrators.

There are three themes of work and 15 different work streams:

Theme 1 – focuses on Effective Working within the Criminal Justice System (CJS) through a coercive control training programme for officers and staff, peak time partnership DVSA (domestic violence and sexual abuse) response cars, domestic abuse & CJS liaison workers, an independent domestic abuse scrutiny panel and accreditation for domestic abuse case work. The Child and Family Court Liaison Workers will serve as the liaison between the Child and Family Court, Police and Solicitors in respect of Child and Family proceedings. They will ensure that the safeguarding of children and potential victims of domestic abuse and coercive and controlling behaviour is the priority during proceedings. This is facilitated by the secure and safe exchange of information so that proceedings are informed and not delayed, and that victims are provided with referrals to partners and agencies to ensure their safety.

Theme 2 – focuses on partnership work with Civil and Family Courts through production of a regional corporate police disclosure request notice and processes, Family Proceedings & domestic abuse self-help material and on-line resources for victims, domestic abuse, civil and family proceedings training for key police personnel and the introducing child & family court liaison officers. The CJS Workers will seek to increase access to domestic abuse support services for victims and their families and increase satisfaction levels with the service they receive. It aims to reduce the number of repeat victims of domestic abuse, improve Northumbria Police officer and staff knowledge and understanding of domestic abuse and safety planning for victims, increase the number of early guilty pleas in relation to domestic abuse perpetrators and improve victim retention for prosecution. It also aims to increase perpetrator engagement with the MATAC process and engagement with behaviour change programmes.

Theme 3 – focuses on Multi-agency Victim Support and Offender Management through the development of vulnerable adult and children MASHs in each Local Authority area, MATAC across the region to identify and target the most harmful and serial domestic abuse perpetrators and Voluntary Domestic Abuse Perpetrator Programmes (DAPPs) in each Local Authority area.

The outcomes and benefits the project hopes to achieve are: increases in coercive control convictions, effective information sharing between criminal and family courts, effective and lasting support for victims with complex needs and effective multi-agency offender management.

Stalking

In July 2017, HM Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) published 'Living in Fear' a review of how police and Crown Prosecution Service (CPS) respond to stalking. It identified that nationally there was a general lack of understanding of stalking and harassment. In response, the Force engaged with victims of stalking and their families to devise a procedure that was developed with the CPS and the National Stalking and Harassment Support Agency. The procedure and guidance have been developed and delivered to frontline staff using "webinars" to allow interactive delivery. The format of the webinar training and the handouts that accompany it were well received by staff and promoted a victim-focused approach to investigating and problem solving stalking and harassment.

The PCC has secured funding from the Violence against Women and Girls Transformation Fund in 2017/2018 to pilot a cyber-stalking team who monitor, advise upon and investigate all cases of domestic abuse related to cyber stalking and harassment in the Sunderland area. Findings of the pilot will influence how the force can continue to improve how they support victims of these new and emerging crimes.

Sanctuary

A widespread investigation in Child Sexual Exploitation was launched in 2014 and has become the largest and most intricate series of operations the Force has ever dealt with. It involved working closely with the voluntary sector and Newcastle local authority and has proven to be hugely successful in giving victims the confidence they need to step forward.

In total, 782 victims came forward and 25 people were sentenced to over 300 years in prison for a range of offences, including sexual abuse, inciting prostitution, witness intimidation and drug supply. A team, which currently consists of 34 officers, continue to work on this enquiry. Local public opinion is overwhelmingly supportive of this work and is as evidenced in a recent public consultation carried out by Northumbria Police. Between July 2017 and January 2018, over 2,000 residents, 32% were aware of Op Sanctuary and 100% were supportive of it.

Awareness of domestic and sexual abuse continues to be promoted through internally developed campaigns and continued partnership working.

More accurate recording of domestic and sexual abuse		Domestic and Sexual Abuse
	2016/17	2017/18
13. Percentage of sexual offences that comply with National Crime Recording Standards (also see measure 52)	94% 231 under recorded	96% 166 under recorded
14. Percentage of rape offences recorded within 24 hours (also see measure 48)	89% 1,106 within 24 hours	90% 1,338 within 24 hours
15. Percentage of inappropriately cancelled crimes for sexual offences	98%	94% 5 inappropriately cancelled

National and MSG performance information is not available for these measures.

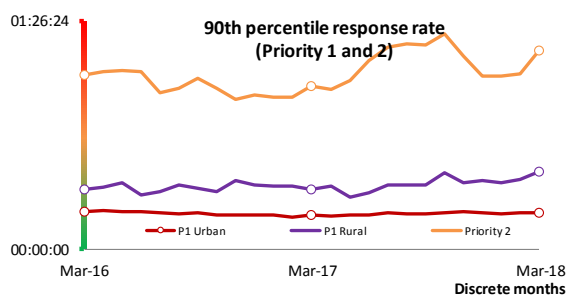
Northumbria Police closely monitor compliance to National Crime Recording Standards (NCRS), including recording crimes disclosed at multi-agency meetings and other safeguarding information. A daily review of rape and domestic abuse is undertaken to identify areas for improvement and to ensure victims receive the most appropriate service. As a result of focused activity, where accurate recording has been a focus across the force, NCRS compliance for sexual offences has increased from 94% in 2016/17 to 96% (measure 13).

The timeliness of recording rape offences has also improved from 89% recorded within 24 hours to 90% (measure 14). This improvement is partly attributable to the introduction of crime recording at source. The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were five inappropriately cancelled crimes, therefore the percentage compliance is 94% in 2017/2018 compared to 98% in 2016/17 (measure 15). Analysis of reasons why these crimes are inappropriately cancelled indicated the most common reason is insufficient information recorded to justify the cancellation of a crime. For example, two crimes in February 2018 were inappropriately cancelled as they were transferred to another force without the other force's crime reference numbers recorded on our system, which should be inputted before the crime is cancelled.

Improved victim satisfaction and police response (1 of 3)		Putting Victims First
	2016/17	2017/18
16. Attendance rate for priority 1 incidents (Urban)	13 mins 23 secs	13 mins 28 secs
17. Attendance rate for priority 1 incidents (Rural)	23 mins 25 secs	24 mins 34 secs
18. Attendance rate for priority 2 incidents	1 hr 1 min	1 hr 11 mins
Percentage of calls dealt with meeting call handling standards: (2016/17 based on a sample size of 446, 2017/18 based on a sample size of 345)		
19. Correct greeting and overall politeness	96%	97%
20. An explanation of response was given	58%	65%
21. All information was recorded	80%	85%
22. Contact handler reassured the caller	88%	86%
23. Contact handler related with the caller	90%	88%
24. Contact handler resolved the caller's request	93%	94%

National and MSG performance information is not available for these measures.

Attendance rates for priority 1 and priority 2 (measures 16, 17, and 18) have seen a slight increase over time, they remain an area for improvement and are included in the THRIVE improvement plan which is discussed in more detail later on page 13.



In order to monitor call handling standards, a random sample of calls are assessed. The percentage of calls where the contact handler has reassured and related with the caller has reduced compared to the assessment completed in 2016/2017 (measures 22 and 23). Most aspects of the call are similar to the previous assessment, with improvements in explaining the response (measure 20) and recording all of the information (measure 21); however, these remain areas for improvement and are also included in the THRIVE improvement plan.

Improved victim satisfaction and police response (2 of 3)		Putting Victims First
	2016/17	2017/18
Average time to answer calls		
25. Emergency calls	0m 11s	0m 19s
26. 101 calls	1m 06s	1m 13s
27. Non-Emergency calls	0m 41s	1m 40s
28. Secondary calls	1m 24s	2m 38s
29. Switchboard calls ⁴	1m 27s	0m 22s
Percentage of calls answered		
30. Emergency calls	98% of 211,449 calls	95% of 240,884 calls
31. 101 calls	86% of 747,889 calls	84% of 828,503 calls
32. Non-Emergency calls	94% of 290,807 calls	81% of 377,959 calls
33. Secondary calls	76% of 367,574 calls	60% of 144,712 calls
34. Switchboard calls	98% of 89,508 calls	99% of 305,832 calls

National and MSG performance information is not available for these measures.

There has been a significant increase in call volumes for both emergency (14% more 999 calls) and non-emergency (11% more 101 calls) compared to 2016/17. The increase in demand has been experienced across all forces. A national review and working group has been set to better understand the reasons for the increase in demand. Four core themes were identified: mental health; severe weather variance; fear and threat of terrorism and partner agency service withdrawal. Northumbria Police is reviewing current systems to introduce analytical capability and to record emergency calls differently to improve the ability to understand emergency call types.

In order to improve performance in this area, Northumbria Police have completed a range of actions. This has included managing the increased demand differently by introducing an initial call triage pilot to manage other secondary calls using a small team of customer service staff which enabled specialist emergency contact handlers to focus on 999 and 101 calls. The Force has also recruited additional call handlers to support increased demand. The ways in which contact handlers are resourced, supervised, supported and performance managed has also been improved with greater support, scrutiny and accountability under a new management structure. In February and March 2018, answer rates for 999 calls were at 100% with average waiting time of between 7 and 10 seconds. For 101 calls, answer rates were at 96% with an average waiting time of no more than 35 seconds. This answer rate performance has not been achieved since April 2016 and reflects the impact of recent changes. For non-emergency 101 calls the answer rate in March 2018 was 97% with waiting times averaging 37 seconds.

⁴ The switchboard function was introduced in August 2016. The 2016/17 figures quoted here are based on August 2016 to March 2017.

99% of switchboard calls (measure 34) were answered and the average time to answer was 22 seconds (measure 29). Switchboard calls are short calls where people who know who they wish to speak to are transferred to that person's direct line. The switchboard function enables the customer service team to handle multiple calls at any one time, quickly transferring calls and providing more capacity to call handlers to answer other calls. This minimises the potential for calls to queue and cause delays. As demand of these calls is predictable and the length of the call is very short, performance is easier to manage than other call types.

Improved victim satisfaction and police response (3 of 3)		Putting Victims First
	2016/17	2017/18
35. Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims (1,300 surveys per annum) This is a new survey that was launched in August 2017 so there is no previous year's comparison		82% +/-2.4
Percentage of crime victims satisfied with the policing response provided: (1,300 surveys completed per annum)		
36. Ease of contact		95% +/- 1.5
37. Time of arrival		90% +/- 2.0
38. Action taken		83% +/- 2.5
39. Follow-up		70% +/- 3.6
40. Treatment		94% +/- 1.6
41. Whole experience		83% +/- 2.4
Percentage of victims satisfied with the RWD policing response provided: (600 surveys completed per annum)		
42. Action taken	94% +/- 1.7	92% +/- 2.3
43. Victim thought their incident was taken seriously	91% +/-1.8	88% +/- 2.5
44. Whole experience	89% +/- 2.0	85% +/- 2.6

National and MSG performance information is not available for these measures.

A new survey model has been developed to improve service delivery and tailor services to better meet the needs of victims and service users. Key benefits include:

- Greater focus on vulnerability.
- Consultation with domestic abuse, rape and repeat victims, as well as those who have been through the criminal justice system.

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

The survey provides more detailed information about the victim experience to help the Force to better meet victim needs. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (83% and 70% respectively; measures 38 and 39), specifically:

- Managing victim expectations more effectively, and improving the quality of investigations, where appropriate.
- Keeping promises when we commit to action.

- Offering victim support and completing Victim Needs Assessments.
- Providing a CID88 information leaflet, including contact details.
- Agreeing and recording how often, and by what means, victims would like to be updated, keeping victims informed throughout the investigation, and of the outcome.

These areas have been discussed in Force performance meetings. They also feature in a series of briefings delivered to all frontline supervisors by the Chief Constable and Temporary Deputy Constable, and will continue to be monitored closely for improvements throughout 2018.

Resolution Without Deployment (RWD)

Whole experience satisfaction (measure 44) has been decreasing since March 2017 and is currently at 85% compared to 89% previously; a statistically significant reduction. There has also been a statistically significant reduction for victims agreeing their incident was taken seriously (measure 43), from 91% to 88%. The main reasons for dissatisfaction include:

- Not taking action quickly enough after the initial report.
- Victims expecting more to be done/more investigation.
- Victims not receiving updates, or updates taking too long.

The survey findings have been discussed at performance meetings and as a result in March 2018, a 'customer service wrap up conversation' has been introduced for all appointments to discuss customer expectation and satisfaction to ensure satisfaction for every contact.

Victims are supported to cope and recover from their experience of crime		Putting Victims First
	2016/17	2017/18
45. Percentage of victims with a satisfactory needs assessment	83% of 90,412 victims	83% of 107,116 victims
46. Percentage of needs assessments completed within 48 hours. (This measure was introduced in March 2017. The figure quoted for 2016/17 is based on March 2017).	81% of 8,586 victims	86% of 107,116 victims

National and MSG performance information is not available for these measures.

The Victims' Code of Practice (VCOP) contains a total of 22 individual entitlements for victims. To assess compliance with VCOP, an assessment of the Victim Needs Assessment (VNA) was carried out in February 2018. This considered VNA timeliness (within 48 hours) and completion, with an appropriate outcome (referral) if required.

The assessment identified 83% of victims have a satisfactory VNA (measure 45); however 11% of crimes were categorised as non-applicable crimes e.g., crimes without an individual victim such as damage to a street light and third-party reports, which if excluded would further increase compliance.

Of the remaining 6% non-compliant VNAs, key issues for non-compliance were identified, and as a result officers are provided with training to highlight who is suitable for a VNA (for example police officers and children were common groups not to have a VNA completed). Regular performance data is being provided to identified leads in each department to increase compliance further by informing them of which cases do not have a VNA.

There have been a number of service improvements to support improved compliance with VCOP, including:

- A victims and witnesses page on the force website.
- A more streamlined process for the Victims' Right to Review Scheme.
- An internal video briefing on the support offered by Victims First Northumbria (VFN).
- Part of the VCOP support includes referral of victims with consent, to Victims First Northumbria, which is a bespoke victim service. It is an innovative service which provides a 'one-stop shop' for victims to cope and recover. They provide specific high quality support dependent on the needs of the individual, co-ordinating contact and interventions. The current referral rate for victims is 12%.

The most vulnerable are recognised and receive an enhanced service		Putting Victims First
	2016/17	2017/18
47. Attendance rates at incidents with vulnerable victims (priority 2)	1 hr 14 mins	1 hr 8 mins
48. Percentage of rape offences recorded within 24 hours (also see measure 14)	89% 1,106 within 24 hours	90% 1,338 within 24 hours
Percentage of calls dealt with meeting call handling standards: (2016/17 audit, completed in February 2017, based on a sample size of 446. 2017/18 audit, completed in November 2017, based on a sample size of 345.)		
49. Correctly assessed for vulnerability, threat, risk and harm (THRIVE)	97%	95%
50. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded (THRIVE)		84%
51. Allocated the most appropriate response (THRIVE)	87%	82%

National and MSG performance information is not available for these measures.

A review of the application of THRIVE showed a reduction in the quality of contact handlers' assessments of threat, harm and risk. 82% of callers received the most appropriate response (measure 51).

Incident logs were inspected to identify if the rationale for THRIVE assessment was recorded and 95% of calls were correctly assessed (measure 49), 84% had the appropriate rationale for assessment recorded on the log (measure 50).

The HMICFRS PEEL Effectiveness Inspection in 2017 recommended, *"The force should improve its initial assessment and response to incidents involving vulnerable people by ensuring that call handlers understand and apply the THRIVE decision-making model consistently"*.

A THRIVE improvement plan was implemented following the HMICFRS debrief in October 2017. It focused on reviewing call quality across all staff in the department. Every call taker in the department had calls listened to and feedback provided. This process was repeated in December 2017 and at the end of January 2018.

Each member of staff was assessed against three criteria:

- Rationale was recorded to a set standard.
- Vulnerability identified (where applicable).
- Correct grading.

Feedback, including further training, was given through one-to-one meetings. The proportion of staff assessed as above the desired standard, increased from 59% to 81%. The THRIVE Improvement Action Plan will remain a key focus for Northumbria Police and a further assessment is scheduled for April 2018.

Street Triage

The Force has had success using the Street Triage Team, which includes a police officer and a Mental Health (MH) nurse, who can attend to provide face-to-face support to a person in crisis. This has offered a streamlined service to the person in crisis and has resulted in more effective and efficient decision making to support vulnerable people.

Street triage was introduced to help manage demand, reduce the number of people unnecessarily being detained under Section 136 of the Mental Health Act 1983 and to provide an improved quality of care to the

person in crisis. The College of Policing has commended the Force for its commitment to partnership working and leadership around mental health issues and the force is setting the standard nationally.

The Street Triage role has been enhanced enabling MH specialists to resolve incidents via phone where support and referrals are required. The Force is committed to attending incidents where there is a physical or immediate risk to the individual.

In addition, Northumbria Police has worked with other key partners to develop 'Respond' a multi-agency mental health simulation training package which involves service users to improve the understanding of professionals around the crisis pathway. It is unique in its style and had been quoted by the College of Policing as being 'the best mental health multi-agency training available'. A number of other forces including North Wales, Cumbria and the Metropolitan Police are now keen to roll this out.

Respond was the runner up in the Innovation in Mental Health category at the annual Health Business Authority awards in December last year as well as the recent winners of the Working Together Excellence Award' from Northumberland Tyne and Wear NHS Foundation Trust. This is a significant achievement and acknowledgement of its impact from MH partners.

Specialist Department Schedule

In October 2017, a new Specialist Department Schedule was introduced to allow staff from both the Rape Investigation Team (RIT) and Child and Vulnerable Adult (CAVA) team to be deployed to historical reports of rape and child abuse offences from the outset. This initiative ensures that victims get the best possible quality of service and a specialist investigator at the earliest point of report.

Victims and Witnesses webpage

In September, a new Victims and Witnesses webpage was launched; it is easy to navigate, with links to the Victims' Code of Practice, advice on Victims' Right to Review, Victims First Northumbria and useful information on crime prevention, as well as helpline numbers. The site will be regularly updated and promoted.

Improved reporting and recording of rape, sexual offences and domestic abuse	Effective Criminal Justice System	
	2016/17	2017/18
52. Percentage of sexual offences that comply with National Crime Recording Standards (see measure 13)	94% 231 under recorded	96% 166 under recorded

National and MSG performance information is not available for this measures.

The compliance with National Crime Recording Standards for sexual offences (measure 52) has improved following crime recording at source and an increased audit activity. Feedback is regularly provided to the investigating officer and senior managers to improve learning and compliance.

Increased number of guilty pleas at first hearing	Effective Criminal Justice System		
	2016/17	2017/18	National/MSG comparison
53. Percentage of guilty pleas at first hearing ⁵	63%	63%	69%

The percentage of guilty pleas at first hearing (measure 53) is 63%, lower than the national average of 69%. In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance Board Group is addressing this issue as a priority and is working with criminal justice

⁵ The percentage of guilty pleas are provided by the CPS and do not include the number of guilty pleas, just the percentage. The national figure relates to April 2017 to February 2018; figures are not available for the MSG.

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 file quality.

Prevention of first time and repeat offending	Effective Criminal Justice System		
	2016/17	2017/18	National comparison
54. Appropriate use of out of court disposals where a charge is the normal outcome ⁶	60%	68%	
55. Monitor the number of first time entrants to the criminal justice system ⁷	3,357	2,783	1.9 Force 2.0 National ⁸ 1.9 MSG
56. Outstanding volume within the Digital Forensic Unit (high risk computers) (as at 31 March)	150 jobs	53 jobs	

A Digital Investigations and Intelligence Project has standardised digital evidence suites across the Force. This has resulted in the digital forensics backlog reducing from 14 months to five months. The service level agreement, which is 24 hours for urgent, three months for high priority and five months for standard is subject of a current UK accreditation service inspection and Northumbria Police is meeting these targets in 92% of the occasions.

All the outstanding work for mobile phones, computers and CCTV examination (measure 56) have been triaged and are awaiting allocation for analysis.

All digital forensics staff are now capable of carrying out mobile phone examinations having successfully completed their training in December 2017. Digital forensics demand is increasing due to increased reliance on digital evidence in investigations.

The Digital Evidence Transfer System (DETS) is now fully operational for sharing material directly with CPS, Defence solicitors and HM Courts Service (HMCTS). Northumbria is the first force in the country to share all material to this extent. This includes uploads of audio recordings, CCTV and ABE interviews. To date 5,607 items of material have been shared since the system became fully operational in November 2017.

Out of Court Disposals (OCD)

In order to improve victim satisfaction and to rehabilitate offenders to change their behaviour and reduce re-offending, Northumbria Police is piloting a new programme of work aimed at first time and/or low level offenders.⁹ Intervening early is key to reducing the risk of future offending, by changing attitudes and increasing understanding of the impact their actions have on victims. Currently, of the cases that are charged and go to court, many first time or low level offender cases do not access interventions which address the causes of offending. These conditional caution pathways are unique; nowhere else in the country are there this range of options which can be used without a prosecution and subsequent court order. By adopting these outcomes for appropriate offences, it places the victim at the heart of the conversation, addressing offending behaviour and improving victim satisfaction.

These pathways have been developed over time, working closely with statutory bodies, local and national organisations and charities to develop each option. The cost of this pilot has been minimal; in all but one of

⁶ 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. Between April 2017 and January 2018, 304 out of court disposals have been examined, of which 206 were found to be appropriate.

⁷ 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. 2016/17 relates to 12 months to September 2016 and 2017/18 relates to 12 months to September 2017.

⁸ National and MSG comparisons are based on then number of first time entrants to the criminal justice system per 1,000 population.

⁹ There is guidance as to what constitutes offences that are too serious for consideration of a conditional caution (Director of Public Prosecution Guidance 2013 section 7.2).

the pathways the providers are meeting the costs as the potential benefits fit the ethos of their own organisation. From the period of 9th October 2017 to 28th February 2018, the total number of referrals to the pathways was 263. These pathways and the referral numbers are as follows:

- **Women's pathway** [85 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** [8 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) [13 referrals] – Undertaken by Lifeline this pathway is designed to illustrate the impact of offender actions when under the influence of alcohol.
- **Drugs/Alcohol triage** [7 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** [34 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** [19 referrals] – this is overseen by Northumbria Community Rehabilitation Company (CRC), as part of their existing work schemes. This is truly ground-breaking, popular with victims and provides reparative resolutions. This is only available in Northumbria as a direct result of a community remedy outcome outside a court environment.

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

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse			Effective Criminal Justice System
	2016/17	2017/18	National/MSG comparison
Charge rate for:			
57. Rape	14% 178 charges	7% 123 charges	7% National average 10% MSG average
58. Sexual offences	14% 316 charges	12% 336 charges	11% National average 11% MSG average
59. Domestic abuse	21% 3,299 charges	16% 3,692 charges	
Conviction rate for: ¹⁰			
60. Rape	49%	53%	58% National
61. Sexual offences	77%	83%	80% National
62. Domestic abuse	72%	72%	76% National
Report to conviction rate for:			
63. Rape	7%	4%	
64. Sexual offences	11%	10%	
65. Domestic abuse	16%	11%	
66. Number of post-charge failures ¹¹	82 per month	168 per month	

Rape Charge Rate

The reporting and recording of rape crimes has increased; however there is a reduction in the rape charge rate (measure 57).

Northumbria Police has completed data analysis, case reviews and staff focus groups to establish likely causes for the reduction in charges. Analysis shows the reduction is in part due to delays awaiting charging advice from the CPS, which can often be due to high levels of third party materials being requested for disclosure. The level and nature of these disclosures has been identified as a possible impingement on victims' rights and to help strengthen the position of victims in these cases the PCC is introducing Sexual Violence Complainant Advocates who will advocate on their behalf and promote the rights of victims within the criminal justice system. Northumbria Police is also working to reduce this delay, to improve service and reduce the chance of the victim withdrawing.

¹⁰ Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage. Conviction rate is based on Rolling Year to date for the latest 12 month period.

¹¹ Criminal Justice file quality is not directly comparable between the two periods. Post-charge data is now captured using a national model, which is integrated with the case management system. File quality data is captured from a live system. 2017/18 relates to April to November 2017.

Other factors which affect the charge rate are the increases in third-party reports which are unlikely to result in a charge due to lack of victim engagement.

Rape and Sexual Offences Conviction Rate

The conviction rates for rape and other sexual offences have improved since last year (measures 60 and 61); however, the conviction rate for rape remains below the national average. The conviction rate for offences of domestic abuse is the same as last year and continues to be below the national average (measure 62).

Improving Rape Charge and Conviction Outcomes

Work to improve service and outcomes of rape from report to court is monitored under Northumbria Police's Rape Action Plan. Actions include implementing an improved performance framework within Rape Investigation Teams, visiting other police forces to identify good practice and share learning and professionalising the SOIT role. In addition other activity includes:

- A new survey of rape victims was launched in March 2018. Whilst it is not anticipated that this survey will provide a reliable measure of satisfaction (due to the small sample sizes achieved), it will provide valuable insight about their experiences, which will help the Force to make further improvements.
- Rape and Serious Sexual Offences (RASSO) Gatekeeper role was developed to improve the quality of files before they are sent to the CPS, which has reduced the delay caused when files are returned. This function has been in place since November 2016 and now features two dedicated resources in order to keep pace with the demand and is having a positive impact on quality and backlogs.
- Plea and Trial Preparation Hearing (PTPH) identify how service can be improved. Northumbria Police and the Crown Prosecution Service attend to observe Plea and Trial Preparation Hearing court sessions at Newcastle Crown Court for rape cases and share learning within the agencies.
- Adverse Outcome Reports are now being prepared by the CPS and are made available monthly. The reports are discussed at regular meetings between the CPS and Northumbria Police to identify obvious failure points and where necessary, provide feedback to individual officers.
- Review of Northumbria Local Criminal Justice Board (LCJB): The Northumbria Local Criminal Justice Board (LCJB) is under review and will be chaired by the Police & Crime Commissioner and with a renewed focus on the LCJB sub-groups. The 'Performance' Group will focus on the speed with which cases progress to court; identify and address themes which cause delays and also work with the Judiciary to improve listing of cases. It will also specifically look to address themes which cause failures in 'Guilty Plea at 1st hearing' rates. Northumbria Police will also address issues which impact on service provided to victims and witnesses, including improvements to 'Special Measures' applications¹² and greater awareness and provision of entitlements within 'Victims Code of Practice'.

Domestic Abuse Charge Rate

While domestic abuse recorded crime continues to increase, the number of charges is not increasing at the same pace and as a result the charge rate had reduced to 16% (measure 59). A Domestic Abuse improvement plan has been developed to improve performance.

Remote Evidence Suites

Remote evidence suites are now well utilised with positive outcomes being achieved. Information would suggest that the use of these suites increases the likelihood of victims attending court, which in turn increases the number of guilty pleas at first hearing, as defendants may rely on a victim not attending court.

¹²Special Measure applications are supportive measure to assist vulnerable and intimidated witnesses give their best evidence at court and can include Screens, Live link, remote evidence, Evidence given in private, Removal of wigs and gowns, Visually recorded evidence-in-chief, use of Intermediary' and Communication Aids).

Digital Data Media Repository

Implementation of the digital data media repository (DMR) in June 2017 enabled officers to upload and store digital evidence electronically. This is also accessible to the Crown Prosecution Service providing significant data sharing efficiency across the Criminal Justice Service (CJS). Work has begun on allowing data sharing with the Courts and Defence.

Body Worn Video (BWV)

The use of BWV increases opportunities for capturing and enhancing available evidence, which can be particularly useful in cases of rape, sexual offences and domestic abuse. Evaluations of BWV around the country have demonstrated that the use of BWV can:

- Increase early guilty pleas, reduce court time and speed up the criminal justice process.
- Reduce challenges to evidence in court.
- Reduce the reliance on victim evidence particularly those who may be vulnerable or reluctant to attend court.
- Increase evidence led prosecutions.
- Reduce incidents of violent crime.
- Promote public reassurance.

Post Charge Failures

The reported 'number of post-charge failures' has increased (measure 66). This is due almost entirely to a more robust approach adopted by CPS in respect of their review regime for file quality assessments in September 2017. CPS reported that until that point, their reviews were sporadic, leading to a false failure rate for files of less than 10%, which has since 'spiked' to over 40% following the change of process from CPS. The current position has stabilised with a failure rate of 34% which is in line with the national average. There is a disparity between case types whereby performance in Crown Court cases are over 10% worse than the national average, balanced by quality for Magistrates court cases which are 10% better than the national average and obviously higher in volume.

Fewer victims of ASB – though we will continue to encourage reporting		Reducing Anti-Social Behaviour
	2016/17	2017/18
67. Recorded levels of anti-social behaviour incidents	60,934 167 per day	54,146 148 per day
68. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	12% +/- 0.8	14% +/- 1.0
69. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, revised survey September 2017. Also see measure 99)		79% +/- 2.7
70. Percentage of victims of long term ASB who experienced no further incidents since original report (600 surveyed)	57% +/- 3.9	54% +/- 4.0

National and MSG performance information is not available for these measures.

The number of reported ASB incidents has decreased (measure 67); this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

The percentage of people who feel that ASB is a local problem has increased statistically from 12% to 14% in the period ending March 2018 (measure 68). Northumbria Police continues to improve its response to ASB by working in partnership and learning from and embedding good practice. For example a pilot to enhance the role of our Police Community Support Officers (PCSO) has been established in three neighbourhoods in Newcastle, North Tyneside and South Tyneside. PCSOs have been trained in problem solving activity relating to crime and ASB, understanding local foot beats and Harm Reduction Plans (HRP). The results of the pilot will be monitored and good practice embedded.

The percentage of ASB victims confident to report further incidents following a policing response is 79% (measure 69). 54% of long term ASB victims experienced no further incidents since the original report (measure 70).

While the repeat rate for victims of ASB has previously been reported, the measure has been suspended due to data quality. The processes used to identify risk and monitor risk assessments of ASB victims are inconsistent across the Force. While this does not impact on the service provided to an individual victim, it does impact on the Force's ability to calculate an accurate repeat rate. A new process that seeks to replace the existing repeat victimisation process has been developed and is due to be piloted. The new process focusses on vulnerability.

	2016/17	2017/18
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		
71. Ease of contact		93% +/- 1.7
72. Time of arrival		90% +/- 2.6
73. Action taken		88% +/- 2.9
74. Follow-up		68% +/- 6.0
75. Treatment		97% +/- 1.4
76. Whole experience		83% +/- 2.4

National and MSG performance information is not available for these measures.

Victim satisfaction is measured by a new ASB survey introduced in September 2017. The key change in the new survey is that surveys are now conducted in the month following an incident report as opposed to a week, providing a more realistic and reliable view of the victim experience following all police actions.

Survey questions have also been revised to provide greater insight into the victim experience, based on the needs of the service user. For example, satisfaction with follow-up contact is now only asked of those who needed it, which provides a more accurate measure as to how the Force is meeting victim contact needs.

Providing follow-up contact is the main area for improvement according to victim feedback, with 68% of those who wanted an update receiving one (measure 74) and one in three service users are not happy with their updates. This aspect of service has the greatest influence on overall victim satisfaction which is currently 83%, as of March 2018 (measure 76). As a result of this insight, neighbourhood teams have reviewed unsatisfied cases. The ASB Action Plan was updated to include focus on ensuring ASB victims are provided with a high quality follow up, areas for improvement and good practice will be shared across the neighbourhood teams.

An area for improvement (AFI) from the HMICFRS PEEL Effectiveness 2016 inspection stated "the force should evaluate and share effective practice routinely, both internally and with partners, to continually improve its approach to the prevention of crime and anti-social behaviour." The force has made progress to achieve this AFI through:

- Regular meetings held with local authorities to identify issues, develop solutions and share best practice.
- Neighbourhood teams receiving problem solving training in 2017 and utilising problem solving tactics in addressing ASB.
- An event hosted by Northumbria Police with local partners was held in November 2017. This provided training on legislation and powers, shared best practice and built upon previously delivered training. Further training is planned to start in July 2018 for frontline officers and will continue throughout the year. A problem solving internal inspection is scheduled during 2018.

ASB Scheduling

ASB calls for service are THRIVE assessed and incidents which do not require an emergency response are allocated a scheduled diary appointment with a local neighbourhood officer to meet needs and expectations of the victim. This approach has enabled officers to resolve incidents utilising their local knowledge and tactics to identify early problem solving opportunities.

Online ASB Toolkit

Northumbria Police are working in partnership with North Tyneside Council to develop online ASB guidance and seminars for councillors to help them understand how they can support their constituents. The online tool can also be used by the community to understand how issues that matter to them can be resolved. After the tool is reviewed to ensure it is useful, Northumbria Police will share the tool with the other five local authorities.

Safe Stop- Partnership within South Tyneside.

The Safe Stop Partnership is targeted ASB patrols on Friday and Saturday evenings, where the police identify vulnerable youths involved in alcohol and or drugs and ASB. The youths are brought to a Youth Offending Services (YOS) building and risk assessed by social workers to identify vulnerabilities and offer support. The young person's family are also invited to attend and further support and signposting to other agencies is completed for the whole family. The scheme is about to start in Sunderland which is support by the Local Authority.

Problem Solving ASB in partnership

Northumbria Police work with all local authorities to tackle ASB. For example, Gateshead Local Authority are tackling ASB within the Beacon Lough area utilise a wide range of agencies tactics and ASB legislation. A World Café event will be run in the locality to identify community issues and utilise community groups/volunteers in the area.

Working in partnership to tackle crime

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

The partnerships have seen a range of successes, for example Gateshead partnership have strengthened the Multi-Agency Safeguarding Hub approach within Gateshead (following the recent success and evaluation).

Newcastle CSP have worked in partnership to respond to aggressive begging and linked anti-social behaviour and crime. Aggressive begging has a negative impact on the city centre, resulting in complaints from the public, residents, local business and can be intimidating to some people. People engaged in begging often have a range of complex needs such as substance abuse, mental health and homelessness and can be vulnerable.

Sunderland CSP are working together to tackle the increase in violent offending with young people. Operation Asteroid has been setup and has a number of initiatives looking to tackle this issue.

Operation Arrow was implemented in 2017 to provide a coordinated response to the issue. This involves a small team of police officers embedded within Newcastle Neighbourhood Policing Team who work alongside a local authority staff member. Officers develop intelligence and work in partnership with agencies to safeguard vulnerable people. Information sharing and intervention is coordinated with individual cases triaged through the Common Case Management Group (CCMG). The CCMG is chaired by Public Health and attended by a range of agencies including the police. Enforcement action has targeted the predatory criminals supplying drugs in the city centre, a police operation supported by the Newcastle Local Authority saw 15 sentenced to imprisonment at Newcastle Crown Court.

Improving our response to Crime

In order to understand and improve the response to crime, regular reviews are conducted and the findings used to improve quality. Although there were many positive examples of victim focused and high quality investigations, there continue to be areas for improvement including; improved recording of action and rationale, compliance to VCOP and a need for increased supervisory oversight of cases. A significant improvement plan is underway to ensure a consistently high standard of investigation. The activity, which includes staff training and clarity of standards, will be robustly monitored and performance managed.

An internal review of 376 volume crimes offences was completed in 2017 with 71% of investigations meeting required standards.

In 2017, the HMICFRS PEEL Effectiveness inspection assessed the force against the question 'How effective is the force at keeping people safe and reducing crime? The inspection concluded by grading the force as 'Good' for Investigating Crime and Reducing Re-offending and 'requires improvement' for Protecting Vulnerable People and Supporting Victims. Six areas for improvement were identified, two in relation to investigating crime and reducing re-offending and four in relation to protecting vulnerable people and supporting victims. Key findings include:

- Standards of investigation could be improved.
- There was an absence of supervisory oversight and investigative plans.
- Victim contact and care was varied.
- Vulnerability was not always correctly identified.
- The response to vulnerable victims was not always satisfactory.

In response to the findings, the force has put in place a number of actions, including:

- A review of investigation practices and standards from initial call for service to the submission of case files. As a result, improvement activity has been identified to ensure consistent, high quality investigations.
- Comprehensive guidance and aide memoires are being produced to facilitate improved crime recording and recording of the rationale behind decision-making.
- Training to ensure the effective identification, management and supervision of crimes and victim care.
- Implementation of a performance management framework to review the quality of investigations.
- Implementation of a new Integrated Offender Management (IOM) process.
- Development of a crime allocation policy to ensure crimes are allocated to the most appropriate resource for investigation.
- Promoting evidence led prosecutions in particular for crime when risk is identified.
- Enhancing the use of body worn video (BWV).

Safer night-time economy	Cutting Crime	
	2016/17	2017/18
77. Perceptions of safety of those that use the night time economy (5,000 surveyed annually, introduced June 2017)		90% +/-2.1
78. Recorded crime levels in night time economy areas	5,353 15 per day	6,008 16 per day

National and MSG performance information is not available for these measures.

The measure of night time economy (NTE) is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the force with a night time economy. The recorded crime in NTE areas has increased by 12% from an average of 15 crimes per day during 2016/17 to 16 crimes per day in 2017/18 (measure 78). This increase is largely attributable to an increase in recorded assaults without injury from an average of three per day to four per day.

All NTE plans have been reviewed following terror attacks in Manchester and London to ensure adequate protection for crowded areas. All hotels, door staff and NTE partners have received North East Counter Terror Unit training to ensure understanding and expectations should such an incident occur.

Northumbria Police work with a range of agencies and volunteers to ensure a safe NTE including the North East Ambulance Service, street pastors and street and taxi marshals. The Force works closely with license holders and promoters in Newcastle and Sunderland, who are currently not regulated by legislation, to build relationships and respond to demand. Work has commenced in Newcastle on the formation of a Promoter Protocol to professionalise and licence their role in the NTE. The Newcastle City Council Statement of Licensing Policy for 2018 -2023 will include a comment acknowledging the emergence of promoters, and once complete will be supplementary to the wider policy.

In Newcastle a Licensed Premises Drugs Protocol has been devised by Northumbria Police to assist licensees, operators, and their staff and contractors, to take a zero tolerance approach to drug use or supply on licensed premises. It provides guidance to those working in the night time economy as to the action they should take if they find drugs on the premises, or they suspect that drugs are being used or supplied on or near to their licensed premises. The protocol confirms the expectation of Northumbria Police and the other responsible authorities. It confirms when and how they should contact the police to report an incident and what action the police will take.

Vulnerability training is regularly delivered to takeaways, promoters, security staff, licensees, hotels and taxi drivers in key areas.

The Night Time Levy was introduced by Newcastle City Council in 2013 with the introduction of the Police Reform and Social Responsibility Act (PRSRA) 2011, which permitted local authorities the powers to apply additional charges to suppliers who sell alcohol late at night when acute alcohol-related harms are at their peak. The levy has funded the much valued partners in Newcastle City Centre including street and taxi marshals and street pastors. These services have a range of benefits for NTE visitors as well as residents.

Safe Haven was established in Newcastle City Centre, as part of the PCC's continued focus on a safer NTE. It provides a safe space for vulnerable people who are able to recover from the effects of alcohol, charge mobile phones and organise safe travel back home. The site is shared with St John's Ambulance (SJA) who ensure people in need of medical attention are able to receive care, reducing the need to call an ambulance or attend hospital. Patients can be triaged on the ground between the services and cases that do require hospital treatment can be identified more quickly.

Intelligence-led policing in Newcastle City Centre identified significant issues at several licenced premises with drugs being supplied by door staff, promoters and drug dealers, resulting in the arrest of 34 individuals. To prevent nuisance and disorder whilst protecting the public, Closure Notices were issued in respect of four bars (two licenses), closing the premises over the busy Christmas and New Year period. Northumbria Police submitted two further licence reviews in respect of other premises. Licensing review proceedings taken against the premises secured changes to how they are managed, which is hoped to prevent future issues.

Northumbria Police is working in partnership with Newcastle and Gateshead local authorities to pilot a Taxi Licensing scheme. The pilot launched in 2017 aims to share relevant information about incidents, intelligence and crimes involving taxi drivers to local authorities, so that drivers who provide a risk to the public have their licence revoked or suspended. An enhanced disclosure and context is provided at a committee to ensure new applications and renewals are properly scrutinised. To date feedback from the pilot has been positive; it will be reviewed later in 2018 with plans to share good practice with other local authorities.

Fewer offenders, specifically those who cause the most harm to victims			Cutting Crime
	2016/17	2017/18	National/MSG comparison
79. Recorded crime	124,179 340 per day	153,821 421 per day	40 th Nationally ¹³ 7 th in MSG
80. Recorded crime levels based on the crime severity score published by ONS ¹⁴	41,759	52,511	31 st Nationally 4 th in MSG
81. Compliance with National Crime Recording Standards	93% 9,843 under recorded	96% 6,877 under recorded	
82. Percentage of crimes recorded within 24 hours ¹⁵	72% 89,550 within 24 hours	85% 134,766 within 24 hours	

Total recorded crime (measure 79) and the related crime severity score (measure 80) continue to increase. This is in part, as a result of improvements with national crime recording standards to 96% (measure 81).

A detailed report on police recorded crime was presented to the Police and Crime Panel in March 2018 and further data is available in appendix 1 and appendix 2.

Following an assessment of crime statistics by the UK Statistics Authority in 2014, the statistics based on police recorded crime data were found not to meet the required standard for designation as National Statistics. Since 2014, there has been a major national inspection programme by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) of police practices for the recording of crime. In 2014, HMICFRS concluded the compliance rate for Northumbria was 72%. A subsequent inspection in October 2016 showed that improvements in recording practices had been made, with compliance at 93% (the 2nd best compliance rate of the 17 forces inspected to date).

Significant work has been undertaken to improve standards of crime recording, under four broad themes:

¹³ MSG and national positions are based on the 12 months to February 2018 (a rank of 1 represents the force with the fewest number of crimes)

¹⁴ The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

¹⁵ 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.

- Leadership.
- Process change – Implementation of crime recording at source.
- Training.
- Improved quality assurance and rectification.

There are a number of offence types which have been influenced to a lesser extent, albeit not entirely, by improvements in crime recording standards. Within Northumbria, those offences which are more likely to be actual increases in offending include burglary dwelling, vehicle crime, theft (including shoplifting) and some offences within the violent crime category including most serious violence.

Appendix 2 shows the changes in recorded crime since 2014/15 by local authority area alongside the changes in reported incidents which give a better estimate of levels of offending.

The impact of social media and emergence of cyber-crime has been significant on both crime recording and police demand. The introduction of new offence types (e.g. sending letter or social media message with intent to cause distress or anxiety) is now a daily occurrence and contributes to an increase of 45% in cyber-crime. The Force also recognises national increases of serious crime including child sexual exploitation, modern slavery and human trafficking.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime. The survey measures crime by asking members of the public, about their experiences of crime over the last 12 months. In this way the survey records all types of crimes experienced by people, including those crimes that may not have been reported to the police. CSEW reports the risks of personal and household crime¹⁶ in Northumbria continue to reduce. The Force is 8th lowest in the country (8.6%) for risk of personal crime, and the risk of household crime in Northumbria is the lowest it has been since the measure was introduced in 2007 (5.5%).

Improvements have also been made with respect to recording crimes at the first opportunity (measure 82); with 85% of crimes recorded within 24 hours (this is largely attributable to the introduction of crime recording at source).

Improving how we tackle crime

There are four areas for improvement (AFI) from the HMIC PEEL Effectiveness 2016 inspection. The force has made progress on each of these AFIs:

“The force should widen its approach to integrated offender management to maximise its impact on reducing threat, harm and risk. There should be clear measures of success which enable the force to evaluate how effectively it is protecting the public from prolific and harmful offenders”.

Northumbria Police launched a new IOM model in March 2018, which builds on the already established model within Multi Agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conference (MARAC).

The new model looks to develop a multi-agency case management plan for all of the top 100 Cohort offenders in each Area Command, early assessment of cohort offenders indicates that around 90% will be subject to some form of statutory management by National Probation Service (NPS), Community Rehabilitation Company (CRC) or Youth Offending Teams (YOT). This will assist in monitoring the use and impact of pathways out of offending including: accommodation, education and training, substance misuse, finance management, relationships, lifestyle and associates, attitudes, thinking & behaviour and mental and physical health.

“The force should further develop its serious and organised crime local profile in conjunction with other interested parties to enhance its understanding of the threat posed by serious and organised crime and inform joint activity aimed at reducing this threat”.

“The force should engage routinely with partner agencies at a senior level to enhance intelligence sharing and promote an effective, multi-agency response to serious and organised crime”.

¹⁶ 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

“The force should take steps to identify those at risk of being drawn into serious and organised crime, and ensure preventative initiatives are put in place with partner organisations to deter them from offending”.

Northumbria Police is committed to tackling and reducing serious and organised crime, activity includes:

- Monthly Operation Magnet meetings with partner agencies.
- All Organised Crime Groups (OCGs) are mapped and targeted by Northumbria Police and partners at a local, force and regional level.
- The Serious and Organised Crime (SOC) Local Profile has been developed to help the force understand the threat posed. It has been shared with partners to help inform the threat posed by SOC.
- Use of SafetyWorks! including training with the police and the mini police to divert children from serious and organised crime.
- Effective partnership working with Children Services, Local Authority Community Safety Officers, Pupil `Referral Units and the Coalition Against Crime, to identify individuals at risk of becoming involved in OCG activity.
- Local Community Engagement Teams work with local authorities on initiatives such as Streetwise, using the Home Office Serious Organised Crime Toolkit DVD and lesson plan to divert young people away from Organised Crime. The tool kit supports work with groups such as the Army Cadets and schools by providing awareness to those who may be vulnerable to being drawn into serious organised crime. This work is supported by Neighbourhood Policing Teams through engagement with new and emerging communities to identify those who are vulnerable to OCGs or those who may be linked to new and emerging OCGs.

Cut drug use and the crime that is a consequence	Cutting Crime	
	2016/17	2017/18
83. Monitor the number of offenders given a conditional caution referred to substance abuse intervention ¹⁷		131

National and MSG performance information is not available for these measures.

Early intervention Pilots

Multi-agency Early Help Hubs are well-established in the Northumbria Police area, however, there has been a recognition that further work to support early intervention for families with complex needs would be of benefit.

A six-month pilot, which started in October 2017, involved PCSOs in Sunderland and Northumberland working with other agencies to support families. The pilot improved multi-agency working and intelligence sharing between the police and other agencies, and shifting the focus from a reactive to a preventative service. Consultation is planned with all Local Authorities in the Northumbria Police area to consider its extension.

Building Trust and Networks

In April 2017, the Force developed a pilot in conjunction with Mutual Gain, a company that specialises in building trust and networks. The aim of the pilot is to build and improve community contacts and confidence within some of our more challenging, complex and diverse communities. This approach assists the force to meet current and future challenges, in relation to early identification and engagement to meet threats posed around counter terrorism, human trafficking, modern day slavery and sexual exploitation. In September 2017, two events were held in two communities (Elswick and Byker) based on the 'World Café' approach. The events were well attended and feedback was extremely positive. Findings have shaped and influenced policing activities and partnership work in these and other communities.

¹⁷ New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide		Community Confidence
	2016/17	2017/18
84. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% +/- 1.0	86% +/- 1.0
85. Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims (1,300 surveyed annually – introduced August 2017)		82% +/-2.4
86. Percentage of people who feel safe in their local area (5,000 surveyed annually)	98% +/- 0.4	97% +/- 0.4
87. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	58% +/- 1.3	54% +/- 1.5
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)		
88. Ease of contact	98% +/- 1.9	97% +/- 2.0
89. Time of arrival	87% +/- 4.4	88% +/- 3.6
90. Action taken	88% +/- 3.9	83% +/- 3.9
91. Follow-up	82% +/- 4.6	75% +/- 4.9
92. Treatment	97% +/- 2.1	92% +/- 2.8
93. Whole experience	90% +/- 3.6	82% +/- 3.9

National and MSG performance information is not available for these measures.

Residents' perceptions of local policing are stable, with 86% believing the police do a good job and 97% feeling safe in their local area (measures 84 and 86). The percentage of people who believe the level of visibility is 'about right' has continued to show a statistical reduction, from 58% to 54% (measure 87). Most residents feel that a police presence would act as a deterrent or reassurance rather than be needed in response to a specific problem. This is supported by the high perceptions of safety. As a result of this reduction the neighbourhood teams are analysing public insight and undertaking further research within their local communities to identify opportunities to improve visibility.

Hate crime has increased in Northumbria Police, as is the case nationally as a result of high profile events, such as the EU referendum and terrorist events.

Hate crime satisfaction has shown a statistical reduction from 90% to 82% (measure 93). There have been reductions in satisfaction for actions taken, follow-up and treatment, with follow-up and treatment statistical reductions. This trend is particularly notable since June 2017. Common reasons for dissatisfaction include:

- Not responding quickly enough/when advised.
- Not taken seriously/lack of action.
- Not advised of progress/outcome.

As a result of this reduction and a review of hate crimes, the Hate Crime Action Plan was updated to include a number of actions to improve performance. This included training to all call handlers to improve the initial

response to hate crime. Investigating officers have been provided with clear expectations from their line management who are scrutinising cases. The Neighbourhood Policing and Community Engagement Teams (CET) who have expertise in hate crime are providing support and oversight around hate crime. How hate crime victims are kept up to date and advised of outcome is under review to identify and embed best practice. Northumbria Police are working with VFN and Advocacy Centre North, who have been commissioned by the PCC to support victims of hate crime. Northumbria Police are also working with CPS and Probation to improve outcomes for victims.

Northumbria Police's CET have built relationships with groups and communities who would not usually engage with the police. This is supported by the Force campaign 'Being you is not a crime', resulting in increased confidence in the police service to treat these crimes with the seriousness that they deserve.

Central Area Command's CET has been recognised nationally, for their efforts to improve the reporting of hate crime, when the team won the Law Enforcement Upstander Award at #No2H8 Crime Awards 2017. This is a high profile national award and has resulted in other forces visiting to share good practice.

As a Top 100 Employer in the Stonewall Workplace Equality Index and a Stonewall Diversity Champion. This demonstrates that Northumbria Police is viewed positively by the Lesbian, Gay, Bisexual and Transgender (LGBT) community and is seen to be championing the needs of those who are LGBT. It also demonstrates the ongoing commitment to increasing trust and confidence amongst the wider LGBT community.

Hate Crime and Community Tension Monitoring Groups have been established with Newcastle, Sunderland and Gateshead Councils, work is ongoing with the other three Local Authorities to establish a similar group within their areas.

In June 2017, the number of LGBT liaison officers increased from 30 to 70. This was in response to public insight which identified that those in the LGBT community had a fear of not being taken seriously when reporting hate crime, fear of discrimination and a lack of trust that Police would fail to protect their privacy. One of the outcomes of the insight was to increase the number of LGBT liaison officers to help improve confidence. To support staff in their roles training is routinely delivered to improve their knowledge and understanding of issues affecting the LGBT community. The officers now regularly support both the LGBT community and other police staff in understanding LGBT issues. The force is seeking to expand the service further by providing victim support to hate crime victims from Advocacy North, funded by the Office of Police & Crime Commissioner.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response	Community Confidence	
	2016/17	2017/18
94. Percentage of people who feel that cyber-crime is a very or fairly big problem (5,000 surveyed annually)		94% +/-0.9
95. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (5,000 surveyed annually)		81% +/-1.3
96. Percentage of people who feel that exploitation is a very or fairly big problem (5,000 surveyed annually)		62% +/-2.6
97. Perceptions of road safety, including drink driving and use of mobile phones (5,000 surveyed annually)		84% +/-1.2

National and MSG performance information is not available for these measures.

Community Engagement

A new front office model has been implemented with a refreshed approach to service provision, and an increased emphasis on providing greater customer service to the public when engaging via the front office. The new front office model better reflects the needs and changing demands of the community and has been introduced as a result of identifying significant periods of low or no demand at key times and locations.

At the end of 2017, the Force Engagement Strategy was launched. It is underpinned by the Force Equality Action Plan, with progress monitored by Equality Board and Strategic Hate Crime Groups. Independent oversight is provided by the Strategic Independent Advisory Group, the Office of Police and Crime Commissioner (OPCC) Advisory Groups and the Police Complaints Scrutiny Panel.

Throughout 2017, community engagement activity prioritised engagement with Muslim, Jewish, LGBT and Roma Traveller/Gypsy communities. The key priority for 2018 will be building better relations with Eastern European communities and people with disabilities. The Force now uses technology and social media to better engage with its diverse communities; Hootsuite allows monitoring and management of all social media trends and feedback in one place. This increased use of social media has helped identify offenders, locate missing persons and communicate events, incidents and crime prevention advice with the public.

The Force has developed a corporate media and campaign calendar which has been developed in conjunction with the OPCC. The calendar contains events both locally and nationally, linking in targeted crime prevention activity including events that maximise engagement, such as dedicated days of action.

The way communities engage and interact with Police is changing and there is a need to develop creative communication channels to provide relevant information, accessible contact points, timely feedback, and success stories for reassurance and maximise the way we use technology including:

- 'MyStreet' app is a reporting tool for the public, directing issues and concerns to the appropriate authority and away from the police. The app is currently live in five of the six local authorities and will go live in Sunderland before the end of March 2018.
- Work is on-going on the new Northumbria Police force website with continuing development of online services. The new website will support a variety of digital services including detailed advice and Information and over 30 online forms.
- Web Chat is available through the external website and allows members of the public to speak directly with an operator within the Communications Department at a time and place that is convenient for them.
- 'Your Northumbria', a community messaging tool went live in June 2017 which allows officers and staff to engage directly with targeted community groups to provide information and reassurance.

Customer expectation of policing services is changing. Customers are beginning to favour services that are convenient, digitally-enabled and accessible at a time and place convenient to them. The Customer Service project aims to improve customer experience by:

- Enhancing the force's digital capabilities i.e. online crime reporting, the ability to send images and media clips in support of crime investigations.
- Improving its ability to manage demand by changing contact behaviours i.e. web chat and the ability for victims to receive progress information on crime investigations.
- Increasing customer satisfaction through the development of an effective service recovery/complaints management approach.

This project looks to improve the customer experience by reducing waiting times, improving accessibility through increased contact points and personalising the service through appropriate channelling of demand.

Cybercrime and Fraud

94% of people feel cyber-crime is a significant problem (measure 94), although only one in four people have experienced it themselves. Of those affected, three in four reported it, mostly to banks, credit card companies and online service such as EBay; only 18% reported to the police.

A Cyber Crime problem profile has been produced to understand the issue locally. Operation Signature ensures vulnerable victims who report to Action Fraud are given an enhanced service, which includes safeguarding, crime prevention advice and where appropriate, referrals to other agencies such as VFN.

20 Cyber volunteers are in their final stages of training, which will involve working with over 50 local companies who have signed up to have their cyber security systems tested. These include local small to

medium size businesses, law firms, schools, and large public sector organisations. This initiative is supported by regular breakfast meetings between regional crime agencies and businesses. Northumbria Police's annual media campaign runs alongside the Get Safe Online (GSOL) campaign.

In March 2017, a new banking protocol was launched aimed at improving early intervention to protect victims by empowering banks to phone the police at an early stage of any concerns. As of 15th February 2018, Northumbria Police dealt with 84 incidents, made 10 arrests and stopped fraudulent transactions worth £795,832. The average age of victims was 68 years, and 50 victims were subject of an adult concern submission, many of whom were previously unknown to police or social services. This is now well embedded within the force area and will continue as business as usual from now on.

Tackling Exploitation and Modern Day Slavery

Modern slavery is an overarching term encompassing slavery, servitude, forced or compulsory labour and human trafficking. As a new emerging area, a problem profile will be produced by June 2018. The profile will focus on raising awareness, sharing and compiling data with safeguarding partners.

The Force is currently working on a joint Modern Day Slavery (MDS) protocol which all local authorities will be asked to sign-up to. This will provide consistency of understanding and ability to respond to MDS.

A complex investigation into offences of Human Trafficking and Modern Slavery revealed a large, complex network of approximately 70 suspects and victims being recruited and trafficked across the UK on the promise of work. As a result of the investigation, nine defendants were charged with offences of trafficking, slavery and controlling prostitution.

A separate multi-agency investigation resulted in nine people being charged with offences including: hold person in slavery or servitude; conspiracy to require person to perform forced or compulsory labour; conspiracy to traffic people within the UK for exploitation and fraud by false representation. At trial, four defendants were found guilty and sentenced to a total of 32 years imprisonment. The investigation received an accolade from the Independent Anti-Slavery Commissioner.

In June 2017, the Force held a multi-agency Modern Day Slavery (MDS) conference to raise awareness, share good practice and lessons learned around operational activity. The Force has been working with Sunderland University students who have produced short films about MDS, funded by the PCC, which can be used as multi-agency training videos.

In July 2017, Northumbria, Durham and Cleveland Police worked with a range of agencies to target foreign criminals and immigration offenders as well as safeguarding those at risk of being targeted by human traffickers.

A joint Northumbria and Durham Modern Day Slavery Conference is planned in October 2018.

Northumbria Police is working with partners to tackle Child Sexual Exploitation (CSE)/Sexual Exploitation (SE) focussing on community engagement, raising awareness and training to share information and promote confidence. The force regularly contributes to and leads on engagement events and the delivery of training to other agencies, businesses and the wider community ensuring strong relationships with communities and partners.

Northumbria Police, working with other agencies, has developed a victim focused response to engaging and protecting those involved in sex work. The multi-agency project focuses on engaging sex workers, by building up their trust and confidence. Information has been provided to them about how to keep safe and encourage sex workers to report a crime or share intelligence on dangerous people. As a result of the project, a number of individuals have been able to exit sex work.

Effective Road Policing

Road safety perceptions are high (measure 97), with 84% of the public thinking roads are safe in their local area. The use of mobile phones is the biggest public concern (61%), followed by speeding and dangerous driving (43%), and drink driving (9%).

Northumbria Police target the 'Fatal 4': speed, mobile phones, alcohol or drugs and seatbelts; focusing on education and prevention including promoting safety messages on social media as well as enforcement. Surveys completed with residents show the use of mobile phones whilst driving and speeding to be a concern to the general public.

The force works in partnership with local authorities and other agencies to develop problem solving initiatives e.g. 'think, speed, signage' and identifying solutions to road safety issues e.g. traffic calming measures. Through data analysis, locations are identified to target patrols and to reduce road casualties i.e. rural Northumberland was identified as an area to target for motorcycle anti-social behaviour.

Engagement is undertaken with road user groups i.e. cyclists and older motorists to promote road safety messages and ensure compliance. In September 2017, the Washington Wetlands event was held where approximately 200 bikers were in attendance. Feedback was positive and the event was used to inform attendees of schemes such as Biker cornering clinic.

Further campaigns are scheduled for May and August 2018. Work is ongoing with Northumberland County Council to explore a potential Bikewise style scheme and with Northumberland Fire & Rescue and Tyne and Wear Fire & Rescue to promote rider safety.

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf		Community Confidence	
	2016/17	2017/18	
98. Percentage who agree PCC talks to people to understand community's needs (5,000 surveyed)	45% +/- 1.4	48% +/- 1.6	
99. Percentage of public who agree the PCC holds NP to account on behalf of the public (5,000 surveyed)	61% +/- 1.4	66% +/- 1.5	

National and MSG performance information is not available for these measures.

There have been statistically significant increases in the number of residents who agree the Police and Crime Commissioner (PCC) talks to people to understand the needs of the community from 45% to 48% (measure 98), and the percentage who think the PCC holds the police to account on behalf of the public, which has increased from 61% to 66% (measure 99). This follows longer-term year-on-year increases in these measures since the introduction of PCCs.

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf			Community Confidence
	2016/17	2017/18	National/MSG comparison
Monitor level and type of allegations ¹⁸ :			
100. Incivility, impoliteness or intolerance	406 allegations 34 per month	374 allegations 31 per month	13% Force 12% National 13% MSG
101. Other assault	198 allegations 16 per month	203 allegations 17 per month	11% Force 8% National 7% MSG
102. Other neglect or failure in duty	740 allegations 61 per month	690 allegations 58 per month	23% Force 38% National 39% MSG
Appeals made and upheld			

¹⁸ National and MSG comparisons are based on the percentage of all allegations recorded.

103. Percentage of appeals made	13% 95 appeals	21% 160 appeals	
104. Percentage of appeals upheld - Overall	21% 35 appeals upheld	21% 43 appeals upheld	
105. Percentage of appeals upheld - Force investigated	15% 6 appeals upheld	16% 12 appeals upheld	17% National 4% MSG
106. Percentage of appeals upheld - Force locally resolved	0%	0%	15% National 9% MSG
107. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	39% 16 appeals upheld	25% 9 appeals upheld	39% National 44% MSG
108. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	17% 10 appeals upheld	33% 20 appeals upheld	36% National 32% MSG
109. Number of live complaints being managed (as at 31 March)	193	192	

As part of its annual inspections into police effectiveness, efficiency and legitimacy (PEEL), in 2017 HMICFRS assessed the legitimacy of Northumbria Police to ensure that police powers are used fairly and that they treat people with respect in the course of their duties and the overall judgment for Northumbria Police is 'good'. HMICFRS did not identify any cause of concern or make specific recommendations for Northumbria Police.

The top three allegation types and volume remains consistent with the previous year. Northumbria Police is robust in how it records each allegation; however a quality assurance exercise was recently carried out to ensure the categorisation of allegations were appropriate. The findings have been fed back to the Complaints Service Advisors and the Force Assessor in order to improve accuracy of recording.

The allegation, 'Other neglect or failure in duty' remains the top recorded allegation type, but it has decreased compared to the same point in 2016/17 (measure 102). Whilst the force numbers are lower than the MSG (38%) and the National average (39%), analysis of the allegation category shows that the majority of complaints originate from a belief that a crime investigation has been inadequate and that officers have:

- Failed to take the complainant seriously;
- Failed to keep in contact or update the complainant; and
- Failed to consider additional information and evidence provided by the complainant.

Allegations of 'Incivility, impoliteness and intolerance' have shown minimal change in comparison to the same period in 2016/17. It is also comparable to the MSG average (13%) and the national average (12%). 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.

As 'Other assault' allegations is higher compared to the national average and MSG, Northumbria Police is carrying out analysis, the results of which will be used to improve working practices in order to reduce complaints of this nature.

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

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

The increase in the number of upheld non-recording decisions has been discussed with the IOPC. The majority of the IOPC non-recording decisions pertain to persistent/ complex complainants and have been partially upheld only. Such complaints frequently contain large numbers of allegations and revisit historic

issues where complaint investigations have already been concluded. In an effort to ensure a better understanding of those more complex complainants and subsequently any Northumbria Police decision to non-record, IOPC has agreed to appoint case workers for a number of identified complainants. Within the last quarter (2017/18) the non-recording upheld rate has dropped to 9%.

Methodology

Statistical results that are highlighted in green or red denote a positive or negative change. Uncoloured measures relate to either no change, or a change that could be deemed as both positive and negative (for example an increase in recorded sexual offences). Statistically significant changes should be used as a starting point in considering the meaning and significance of the change. In other words, a significant statistical reduction does not necessarily necessitate an organisational response, but should be used in context with other evidence to inform decision making.

All survey results include a confidence interval (e.g. +/- 1.2%) which is a margin of error in the sample when representing the greater population from which the sample was drawn. For example, a 90% satisfaction result from a sample with a confidence interval of 1% means that the result within the whole population that is being represented could fall anywhere between 89% and 91% (one percent either way).

MSG – Most Similar Group of Forces

Northumbria Police is considered by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) to be most similar to the following forces:

- South Wales Police
- West Yorkshire Police
- Lancashire Police
- South Yorkshire Police
- Humberside Police
- Gwent Police
- Cleveland Police