



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

## **Joint Business Meeting of the OPCC / Northumbria Police**

**29<sup>th</sup> May 2014 OPCC, Victory House**

**Start time 9am**

**Finish 11.45am.**

**Attendees:** Vera Baird QC, Elaine Snaith, Sue Sim, Steve Ashman, Dean Lowery, Jane Simmons, Bernie McCardle, Richard Heron, Maureen Berne, Mike Mullen and David Veitch

Richard Heron provided a further update in relation to the future use of Pilgrim Street Police Station. The Commissioner requested that she receive a further update regarding the matter.

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The Commissioner received an update on the work of the recently introduced Complaints Triage team which was set up in the Office of the Police and Crime Commissioner to deal with low level complaints from the public. A telephone survey of complainants that were dealt with by the team was carried out to gauge its effectiveness.

The findings have clearly demonstrated that the system is providing a much better complaints resolution service for members of the public. Several other Police and Crime Commissioners are also looking to adopt this approach to improve the service delivered to complainants.

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Mike Mullen gave an overview of the work to date on bringing the cleaning contract back in house.

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Mike Mullen informed the group of the proposed bid for transformation funding by Tyne and Wear Fire and Rescue Services for the co-location of police and fire service personnel.

Detailed conversations regarding the suitability of the proposed locations will take place with a further update to be provided to the Commissioner and Chief Constable.

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Maureen Berne gave an overview on the current work of the media team including a media campaign to highlight the fantastic work of Northumbria Police volunteers and volunteering opportunities currently available.

The media team are also working on a campaign to highlight the issue of forced marriage in preparation for future legislation that will see this become a crime.

The Communications team are preparing a marketing campaign in relation to Domestic Violence which is to run throughout the upcoming World Cup 2014. This campaign will raise awareness at a time when increased alcohol consumption may lead to an increase in reports of Domestic Violence.