

**Police and Crime Commissioner for Northumbria**  
**Delivery of the Police and Crime Plan**  
**TARGETS AND PERFORMANCE**

APRIL 2013 – JULY 2013

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

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

Chief Constable's Delivery Plan Measures	Previous Year	Current Year	Comparison against target	Comparative Position	
				National	MSG
Maintaining the force's national position (1st) for the satisfaction of victims with the overall service provided by the police.	91.7%	91.5%	Meeting Target	1st	1st
Maintaining the force's national position (1st) for the satisfaction of victims with how well they were kept informed of progress.	87.6%	87.6%	Meeting Target	1st	1st
Maintaining the force's national position (1st) for the satisfaction of victims with action taken by the police.	89.8%	89.8%	Meeting Target	1st	1st
<p><b>Further Information</b></p> <ul style="list-style-type: none"> <li>• Force continues to be placed first for all satisfaction measures (not just those in the plan)</li> <li>• Satisfaction levels remain constant</li> <li>• The force continue to reinforce key messages with officers <ul style="list-style-type: none"> <li>– Explain to victims what is going to happen and why</li> <li>– Follow this up by doing what we've committed to</li> <li>– Keep the victim informed.</li> </ul> </li> </ul>					

## OBJECTIVE 2 - DEALING WITH ANTI-SOCIAL BEHAVIOUR

### Commissioners Objectives

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

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

Chief Constable's Delivery Plan Measures	Previous Year	At June 2013	Comparison against target	Comparative Position	
				National	MSG
Ensuring all of the most vulnerable victims of ASB are attended to within one hour	New Measure	April 83.9% May 89.6% June 84.7%	Not Meeting Target	N/A	N/A
Maintaining the percentage of victims of ASB who are satisfied with the arrival time to at least 95%	95.0%	94.6%	-0.4%pts below target	N/A	N/A
Increasing the percentage of victims of ASB who are satisfied with how well they have been kept informed of progress to at least 90%	89.2%	89.9%	-0.1%pts below target	N/A	N/A
Maintaining the percentage of victims of ASB who are satisfied with the overall service provided by the police to at least 90%	89.6%	90.0%	Meeting Target	N/A	N/A
Increasing the percentage of victims of ASB who are satisfied with action taken by the police to at least 90%	88.9%	89.6%	-0.4pts below target	N/A	N/A
Monitoring the use of all available anti-social behaviour powers	N/A	Assessment to be completed in September 2013			

### Further Information

The first measure in this table is a new measure and in June 2013 84.7% of vulnerable victims of ASB attended within one hour compared to 89.6% in May. However up to July 14<sup>th</sup> there has been a significant improvement with a total of 96.7% of incidents attended within one hour.

### OBJECTIVE 3 - DOMESTIC AND SEXUAL ABUSE

#### Commissioners Objectives

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

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

Chief Constable's Delivery Plan Measures	Previous Year	At June 2013	Comparison against target	Comparative Position	
				National	MSG
Ensuring 100% of victims have been offered an Independent Domestic Violence (IDVA) or Independent Sexual Violence Advisor (ISVA)	New Measure	100% (998) IDVA	Meeting Target	N/A	N/A
		100% (93) ISVAs	Meeting Target	N/A	N/A
Monitoring and improving levels of referrals of victims to partners agencies in order to reduce the victim risk	New Measure	100% (1091 referrals) Plus 45% of medium risk victims referred to victim support	Meeting Target	N/A	N/A
Delivering 100% compliance with the Domestic Abuse, Stalking and harassment toolkit and risk assessment for all victims of domestic abuse	New Measure	100% (6,921)	Meeting Target	N/A	N/A
Ensuring that high risk victims of domestic violence are supported through the Multi-Agency Risk Assessment Conference (MARAC) process	New Measure	100% (998)	Meeting Target	N/A	N/A

#### Further Information

The draft regional strategy to tackle violence against women and girls will be launched in November 2013.

## OBJECTIVE 4 - REDUCING CRIME

### Commissioners Objectives

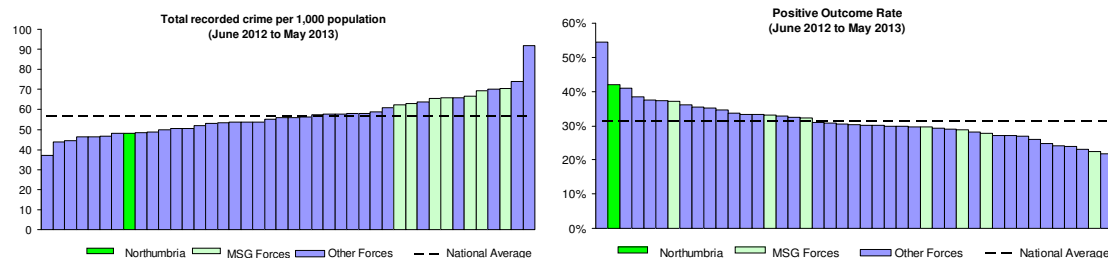
- Promote crime prevention to reduce crime and its impact on costs.
- Work with Community Safety Partnerships to cut crime and re-offending and therefore cut the number of victims of crime.
- Bring Community Safety Partnerships closer together across borders to optimise reduction and prevention of crime.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

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

Chief Constable's Delivery Plan Measures	Previous year Daily Average	@ 10th July 2013	Comparison against target	Comparative Position	
				National	MSG
Reduce total recorded crime by at least 1%	18,475	20,237	+10% (1762 crimes)	8 <sup>th</sup>	1 <sup>st</sup>
Reducing burglary dwelling offences by at least 1%	844	957	+13% (113 crimes)	10 <sup>th</sup>	1 <sup>st</sup>
Reduce violent crime by at least 1%	3,471	3,831	+10% (360 crimes)	1 <sup>st</sup>	1 <sup>st</sup>
Reduce alcohol related violent crime by at least 1%	1,780	1,835	+3% (55 crimes)	N/A	N/A
	Previous year	10 <sup>th</sup> July 2013			
Increasing the total crime positive outcome rate to at least 45%	44.8%	41.8%	-3%pts (590 outcomes)	2 <sup>nd</sup>	1 <sup>st</sup>
Increasing the positive outcome rate for hate crimes to at least 58%	57.9%	43.1%	-14.8%pts (29 outcomes)	N/A	N/A

### Further Information

For total crime the national position has changed from 7<sup>th</sup> to 8<sup>th</sup>, the force continue to be placed well against peers and nationally with levels remaining similar to previous months



## OBJECTIVE 5 – COMMUNITY CONFIDENCE

### Commissioners Objectives

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

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

Chief Constable's Delivery Plan Measures	Previous year	@ 10th July 2013	Comparison against target	Comparative Position	
				National	MSG
Measuring the amount of patrol time by Neighbourhood Policing Teams and PCSOs in their neighbourhood	New Measure	April - 83% May 80% June 83%		N/A	N/A
Reduce the number of complaint appeals which are upheld	53% (78 – 2011/12)	Data not yet released by IPCC will be October 2013			
Maintaining the force's national position (1st) for the percentage of people who think the police do a good or excellent job	67.8%	N/A	Not meeting target	7 <sup>th</sup>	1 <sup>st</sup>
Maintaining the national position (1st) for the percentage of people who think the police can be relied upon when needed	67.3%	N/A	Meeting Target	1 <sup>st</sup>	1 <sup>st</sup>
Increasing the percentage of people who believe the level of patrol in their area is about right to at least 60%	59%	N/A	N/A	N/A	N/A
Maintaining the percentage of people who feel safe living in their area by at least 96%	96%	N/A	N/A	N/A	N/A
Improve the force's national position (6th) for the percentage of people who agree that police understand the issues that affect their area	76.9%	N/A	Meeting Target	3 <sup>rd</sup>	1 <sup>st</sup>
Establishing a baseline with the aim to reduce the percentage of people who say that the anti-social use of vehicles is a problem in their local area	Questions amended in Safer Communities Survey with data available in July 2013				
Measure the satisfaction of complainants and how their complaints are managed	Survey forms designed and are being printed in order to commence surveys				
<b>Further Information</b> Where data is missing for these measures it is not available as they are provided by the Safer Communities Survey (SCS) and the British Crime Survey (BCS). There are time delays with this information, SCS 3months, BCS 6months.					

There is a comprehensive review of press articles and reviews of government policies and initiatives on the OPCC website – [www.northumbria-pcc.gov.uk](http://www.northumbria-pcc.gov.uk)

You can also follow me on Twitter @northumbriapcc or on Facebook – [www.facebook.com/vera.baird.qc](http://www.facebook.com/vera.baird.qc)