

**Police and Crime Commissioner for Northumbria**  
**Delivery of the Police and Crime Plan**  
 April 2013 – March 2014

**TARGETS AND PERFORMANCE**

<b>OBJECTIVE 1 - PUTTING VICTIMS FIRST</b>
<p><b>Commissioner’s 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 Constable’s delivery plan. This information is presented at the Strategic Management Board on a monthly basis.

Chief Constable’s Delivery Plan Measures	2012/13	2013/14	Comparison against target	Comparative Position	
				National	MSG
Maintaining the force’s national position (1st) for the satisfaction of victims with the overall service provided by the police.	91.7%	90.3%	Not Meeting Target	2nd	1st
Maintaining the force’s national position (1st) for the satisfaction of victims with how well they were kept informed of progress.	87.6%	87.2%	Not Meeting Target	2nd	1st
Maintaining the force’s national position (1st) for the satisfaction of victims with action taken by the police.	89.8%	88.5%	Not Meeting Target	6th	1st

The tables below provide comparative information with regard to the national position of Northumbria for these three measures. This national comparative data is currently only available up to the end of December 2013, as opposed to the March figure given above, but is provided for information. The year end national comparative data will be available by June 2014.

12 months to December 2013					
Overall Service		Kept informed of progress		Action Taken	
Force1	91.5%	Force 1	88.5%	Force 1	90.8%
<b>Northumbria</b>	91.0%	<b>Northumbria</b>	<b>88.5%</b>	Force 2	90.5%
Force 3	90.2%	Force 3	86.2%	Force 3	90.4%
Force 4	89.8%	Force 4	85.5%	Force 4	89.1%
Force 5	89.7%	Force 5	85.0%	Force 5	89.0%
National Average	88.9%	National Average	78.2%	Northumbria	88.9%
				National Average	83.9%

**Where we are**

Although there is a reducing trend for all three satisfaction measures following a peak in March 2012, although the changes for 13/14 compared to 12/13 are not statistically significant. The following service improvements demonstrate how the service for victims has been improved over the year with a particular focus on vulnerability.

Northumbria Police has improved the service it provides to victims with a focus on vulnerability.

90.3% of victims are satisfied with the overall service provided by the police (12 months to March 2014 compared to the previous year). For the 12 months to December 2013, the Force was placed 2nd nationally.

87.2% of victims were satisfied with being kept informed for the 12 months to March 2014 compared to 87.6% for the previous year; the Force is placed 2nd nationally.

The Force is placed 6th nationally for the satisfaction of victims with the action taken by the police. 88.5% of victims were satisfied this year compared to 89.8%.

**What has been done**

Vulnerability training has provided Northumbria Police staff and officers with skills to assess victim vulnerability.

The most vulnerable are given a service based upon their individual needs. During 2013/14, the Force has improved the way staff are able to identify repeat and vulnerable victims at the first point of contact.

The most vulnerable victims are now responded to within one hour.

Based on checks completed by Communications Department, the percentage of occasions where contact handlers are judged to have made an appropriate assessment as to whether the caller/ victim was vulnerable has been maintained at 87%.

Officers attending incidents are provided with greater detail about the victims they are attending. ICT systems now link previous concerns and reports to persons, addresses and telephone numbers. The reports are highlighted throughout the duration of the incident, and are used to inform the overall police response.

A new field, referred to as the 'Victim Contract', has been added to IT systems to allow an attending officer to retrieve details of the Victim Contact Plan and access a summary of agreed contact methods and frequency.

Victim Contracts are in use across the Force and the requirement to complete one is reinforced via Area Command Senior Management Teams, Daily Management Meetings, Team Performance Meetings, and Sergeant/ Inspector Development Days.

The timescales for crime reviews have been amended to 7 and 28 days (as opposed to

28 and 56). This will ensure an appropriate victim contract and investigation plan has been carried out and documented in a timely manner.

Victims of domestic abuse are now risk assessed more quickly. The Central Referral Unit (CRU) process has been improved with better data accuracy, a simplified form to complete and ICT changes.

Over the last year, a process of engagement with victims, victim groups and community representatives has been embedded, to inform training packages. This ensures victim consultation takes place at key points during its development, including providing opportunities to contribute to the training of trainers.

Implementation of the Domestic Violence Disclosure Scheme (Clare's Law) has benefited from the attendance of Independent Domestic Violence Advisors (IDVAs) at the 'train the trainer' sessions. Their contributions have influenced the training delivered to officers and staff and the design of specialist training to teams in PVP.

To ensure the effective delivery of the revised Victims' Code of Practice, a Northumbria Police Action Plan has been created. The plan provides a summary of 'Victims' Entitlements and Amendments' under the revised code, along with Force actions to accommodate changes.

A 5% dip sample was conducted for the period April to February 2014, with 100% compliance with the victim being updated and contact log entries made.

All area commands have processes and procedures in place to ensure vulnerable victims are provided with tailored and personal support. Over the last year, this has included partnership working to discuss and assess vulnerable persons, locations and properties and to provide a coordinated approach. For example:

- In North Tyneside, a Multi-Agency Screening and Co-ordination Team (MASCT) is in place to provide a partnership assessment of need in relation to vulnerable children and young people.
- The Newcastle 'A Victim Approach to Anti-Social Behaviour Hub' (AVATAH) process deals with issues where an individual is identified as vulnerable, and a multi-agency response is deemed appropriate.
- Newcastle holds a Vulnerable Adult Stand Alone Problem Solving (SAPS) group, which is a multi-agency group to identify vulnerability beyond the official definition, to reduce risk to those who are vulnerable through their 'lifestyle'.

## OBJECTIVE 2 - DEALING WITH ANTI-SOCIAL BEHAVIOUR

### Commissioner's Objectives

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

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

Chief Constable's Delivery Plan Measures	2012/13	2013/14	Comparison against target	Comparative Position	
				National	MSG
Ensuring all of the most vulnerable victims of ASB are attended to within one hour	91.0%	100% <sup>1</sup>	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%	94.7%	Target not achieved	N/A	N/A
Increasing the percentage of victims of ASB who are satisfied with how well they have been kept informed of progress to at least 90%	89.2%	90.1%	Meeting target	N/A	N/A
Maintaining the percentage of victims of ASB who are satisfied with the overall service provided by the police to at least 90%	89.6%	91.0%	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%	89.0%	91.0%	Meeting Target	N/A	N/A

### Where We Are

Northumbria Police remains committed to tackling the perpetrators of ASB and providing appropriate support to victims and witnesses.

Whilst recorded incidents of ASB have fallen by over 36% since 2009/10 and by 13% compared to last year, 15% of people surveyed (12 months to December 2013) consider ASB to be a problem in their local area.

Over the last twelve months, the Force has changed processes and practices to deliver a service which focuses on ASB from the victims' perspective. Enhancements to IT systems, vulnerability training and an increased focus on ASB locally has improved the ability of the Force to identify vulnerable or repeat victims and to provide a tailor-made service which better

<sup>1</sup> 10<sup>th</sup> December 2013 to 31<sup>st</sup> March 2014

meets their needs.

Performance information shows;

- 100% of the most vulnerable victims of ASB being attended within one hour (10<sup>th</sup> December 2013 to 31<sup>st</sup> March 2014).
- 94.7% of all ASB victims satisfied with arrival times (12 months to March 2014).
- 91.0% of victims of ASB satisfied with the action taken by the police (12 months to March 2014).
- 91.0% of victims of ASB satisfied with the overall service by the police (12 months to March 2014).
- 90.1% of victims of ASB satisfied with how well they have been kept informed of progress (12 months to March 2014).
- All of the satisfaction targets with respect to ASB have been achieved with the exception of satisfaction with arrival time which was below the target of 95%.

### **What has been done**

The Force has prioritised ASB and attendance at such incidents. There has been a significant investment by Senior Leaders, local supervision, 24/7 and Neighbourhood Policing Teams (NPTs) to embed the new priorities and instigate a cultural change which ensures all officers understand their responsibilities.

Contact Handlers explore if the incident is an ongoing issue and ensure each incident of ASB is recorded, with case history provided to attending officers.

The identification and recording of vulnerability and repeat victimisation has been enhanced. Changes to ICT systems have been made including;

- A new personal marker which identifies if a victim is 'most vulnerable', at the first point of contact.
- Those victims who have previously been assessed as most vulnerable are automatically identified and an ASB vulnerability marker is added to the incident log.
- A clear warning marker for the 'most vulnerable' status is flagged to Contact Handlers and Resource Controllers.

ASB campaigns and information continue to be promoted across the Force. 'Report it to Sort It' and 'Our Commitment' have been evaluated and show that 21% of respondents recalled the campaign, and 18% stated they would report ASB as a result.

Area commands have continued to prioritise ASB in all neighbourhoods throughout 2013/14, working with partners to develop and agree bespoke plans to identify and resolve local issues. For example;

- Area commands review all incidents on a daily basis in order to identify persons who are vulnerable. The weekly sector review process examines these cases in greater detail. Each Neighbourhood Policing Team (NPT) creates bespoke plans for repeat and vulnerable victims to ensure medium and long-term activity meets individual's needs.
- A number of joint operations are in place across the Force in a bid to tackle local ASB issues. This is in support of individual victims or to address hotspot areas. Examples include Operations Kaiser; Harmony; Harpoon; Path; Oak; Erskine; Respect; and Titan.
- The use of Police Cadets to carry out ASB surveys has proved extremely effective across the Force. For example, Gateshead and North Tyneside Cadets are engaging with communities and identifying issues of concern through targeted surveys.

### OBJECTIVE 3 - DOMESTIC AND SEXUAL ABUSE

#### Commissioner's Objectives

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

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

Chief Constable's Delivery Plan Measures	2012/13	2013/14	Comparison against target	Comparative Position	
				National	MSG
Ensuring 100% of victims have been offered an Independent Domestic Violence (IDVA) or Independent Sexual Violence Advisor (ISVA)	New Measure	100% (2,851 IDVAs)	Meeting Target	N/A	N/A
		100% (360 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% (3,211 referrals) Plus 43.4% 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% (28,929)	Meeting Target	N/A	N/A
Ensuring that high risk victims of domestic violence are supported through the Multi-Agency Risk Assessment Conference (MARAC) process	New Measure	100% (2,851)	Meeting Target	N/A	N/A
<b>Where We Are</b>					
Throughout 2013/14, Northumbria Police, the Police and Crime Commissioner (PCC) and partners have taken a proactive response to protecting victims of domestic abuse, rape and other serious sexual offences.					

As at 31<sup>st</sup> March 2014, serious sexual offences had increased by 35% compared to the same period last year, equivalent to 242 more offences. The positive outcome rate increased by 10.6%pts to 45.9%.

Between 1<sup>st</sup> April and 31<sup>st</sup> March 2014, 2,851 domestic abuse (DA) victims were identified as high risk and supported through the Multi-Agency Risk Assessment Conferences (MARAC) process. All of these victims were offered an Independent Domestic/Sexual Violence Adviser.

Additional performance data shows:

- The Domestic Abuse, Stalking and Harassment toolkit and risk assessment (DASH) process is undertaken for all incidents of domestic abuse (28,929 incidents in 2013/14).
- 43.4% of medium risk domestic abuse victims were referred to victim support.
- The Force was one of eight forces nationally identified as providing a better service to victims of domestic abuse following the recent HMIC thematic inspection.

### **What has been done**

Offences of domestic and sexual abuse are historically under-reported. In order to raise awareness of all forms of abuse and encourage reporting, a number of activities have been undertaken over the last year, which include;

- Internal and external domestic abuse campaigns ('Are you always walking on eggshells?' and 'Domestic Abuse and the Workplace');
- Publication of a 'Domestic Abuse and the Workplace' procedure on the Instructional Information System (IIS); ensuring victims of domestic abuse are aware of the support that is available within the Force; whilst providing guidance to line managers when supporting affected officers and staff;
- 'I have the right' Teen Abuse campaign, includes a downloadable lesson plan and marketing material, accessible via the e-beat website and promoted through Social Media;
- Launch of the 'Consent Campaign', which ran over the festive period aimed at informing men that someone in an intoxicated state cannot give consent to sexual activity;
- The Force supported the ACPO Domestic Abuse Week of Action. Media and online communications were used to promote and encourage victims to report domestic abuse, highlighting the help available and raising awareness of the use of body worn cameras (BWC) by officers attending domestic abuse incidents.

The Force employs three full-time Independent Sexual Violence Advisors (ISVAs), based at Middle Engine Lane who provide tailored support to rape victims as part of the REACH Sexual Assault Referral Centres (SARC). They support victims at court, arrange pre trial visits, organise counselling, and provide crisis support during non police forensic examinations at the SARCs.

Door Supervisors and other night-time economy (NTE) workers have received vulnerability training, linked particularly to females and alcohol issues. This is being rolled out nationally as best practice.

The Force has adopted the full DASH risk assessment toolkit, including specific elements of Stalking and Harassment. The Risk Identification Checklist forms the initial stage of the risk assessment process, and is completed by the first response officer following a report of a domestic incident.

'Sanctuary Schemes' are in place across the force, for all victims of DA. The schemes remove the fear of living at home by installing additional security measures (when the perpetrator no longer lives at the same property), including new door and window locks and panic alarms. Referrals are submitted by police and partners to Crime Prevention Advisors, to allow for a security survey of the property to be undertaken. Recommendations for target hardening work

are forwarded to the agreed service provider for action.

In March 2014, enhancements were made to the force IT systems to improve how the Force records domestic abuse and DASH risk assessments. A Lesbian, Gay, Bisexual and Transgender (LGBT) indicator has recently been added to the domestic abuse record in order to identify victims and monitor whether campaigns to encourage reporting are reaching this group. Improved validation and screen prompts have also been added to DASH to ensure the assessment has been fully completed.

Minimum standards for victimless prosecutions have been established with the Crown Prosecution Service (CPS), including protocols in relation to body worn cameras and digital audio evidence in domestic abuse cases. Guidance has been provided to all area command staff on the ACPO/ CPS DV checklist, which outlines the minimum standards of investigation and supports the use of Victimless Prosecutions.

Over the last year, area commands have continued to develop good practice when tackling domestic and sexual abuse and supporting victims. For example;

- Within Sunderland, training has been undertaken with local GPs and hospital staff in City Hospital Sunderland to identify the signs of domestic violence (DV) and increase confidence in referring to MARAC.
- The BWC pilot went live in Sunderland in December 2013 and North Tyneside is running a similar headcam pilot for 3 months, with a view to improving Victimless Prosecutions.
- South Tyneside provides DV related guidance to all officers via the intranet. The guidance reinforces processes, standards and expectations and includes information on the management of medium risk domestic abuse cases.
- A Male Domestic Violence Perpetrator Programme (Relationship Skills) is in place in Gateshead (managed by DETER), which aims to divert and educate males away from their offending behaviour. The Programme is delivered twice a week and individuals are expected to attend 26 sessions and complete three one-to-one interviews.
- Within North Tyneside, 'mini' MARAC meetings are held to discuss medium risk victims who have children under 18 and a Victim Support referral. The process aims to prevent cases escalating to high risk and enables agencies to discuss concerns for the victim.

#### **OBJECTIVE 4 - REDUCING CRIME**

##### **Commissioner's Objectives**

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

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Chief Constable's Delivery Plan Measures	2012/13	2013/14	Comparison against target	Comparative Position	
				National	MSG
Reduce total recorded crime by at least 1%	66,767	70,078	+ 4.96% (3,311 crimes)	10 <sup>th</sup>	1 <sup>st</sup>
Reducing burglary dwelling offences by at least 1%	3,075	3,163	+2.9% (88 crimes)	12 <sup>th</sup>	1 <sup>st</sup>
Reduce violent crime by at least 1%	10,717	12,552	+17.1% (1,835 crimes)	6 <sup>th</sup>	1 <sup>st</sup>
Reduce alcohol related violent crime by at least 1%	5,610	6,148	+9.6% (538 crimes)	N/A	N/A
Increasing the total crime positive outcome rate to at least 45%	44.4%	45.3%	0.9%pts (630 outcomes)	2 <sup>nd</sup>	1 <sup>st</sup>
Increasing the positive outcome rate for hate crimes to at least 58%	57.7%	55.5%	-2.2%pts (15 outcomes)	N/A	N/A

**Where We Are**

Total recorded crime has increased by +4.96% (3,331 crimes) against a reduction target of -1%. There was an improving trend from a peak of +10% in September 2013. The positive outcome rate for total recorded crime is 45.3%, above the target of 45% and 0.9%pts above last year's rate.

The offence categories which have contributed most to the increase in crime are domestic related violence (1.7% of increase), shoplifting (1.1% of increase) and other theft and handling (1.2% of increase).

For the period 2013/14:

- Crime increases were recorded for violent crime (+17.1%), shoplifting (+8.8%), other theft and handling (+9.4%), burglary OTD (+6.3%) and burglary dwelling (+2.9%)
- Crime reductions were recorded for vehicle crime (-4.1%), criminal damage (-0.3%) and robbery (-3.6%)
- Hate crime increased by 19.3% (111 offences). At 55.5%, the target to achieve a positive outcome rate of 58% was missed by 2.5%pts.

There has been an increasing trend in violence against the person (VAP) which makes up 88% of total violent crime. The majority of the increase is due to less serious VAP (+11.3%) and harassment and assault (+27%). The increase is largely attributable to domestic related violence (particularly crimes involving partners/ex partners).

Non-domestic related VAP continues to make up the greatest proportion of VAP, with over 50% being alcohol related. Despite this, non-domestic related VAP that is alcohol related has decreased by -2.4% compared to last year. Alcohol related crime and disorder continues to be a high community priority.

Initiatives are in place within area commands to tackle crime and re-offending, including Crime Reduction Plans, Burglary Suppression Plans and Performance Frameworks.

## What has been done

Operation Soundwave was launched last summer and has continued throughout the year. The key focus of the operation was to target those involved in opportunist crime and promote crime prevention advice. Initiatives carried out as part of Soundwave included;

- Operation Titan, which involved North Tyneside Neighbourhood Policing Teams (NPTs) working closely with partners to target local criminals who were impacting on the quality of life of communities.
- Operations Sunshine and Moonlight, which targeted high risk areas in Newcastle, providing crime prevention advice to vulnerable residents.
- Operation Christmas Cracker, which aimed to prevent shoplifting and thefts from handbags in the run up to the Christmas period.
- Operations Combine and Slick, targeted travelling criminals in and around rural Northumberland. The operations specifically targeted fuel, metal and agricultural machinery theft.
- Work with Universities and Colleges across the Force to raise student and staff awareness of crime and associated preventative measures.
- A force wide shoplifting campaign launched in March 2014, aimed at tackling opportunist thieves and preventing offences. Each area command has briefings and patrol plans in place which includes the targeting of specific hot spot areas and shops.

A burglary initiative which commenced in November 2013 led to improvements in how the Force tackled burglary with the introduction of a number of new approaches, including a Force-wide Central Burglary Suppression Group. This group provided central governance, held each area command to account as well as sharing best practice.

Area commands continue to work in partnership to reduce the harm caused by alcohol and have established Alcohol Reduction Plans. Operations Guardian and Handle have been carried out within the Force area and include early positive interventions/ engagement, the use of notices to leave and licensed premises checks.

An evaluation of the 'Keys, Money, Phone' campaign in January 2014, found that 32% of respondents recalled seeing or hearing about the campaign, with 38% saying they would think differently about their nights out following the campaign. 46% of respondents recalled seeing or hearing about the alcohol related violence strand; 'One Punch Can Ruin Two Lives', with 44% saying that they would think differently about their nights out in future.

Area Commands continue to work in partnership to reduce and prevent crime, for example;

- South Tyneside Local Authority, Police and Housing are tackling the rise in acquisitive crime and disorder experienced in and around a specific multi-occupancy housing estate.
- Newcastle works in partnership to target begging, street-drinking and vagrancy. This includes diversionary activities, alcohol, drug and accommodation referral and the targeting of key areas.
- Northumberland's Service Improvement Plan has been reviewed and developed into Operation Believe, which incorporates prevention, detection and victim reassurance.
- In Sunderland, significant improvements have been made to the data quality and completeness of Accident and Emergency (A&E) alcohol-related assault data, through the Cardiff model. Appointment of the City Hospital's *Alcohol Cardiff Project Officer* has resulted in improvements in the way in which A&E receptionists log alcohol-related assaults. Data input has increased from 15 assaults in June 2013, to 92 in October 2013.

## OBJECTIVE 5 – COMMUNITY CONFIDENCE

### Commissioner's Objectives

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

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Chief Constable's Delivery Plan Measures	2012/13	2013/14	Comparison against target	Comparative Position	
				National	MSG
Measuring the amount of patrol time by Neighbourhood Policing Teams and PCSOs in their neighbourhood	82.9% of time outside of the station in sector	84.2% of time outside of the station in sector	+2.5%pts	N/A	N/A
Reduce the number of complaint appeals which are upheld	48% (82) (2012/13)	45% (56) (2013/14)	-6pts	N/A	N/A
Maintaining the force's national position (1st) for the percentage of people who think the police do a good or excellent job	70.2%	66.6%	Not meeting target	9 <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%	67.1%	Not meeting target	2 <sup>nd</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%	63.3% (statistically significant change)	Meeting target	N/A	N/A
Maintaining the percentage of people who feel safe living in their area by at least 96%	96%	97.2% (statistically significant change)	Meeting target	N/A	N/A
Improve force's national position (6th) for the percentage of people who agree that police understand the issues that affect their area	76.9%	73.5%	Not meeting target	14 <sup>th</sup>	2 <sup>nd</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	N/A	3.0%	N/A	N/A	N/A
Measure the satisfaction of complainants and how their complaints are managed	N/A	39 surveys returned; with 16 very dissatisfied with the way Northumbria dealt with their complaint. 41% (16) of complainants felt that their complaint was not taken seriously. Complainants were very dissatisfied with how the complaints process was explained and how they were treated during the process (including the updates received)			

The tables below provide comparative information with regard to the national position of Northumbria for these three measures. This national comparative data is currently only available up to the end of September 2013 as shown in the table and provided below.

12 months to September 2013					
Do a good or excellent job		Relied upon when needed		Understand issues that affect area	
Force 1	74.7%	Force 1	70.0%	Force 1	81.0%
Force 2	69.2%	<b>Northumbria</b>	<b>67.1%</b>	Force 2	79.6%
Force 3	68.6%	Force 3	66.1%	Force 3	78.4%
Force 4	68.6%	Force 4	65.8%	<b>Northumbria (14th)</b>	<b>73.5%</b>
Force 5	67.5%	Force 5	65.2%	Force 42	64.7%
Force 6	37.1%	National Average	59.1%	National Average	72.1%
Force 7	66.8%				
Force 8	66.7%				
<b>Northumbria</b>	<b>66.6%</b>				
Force 10	66.6%				
National Average	62.2%				

### Where We Are

In the 12 months to March 2014, there has been a significant increase to 97.2% in the percentage of people who felt safe in their local area, achieving the target of 96%.

Despite all three measures relating to the Crime Survey for England and Wales improving over time, the targets were not met with respect to the comparative national positions (12 months to September 2013 compared to 12 months to September 2012).

The percentage of people who agree that that the police can be relied upon when needed has been maintained at 67.1%, however, the Force's comparative position has deteriorated from 1<sup>st</sup> to 2<sup>nd</sup>.

The percentage of people who agree that Northumbria Police understand the issues that affect their community and tackle the issues that matter to them, has reduced slightly from 76.9% to 73.5% resulting in a comparative national position of 14<sup>th</sup> from 6<sup>th</sup>.

The percentage of people who think Northumbria Police do a good or excellent job has reduced from 70.2% to 66.6% and the Force's position has changed from 1<sup>st</sup> to 9<sup>th</sup> nationally.

Neighbourhood Policing Teams (NPTs) spent 84.2% of their time out on patrol in March 2014 (compared to 82.9% for the period May 2013 to February 2014) and the percentage of people who 'believe the level of patrol in their area is about right' is 63.3% (12 months to March 2014), a significant increase on the previous year.

The level of online engagement has grown significantly, with an increase of 11,033 followers on the Force Twitter page in the financial year 2013-14 (33,087 followers in total); a growth rate of over 50% for the year. The Force Facebook page has also increased its followers by 6,851 to 15,051 (as at 31 March, 2014); an increase of 84%. The Northumbria Police website had 8 million page views in the financial year 2013-14; an increase of 33% on the previous financial year.

### What has been done

The Force continues to encourage communities to report concerns, so action can be taken to

tackle issues and build public trust and confidence. The Force website has clear links to 'Your Neighbourhood', which contains information and contact details for all NPTs and local meetings. Surveys show that 66% of people are aware of local meetings in their neighbourhood.

The Force remains committed to addressing quality of life issues that matter to the public through effective Neighbourhood Policing. A key aim of the NPTs and support teams is to build relationships and confidence with the community. Examples of good practice include;

- Area command patrol plans are in place to maximise engagement opportunities. Engagement strategies ensure the Force works together with communities to refresh neighbourhood priorities and address local concerns.
- An increase in the number of Officers, PSCOs and Special Constables (SC) who are based at convenient locations across the Force area. For example Killingworth NPT is to re-locate to the White Swan Centre in Killingworth in April 2014.
- The use of online Watch Schemes (Neighbourhood, Shop, Farm, Gamekeeper and Pub etc), Community Forums and Representatives (including Key Individual Networks (KINS) to pass on information about NPTs, including contact details.
- Engagement with the Newcastle Eastern European Community which involved NPTs engaging with both the Czech and Slovak Embassies in London. A subsequent community event was held in Newcastle on 25<sup>th</sup> March 2014 and was attended by representatives from both embassies and the local NPT in order to promote consular services and help to bridge any community gaps or issues.
- Motor Patrol operations to tackle the anti-social use of vehicles including; Operation Redline (boy racers in Whitley Bay, Blyth and the Team Valley); Operation Goodwood and Stamada (community concerns regarding excessive vehicle speed); Operation Pastoris (management of a 'Car Cruising event') and Operation Dragoon which was in response to a fatal investigation involving a member of the 'Boy Racer' community.
- In South Tyneside, NPTs engage with schools regarding risk taking behaviour, and the consequences associated with such actions. The presentation is delivered to Year six and seven students, forming part of the Personal Social and Health Education (PSHE) curriculum.

A 'Bridging the gap' communications initiative has been launched internally as a reminder of the steps front-line officers and staff need to take to deliver the best service possible to Black Minority Ethnic (BME) victims. Detailed briefings to all front-line officers and staff are being used to reinforce the key messages, along with posters, screensavers and aide memoirs.

Throughout 2013/14, Northumbria Police has continued to promote opportunities for the public to be involved in local policing. As at 1<sup>st</sup> April 2014, the Force has 309 active Special Constables, equating to around 8.6% of Force establishment, with year end hours worked totalling 65,158. The Force also has 209 Police Cadets, supported by 30 staff members. The Cadets have provided almost 3,000 hours of community input this year, in a variety of settings.

The effective management of complaints is essential to improve our service and increase community confidence. A 'triage' system for the handling and resolution of complaints has been implemented. The system ensures the referral of complaints to Professional Standards Department (PSD) for formal recording and allocation of an Investigating Officer. The system will prioritise complaints, resolve issues quickly and identify those complainants with protected characteristics.