

Police and Crime Commissioner for Northumbria
Delivery of the Police and Crime Plan
 April 2013 - September 2013

TARGETS AND PERFORMANCE

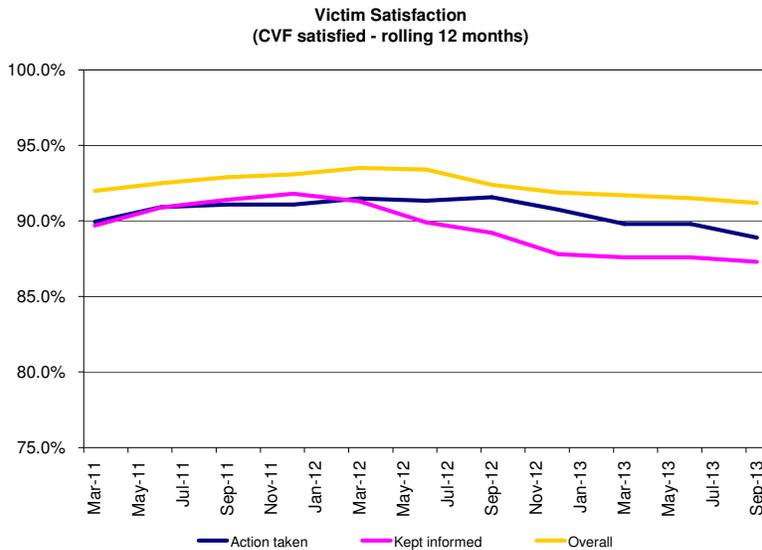
OBJECTIVE 1 - PUTTING VICTIMS FIRST
<p>Commissioner's Objectives</p> <ul style="list-style-type: none"> • Ensure vulnerable victims of crime and Anti-Social Behaviour (ASB) are identified and provided with personal support and firm action. • Involve victims and their views in training and shaping responses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

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	Previous year	12mths to Sep 2013	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%	91.2%	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%	87.3%	Meeting Target	1st	1st
Maintaining the force's national position (1st) for the satisfaction of victims with action taken by the police.	89.8%	88.9%	Not Meeting Target	2nd	1st

The following tables provide comparative information with regard to the national position of Northumbria for these three measures. National comparative data is currently available up to the end of June 2013.

12 months to June 2013					
Overall Service		Kept informed of progress		Action Taken	
Northumbria	91.5%	Northumbria	87.6%	Force 1	90.0%
Force 2	90.6%	Force 2	87.1%	Northumbria	89.8%
Force 3	89.6%	Force 3	85.0%	Force 3	89.7%
Force 4	89.2%	Force 4	84.6%	Force 4	87.7%
Force 5	89.2%	Force 5	83.9%	Force 5	87.7%
National Average	85.8%	National Average	77.1%	National Average	83.3%



This graph shows the direction of travel over time for the victim satisfaction indicators.

Further information

1. Northumbria Police has a new definition of the 'most vulnerable' and 'vulnerable' in place and call takers assess the caller needs in terms of their vulnerability which includes an assessment of the likelihood of immediate harm. An officer attending the scene will also continue this assessment and determine the level of support that the victim may need through a harm reduction plan. The Harm Reduction Plans are regularly reviewed and form a 'contract' between the victim and police on how often they wish to be contacted by the officer dealing with the case.
2. As part of the 'Putting Victims First' approach to training, victims are involved in the development and delivery of training for police officers. Training packages that have been delivered using this approach include Disability Hate Crime, Mental Health, ADHD, Stalking & Harassment and Anti-Social Behaviour.
3. The 'Street to Strategic' IT system will be developed, this will improve mobile working and will improve the identification and subsequent service provision for vulnerable victims with improved information for officers about repeat victimisation. This is currently being trialled in Newcastle and North Tyneside
4. The PCC and the CC agreed that there is a need to develop more restorative justice options. Currently Northumbria Police are limited in their uptake of this national development.
5. Recognition is given to the ongoing work of Northumbria Police and their new and improved focus on both victims of crime and ASB.

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.

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Chief Constable's Delivery Plan Measures	Previous year	12mths to Sep 2013	Comparison against target	Comparative Position	
				National	MSG
Ensuring all of the most vulnerable victims of ASB are attended to within one hour	91.0% ¹	99.2% ²	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%	94.8%	-0.2%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%	90.3%	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%	90.4%	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%	89.9%	-0.1%pts below target	N/A	N/A
Monitoring the use of all available anti-social behaviour powers	N/A	Assessment currently being completed			

Further Information

1. Performance has improved in relation to the first measurement to ensure that all of the most vulnerable victims of ASB are attended within an hour with an increase from 91.0% between April and August and 99.2% within September.
2. Since the last report to panel targets have now been met in two more of the four ASB satisfaction indicators, 'informed of progress' and 'action taken' with

¹ April – August 2013

² September 2013 – 122 incidents attended, with one missed incident within the hour

'satisfaction with arrival' just missing the target.

3. Response times are agreed as a minimum service level, with those classified as the most vulnerable incidents attended within one hour and vulnerable incidents attended within 4 hours.
4. The approach taken by call handlers to identify vulnerable victims also includes asking victims of ASB if they have been subject to previous incidents of ASB. This forms part of the vulnerability assessment. A case history is then provided to the officer attending.
5. To ensure that Neighbourhood Inspectors prioritise ASB in their neighbourhoods, the role of inspectors in the delivery of the Police and Crime plan and service standards has been reinforced by personal briefings by the Chief Constable and Deputy Chief Constable.
6. A force wide ASB campaign 'Sort it to Report It' encouraged victims to report ASB to the police. The campaign featured on buses, the Metro, social media, community centres and area of high footfall.
7. A new question will be introduced in the Safer Communities Survey to assess the percentage of people who believe that ASB is a problem in their neighbourhood. Analysis of the first six months data will take place in October 2013.
8. Partnership working around ASB within the six area commands can be strengthened to ensure that in all areas the powers for local authorities are being used as effectively as possible.
9. The ASB focus adopted by Northumbria Police, in particular in relation to response times and approach to those deemed to be the most vulnerable is not a national requirement or priority in some cases. Northumbria Police are leading nationally in this area.

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	Previous Year	April – Sept 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% (1,722) IDVAs	Meeting Target	N/A	N/A
		100% (181) 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% (1,903 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% (14,539)	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% (1,722)	Meeting Target	N/A	N/A

Further Information

1. The draft regional strategy to tackle violence against women and girls will be launched in November 2013.
2. A force procedure has been developed and the force website updated to provide guidance in relation to stalking and harassment. A review of the criteria against which victims are assessed as high risk has been completed in consultation with Co-ordinated Action Against Domestic Abuse (CAADA), this has increased the number of victims being assessed as high risk and therefore the number referred to an Independent Domestic Violence Advisor or the Multi Agency Risk Assessment Conference (MARAC).
3. Domestic Violence, Stalking & Harassment training has been delivered to 1,841 frontline staff during the first quarter of 2013/14, there are 693 still to be trained.
4. An external force wide Domestic Abuse campaign is to run from November 2013 to February 2014.

5. To enhance the investigation of all incidents of domestic and sexual abuse and violence a critical incident board will be created. The findings of both internal and national serious case reviews and other similar activity relating to domestic homicides and serious sexual assaults will be progressed to ensure organisational learning.
6. The performance measures above are being reviewed in order to focus on the areas where improvements are considered to be more challenging. The vast majority of cases of Domestic Violence are graded as medium risk and a greater focus will be places on action in these cases.

OBJECTIVE 4 - REDUCING CRIME

Commissioner's Objectives

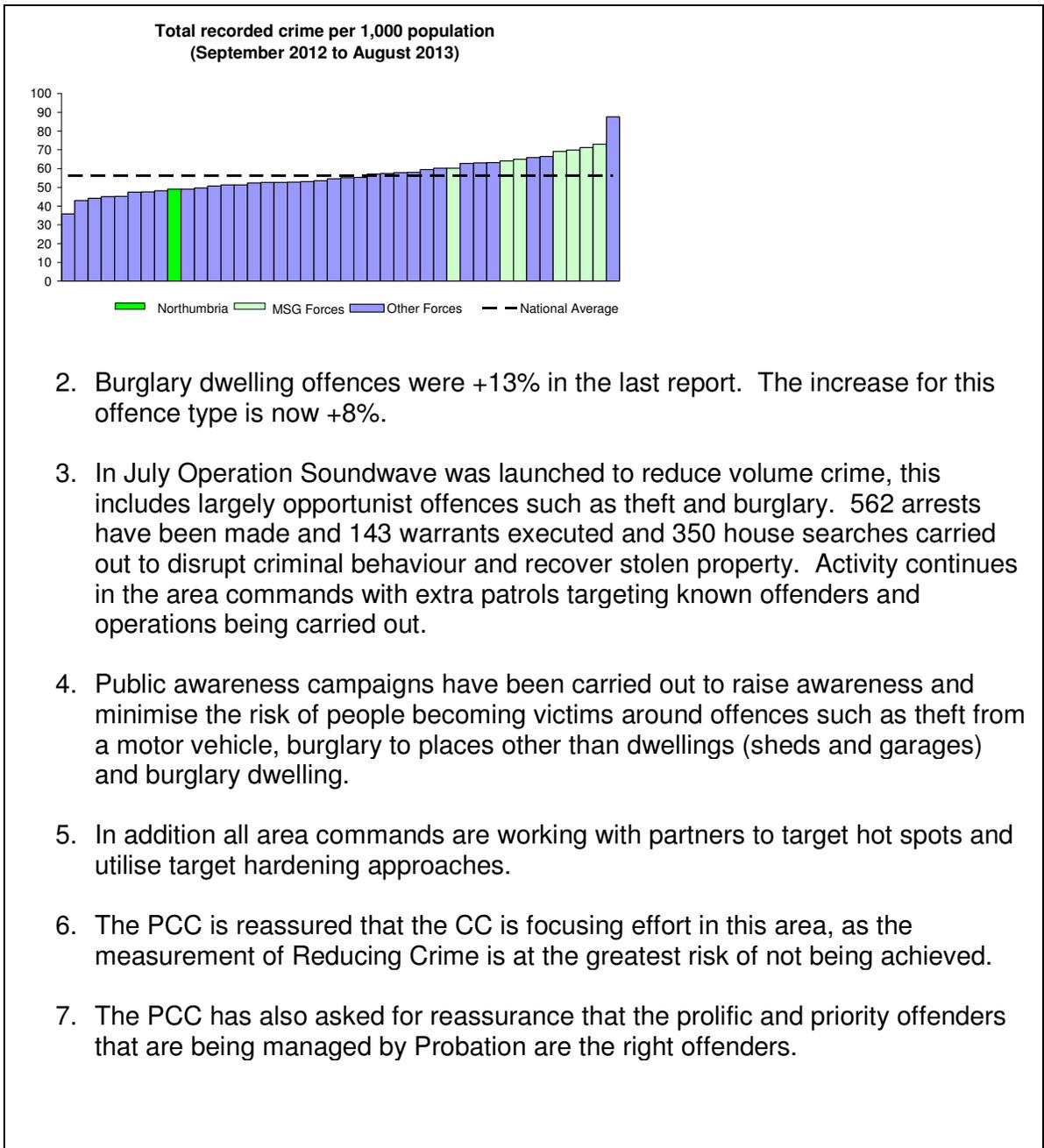
- Promote crime prevention to reduce crime and its impact on costs.
- Work with Community Safety Partnerships to cut crime and re-offending and therefore cut the number of victims of crime.
- Bring Community Safety Partnerships closer together across borders to optimise reduction and prevention of crime.
- 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.

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	@ 3rd Oct 2013	Comparison against target	Comparative Position	
				National	MSG
Reduce total recorded crime by at least 1%	34,027	36,536	+ 7% (2,509 crimes)	9 th	1 st
Reducing burglary dwelling offences by at least 1%	1,567	1,698	+8% (131 crimes)	12 th	1 st
Reduce violent crime by at least 1%	6,453	7,222	+12% (769 crimes)	2 nd	1 st
Reduce alcohol related violent crime by at least 1%	3,311	3,418	+3% (107 crimes)	N/A	N/A
Increasing the total crime positive outcome rate to at least 45%	44.4%	44.1%	-0.3%pts (127 outcomes)	2 nd	1 st
Increasing the positive outcome rate for hate crimes to at least 58%	57.7%	56.1%	-1.7%pts (6 outcomes)	N/A	N/A

Further Information

1. Total Crime has reduced from +8% in the last report to +7%, the national position has changed from 10th to 9th and the force continues to be placed well against peers and nationally with levels remaining similar to previous months.



OBJECTIVE 5 – COMMUNITY CONFIDENCE
<p>Commissioner’s Objectives</p> <ul style="list-style-type: none"> • 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.

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	Comparison against target	Comparative Position	
				National	MSG
Measuring the amount of patrol time by Neighbourhood Policing Teams and PCSOs in their neighbourhood	82.2% ³ of time outside of the station in sector	82.5% ⁴ of time outside of the station in sector	+0.3%pts	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	67.7%	66.7%	Not meeting target	7 th	1 st
Maintaining the national position (1st) for the percentage of people who think the police can be relied upon when needed	66.2%	65.5%	Not meeting target	2 nd	1 st
Increasing the percentage of people who believe the level of patrol in their area is about right to at least 60%	59%	61% (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%	96%	Meeting target	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	76.7%	73.9%	Not meeting target	10 th	1 st
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	2.9%	N/A	N/A	N/A
Measure the satisfaction of complainants and how their complaints are managed	N/A	7 surveys returned. 4 complainants were very satisfied, 1 fairly satisfied, 1 neither satisfied not dissatisfied and 1 very dissatisfied		N/A	N/A

³ May to August 2013

⁴ September 2013

Further Information

1. Where data is missing for these measures it is not available as they are provided by the Safer Communities Survey (SCS) and the Crime in England and Wales (CEW) publication. There are time delays with this information, SCS 3 months, CEW 6 months.
2. The PCC has undertaken a significant amount of work with Northumbria Police to improve how they deal with complaints from the public. This has involved changes within procedures in the Professional Standards Department and training of all operational inspectors who deal with complaints.
3. The PCC has also expressed concern at the falling number of Special Constables.

12 months to March 2013					
Do a good or excellent job		Relied upon when needed		Understand issues that affect area	
Force 1	71.0%	Force 1	66.5%	Force 1	79.3%
Force 2	68.8%	Northumbria	65.5%	Force 2	79.0%
Force 3	68.0%	Force 3	64.6%	Force 3	78.6%
Force 4	67.7%	Force 4	63.1%	Force 4	76.9%
Force 5	67.3%	Force 5	63.0%	Force 5	76.8%
Force 6	67.1%	National Average	58.1%	Force 6	76.4%
Northumbria	66.7%			Force 7	75.6%
Force 8	65.6%			Force 8	74.7%
Force 9	65.1%			Force 9	73.9%
Force 10	65.0%			Northumbria	73.9%
National Average	83.3%			National Average	71.3%