

Police and Crime Commissioner for Northumbria Delivery of the Police and Crime Plan April 2014 – August 2014

OBJECTIVE 1 - PUTTING VICTIMS FIRST

Commissioner's Objectives

- 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.

Chief Constable's Delivery Plan 2014/15

1. At the first point of contact, give a professional and courteous response, assess the vulnerability of the victim and provide attending officers with all the necessary information and details of previous incidents to ensure the victim receives the best service.
2. Develop and deliver a Quality of Service Commitment.
3. Deliver an investigation that meets individual's needs.
4. Identify victims who are more vulnerable to crime and with other agencies, provide support to protect them from future harm and risk.
5. Work with others to address the needs of those victims who are vulnerable, for example those with mental health needs.

A number of measures have been established to monitor progress against the objectives. The majority of these measures are qualitative and look to assess, through structured audits, the standard of service provided to the public.

Success Measurements	12/13	13/14	June 2014	Aug 2014
Maintain high levels of victim satisfaction with the overall service provided by the police.	91.7%	90.3%	90.5%	90.9%
<ul style="list-style-type: none"> ▪ Northumbria remains 1st nationally for overall service. 				
Maintain high level of victim satisfaction with how well they were kept informed of progress	87.6%	87.2%	87.9%	88.3%
<ul style="list-style-type: none"> ▪ There is a 6.6% gap between satisfaction for white victims (91.9%) and BME (85.3%) victims, a 'Bridging the BME satisfaction Gap' campaign is in place with internal communications and awareness briefings for staff and officers. Satisfaction has reduced for BME victims slightly increasing the gap and work continues to improve this. ▪ Northumbria remains placed second nationally for being kept informed of progress. 				
Quality assess the first point of contact to ensure that it is courteous and professional and that all the necessary information is obtained to provide the appropriate response.				
<ul style="list-style-type: none"> ▪ Audit results from the first point of contact continue to show that in almost all cases Contact Handlers provided a professional and courteous service. There was an increase in the percentage of cases where the Contact Handlers collected sufficient information to make an initial decision about the caller's vulnerability, from 82.1% in June to 85% in July. 				
Quality assure the service provided against the agreed expectations of victims.				
<ul style="list-style-type: none"> ▪ From a sample of calls reviewed in April, in 66% of instances the victim's expectation was set as to the estimated time of arrival, and an increase from 60% in the last report. Satisfaction with arrival time remains high at 93.6%. • <u>Victims Contracts</u> are now in place for almost 100% of victims. • An assessment of quality has shown that 65% (95) were of an appropriate quality, the remaining contracts needed to be more specific. A force procedure will be published to give officers further guidance. ▪ 				
Quality assure investigation plans to ensure they are in place, appropriate and delivered.				
<ul style="list-style-type: none"> • <u>Investigation plans</u> are of a high standard, with good supervision oversight. 85% of plans assessed as meeting the standard. The standard of investigation plans are consistently high over time. • Officers are now aware where the plans are not of a satisfactory standard and how they can improve them. • Again officers are aware of how they can ensure that their victim contracts need to be tailored to meet individual needs and most importantly detail the frequency and method of regular contact. 				

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.

Chief Constable's Delivery Plan 2014/15

1. Respond to anti-social behaviour incidents promptly and complete an investigation which meets the need of victims
2. Identify vulnerable victims and provide a harm reduction plan to meet their needs.
3. Develop and agree effective harm reduction plans with partners to resolve local issues.

Success Measurements	12/13	13/14	June 2014	Aug 2014
Maintain high levels of satisfaction of victims of ASB with the overall service provided by the police.	89.0%	91.0%	90.7%	90.4%
<ul style="list-style-type: none"> ▪ 94% of ASB victims were satisfied with the arrival time of Northumbria Police. 				
Attend all vulnerable victims of anti-social behaviour within an hour				
<ul style="list-style-type: none"> ▪ Between 1st April and 6th August 2014 there had been 18 incidents involving vulnerable ASB victims, 16 of these were attended within 1 hour. The remaining two were attended within 1 hour 7 minutes and 1 hour 8 minutes. 				
Ensure case history is provided to attending officers for repeat victims/ Quality assure harm reduction plans to ensure they are in place and appropriate				
<ul style="list-style-type: none"> ▪ <u>Harm Reduction plans</u> are assessed for quality and 89% were fair to excellent with good oversight by supervisors. Standards across the area commands are consistent and officers are aware of the need to ensure that the plans remain in place and of the need to record actions and reassess harm level where appropriate. ▪ A review of incidents where the caller was a repeat victim of ASB or crime has taken place. 45 cases were reviewed to see if information was passed to the officer attending the incident or crime, in 33 cases the case history was passed on, this includes previous incidents or details about potential offenders. 				
Other performance Information				
<ul style="list-style-type: none"> ▪ At 30th June 2014, the level of ASB incidents in Northumbria had increased by 16.8% (3,186 incidents), at August they have increased by +17%, (4,612 incidents) compared to last year. This is across all area commands. ▪ This increase is across all area commands, and although historically there is an increase 				

in summer months this remains a priority for area commands.

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 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.

Chief Constable’s Delivery Plan 2014/15

1. Deliver the policing aspects of the Violence against Women and Girls Strategy.
2. Develop partnership strategies to protect victims and potential victims of sexual exploitation from harm, working with key agencies to ensure safeguarding measures are implemented and maintained.
3. Prevent and disrupt known and suspected offenders to ensure victims and potential victims are protected from harm.

Success Measurements
Quality assure the standards and quality of service to victims of rape offences.
<ul style="list-style-type: none">• At the 31st July there were 205 rape offences recorded this financial year, of which 45 have been finalised, 8 detected, 23 no crimed and 14 undetected.• There have been 33 rape cases no crimed so far this year (these could relate to crimes recorded in previous financial years): 12 were considered not to have met the threshold to support this decision• 80% of rape cases were recorded within 24 hrs, with 41 recorded after 24 hrs, these figures do reflect an increase in timeliness.• A breakdown of delays identified that the majority were due to the availability of the victim or that the initial report was made by a third party or received from

another force.

- A quarterly review of rape investigations undertaken by the Crime Department against NPIA guidance for rape. A small sample of investigations were reviewed. Serious Category Crime (SCC) books were generally started promptly with policy decisions clearly recorded and evidence of sound decision making and rationale. Timely reviews and good crime scene management were evidenced and some administrative areas of improvement were identified. There was evidence of good victim care throughout the investigation and referral to support agencies.

Delivering against the Violence Against Women and Girls Strategy

- Regular updates on progress against delivery of the strategy are provided to the Commissioner and the Strategic Management Board.

Progress includes:

- Development of a training programme to support officers to understand the nature of coercive control in domestic violence and abuse and enhance their service provision.
- An event planned for 17th September in Gateshead aims to encourage more local private sector businesses to adopt the Domestic Violence in the Workplace Strategy and consider having Domestic Violence Champions in their workplace.
- Recruitment of two officers to support the Domestic Abuse Multi Agency Safeguarding Hub – Gateshead to pilot this work as identified in the VAWG strategy.
- Following a successful bid to the PCC Competed fund we are implementing a pilot programme in Newcastle and Sunderland which will mean DV outreach workers from the voluntary sector supporting police officers when they attend DV incidents and offering advice and support to victims. In addition a domestic violence support worker will work with officers in the two area commands to strengthen their harm reduction planning work.

Quality assuring the effectiveness of partnership strategies and safeguarding measures.

- Since 2012 there have been a number of safeguarding reviews, 14 Domestic Homicide, 1 Multi Agency Public Protection Arrangements (MAPPA), 19 children's safeguarding and 3 Safeguarding Adults.
- The force Critical Incident Board considered the recommendations of the reports and will progress work to meet these, many of the recommendations relation to the provision of training or awareness raising.

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.

Chief Constable’s Delivery Plan 2014/15

1. Tackle all reported crime, with a particular focus on those crimes that have the worst impact on people, such as burglary dwelling and alcohol related violence.
2. Encourage the increased reporting of traditionally under reported crime, for example domestic abuse, hate crime and sexual offences.
3. Tackle all offenders, particularly those who are the most prolific and have the biggest impact on communities.
4. Identify repeat victims and reduce the likelihood of further crime.
5. Ensure that crime recording is carried out with integrity.

Success Measurements

Reducing the levels of priority crimes, such as burglary dwelling and alcohol related crime – Crime types that remain a priority due to performance are Violence against the Person and Burglary.
--

- | |
|--|
| <ul style="list-style-type: none"> ▪ Total recorded crime has reduced by -1.5%. ▪ Total crime has increased in Gateshead (+2.0%), Sunderland (+0.5%) and North Tyneside (+1.8%) ▪ Targeted crime has reduced by -4.2% (excluding domestic related crime, hate crime, sexual offences and drug crime), this is across all area commands. ▪ Burglary Dwelling has continued to reduce and is now -26% (285 fewer crimes) compared to 2013/14, improving the national position to 7th from 9th. ▪ Positive outcomes for burglary dwelling is now 28.9%, 7.6%pts higher than last year. |
|--|

Main exceptions by crime type:

- | |
|--|
| <ul style="list-style-type: none"> ▪ Violence against the Person (VAP) has increased by +18% (+687 crimes), an increase from +15% in the last report, there are increases across all area commands. ▪ Increase in VAP is being seen nationally with 41 forces experiencing an increase so far this year. <ul style="list-style-type: none"> ▪ Categories with the largest increase are actual bodily harm (+23%, 456 |
|--|

<p>crimes) and common assault (+17%, 135 crimes).</p> <ul style="list-style-type: none"> ▪ Alcohol related VAP accounts for 50% of all VAP ▪ Domestic related VAP accounts for 39% of all VAP. <ul style="list-style-type: none"> ▪ Vehicle interference has increased by 57% (+52 crimes). ▪ Other theft and handling has increased by +4% (+132 crimes) ▪ Sexual offences have increased by +27% (+109 crimes), an increase in rape makes up 60% of this. ▪ Shoplifting levels - Forcewide remain similar to last year, however in some Area Commands, current levels are higher than expected for this time of year. <p>Priority Areas</p> <p>The following areas have been identified as priorities:</p> <ul style="list-style-type: none"> • Violence against the Person • Burglary • ASB <p>Other areas that have been highlighted are: Shoplifting and theft of pedal cycles, which has a reliable seasonal pattern to peak in September.</p>
<p>Increase the positive outcome rate</p> <ul style="list-style-type: none"> ▪ The total positive outcome rate is currently 44.7%, 0.6%pt lower than last year (147 fewer outcomes).
<p>Increase the level of reporting of under reported crimes.</p> <p>Work continues across the force area to increase the level of underreporting:</p> <ul style="list-style-type: none"> • South Tyneside hold regular meetings with 'Your Voice Counts', a disability community group to discuss crime and disorder issues and access to services. ▪ The Gateshead Diversity Forum is used as a medium to cascade and communicate to a wider cross-section of the community. The forum was recently used to overcome barriers surrounding the reporting of vulnerability (Op Sanctuary). ▪ Post boxes have been introduced in Newcastle to provide members of the LGBT community with an alternative way to report issues to police. They are located at three venues in Newcastle and monitored by LGBT officers.
<p>Reduce the rate of repeat victimisation</p> <ul style="list-style-type: none"> ▪ The percentage of repeat victims of crime subject of a further crime within 12 months remains at 29% (July 2014 cohort compared to the July 2013 cohort).
<p>Monitor compliance rates against national crime recording standards (NCRS)</p> <ul style="list-style-type: none"> ▪ Overall National Crime Recording Standard compliance rate for 2014/15 is 92%. ▪ Compliance is similar across all area commands and over time. ▪ The HMIC report on Crime Data Integrity in Northumbria will be published in October 2105.

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 a positive 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.

Chief Constable’s Delivery Plan 2014/15

1. Ensure neighbourhood teams are accessible and based at convenient locations and times to engage with communities and understand the local issues affecting them.
2. Maximise the time neighbourhood officers are on patrol in their local area and ensure they work with partner agencies to meet the needs of the community.
3. Provide a high quality of service to communities, meeting their needs and dealing promptly and professionally with reports of dissatisfaction and complaint.
4. Develop and deliver a volunteer strategy that promotes opportunities for the public to be involved in local policing.
5. Respond to emerging issues that threaten public confidence and lead a multi agency response to reassure the public.

Success Measurements
Increase the percentage of time spent by neighbourhood officers in their local area.
<ul style="list-style-type: none"> ▪ Time spent by Neighbourhood Policing Teams in their own sector remains at 48%, with the highest levels in North Tyneside, Newcastle and Northumberland.
Revise and implement the volunteer strategy.
<p>A Volunteer Strategy has been developed, with quarterly updates on progress provided.</p> <ul style="list-style-type: none"> ▪ An internal Awareness Campaign has taken place during June 2014 and will be followed by an external campaign in July 2014. ▪ The next intake of cadet recruits is scheduled for November 2014. ▪ There were 6,613 special constabulary deployment hours in May 2014. ▪ Recruitment is ongoing for Community Speed Watch. ▪ A Neighbourhood Watch Working Group has been convened to consider key areas.
Reduce the time taken to deliver complaints to a satisfactory conclusion.
<ul style="list-style-type: none"> ▪ The median time taken to finalise a complaint is now 131 days, reducing from 146 in the last report, compared to 120 for 2013/14.
Reduce the percentage of complaint appeals that are upheld.
<ul style="list-style-type: none"> ▪ 45% (67) of complaint investigation appeals were upheld in 2013/14 compared to

23% so far this year.

Measure the satisfaction of complainants with how their complaints are managed.

552 satisfaction questionnaires have been sent out since July 2013, 53 people have responded. Although not a large enough sample to be representative:

- 52% were satisfied with how the process was explained, 38% were dissatisfied
- 50% were satisfied with the updates they received, 44% were dissatisfied
- 49% were satisfied with the way they were treated, 40% were dissatisfied
- 40% were satisfied with the overall way Northumbria Police dealt with their complaint, 57% were dissatisfied.

Further analysis will be provided in the next report.

Other Performance Information

- Since January 2014, 960 complaints about a police officer or staff member have been considered by the triage process, with 36% (351), same as the last report, being resolved through triage and the balance of 609 cases were assessed by the Professional Standards Department.
- The projected number of days lost to sickness is below the target of 7 days for both officers and staff.

Her Majesty's Inspectorate of Constabulary Inspections

Her Majesty's Inspectorate of Constabulary (HMIC) independently assesses police forces and policing across activity from neighbourhood teams to serious crime and the fight against terrorism – in the public interest.

They carry out force inspections and also produce reports on broad policing themes and specific subjects – from terrorism and serious organised crime to custody arrangements. All their reports can be found on their website www.hmic.gov.uk.

This section provides information about reports received in the last quarter that are applicable to Northumbria Police and a brief overview of the findings and action taken.

1. Policing in Austerity: Meeting the Challenge

HMIC's are tracking on an annual basis how forces are meeting the savings that have been required since the spending review in 2010, this is the fourth report in this series which was published in July.

The report focuses on whether the force is achieving the required savings today while planning for the future. HMIC reported that overall, the force understands the issues facing it, and has a comprehensive and well-managed change programme in place to achieve the savings required and to protect frontline and visible roles. HMIC was reassured by the level of detail that underpins Northumbria's saving plans and by the leadership's ability and determination to make changes while fighting crime and keeping its communities safe.

Their overall judgement was 'GOOD' and the report is broken down into three key questions, the force was graded 'good' against each of these too. .

1. To what extent is the force taking necessary steps to ensure a secure financial position for the short and long term?
2. To what extent has the force an affordable way of providing policing?
3. To what extent is the force efficient?

1. HMIC and HMIP - Joint Inspection of Police Custody suites in Northumbria.

This report was received in late July. The report identified a number of areas of good practice including that individual detainee and officer interaction was respectful and sensitive and that there were examples of good multi agency working for detainees with a history of substance misuse, both adults and young people.

The inspection focused on 4 key areas, Strategy, Treatment and Conditions, Individual rights and Health Care. Key recommendations include:

- Ensuring through quality assurance that the custody records are a consistent standard, including checking against CCTV recordings, person escort records and staff handovers.
- The force should ensure that learning from adverse incidents has clear management ownership to ensure that there is effective monitoring of trends and areas for improvement, and is communicated to frontline staff.

- The quality and consistency of initial risk assessments should be dynamic and ongoing, ensuring that correct information is considered at all times for the continued safety of detainees.
- Pre-release risk assessments should be detailed, meaningful and the subject of discussion with the detainee before release.
- There should be robust governance arrangements to monitor health service provision, including attendance times, training, supervision and accountability of individual practitioners in their clinical

Other recommendations focus on the key areas within the report. To ensure that there are improvements in the custody provision in Northumbria, I have asked the Chief Constables to prepare an action plan to meet the recommendations in the report and I will monitor progress of this action plan through my attendance at the joint Strategic Management Board.

Where, as PCC, I can work strategically to support delivery of the recommendations, such as talking to partners about the availability of local authority accommodation for children and young people who have been refused bail at police stations I will do so.

I have an Independent Custody Visiting Scheme with many highly committed volunteers who work to support me to scrutinise and custody provision in Northumbria. They make unannounced visits to ensure that custody suites and the treatment of detainees are of a high standard. I am strengthening the scheme and the Custody visitors will now have a revised checklist for their visits based upon the key concerns highlighted in the report, a copy is attached for your information.



VERA BAIRD^{QC}

POLICE & CRIME COMMISSIONER

Questions to be asked by Independent Custody Visitors Following HMIC Inspection of Northumbria Police Custody Suites.

Responses to these questions should be recorded on the additional comments form or CV3 Form

Please note that an action plan to address issues raised in the recent HMIC Report is in place and some areas will not be addressed immediately throughout all suites.

Staffing Questions

- Is there an adequate number of staff in the suite to cope with demand?
- Was an appropriate shift handover completed?
- Is the member of staff conducting supervision of CCTV undertaking any other duties?
- Are anti-ligature knives available?

General Custody Suite Questions

- Does the booking in area provide sufficient privacy for detainees?
- When was the last practice emergency evacuation of the custody suite?
- Is there a contact list for appropriate adults for children and vulnerable people?
- Does the suite have a working hearing loop?
- Are all cell toilet areas obscured on the CCTV system?
- Has the daily testing of cell call bells been undertaken?
- Are reading materials available for detainees/children?
- Are posters in a range of languages detailing detainees rights clearly displayed?
- Has the detention log only been completed by custodial staff?
- What is the general appearance of the custody suite and exercise yard?
- Is there a cell/cells which show the direction of Mecca for Muslim detainees or is prayer mat with compass available?

Questions for Detainees

- Has the detainee been provided with their rights and entitlements and PACE including how to complain?
- Has the detainee requested a call with their legal advisor and if so, was this call in private?
- Has the detainee been offered information relating to relevant support organisations?
- Has the detainee been offered reading materials (subject to risk assessment)?
- Has the detainee been offered a pillow/blanket? (subject to risk assessment)
- If detainee has been held overnight have they been offered washing and facilities or time in the exercise yard?

- Has detainee been visited by non-custody staff? If yes then please give details.
- If applicable, have the needs of juveniles, females and disabled individuals been fully met? Have concerns been raised regarding the booking in process, have female detainees been asked if they are pregnant or do disabled individuals require additional support? Have detainees had items stored for religious observance and if so, where are they stored?

Healthcare Questions

- General cleanliness of medical room?
- Does the medical room have relevant patient information leaflets available?
- Are any records in the medical room stored in accordance with the data protection act?
- Do staff have access to a full range of appropriate first aid and resuscitation equipment?
- Is all medication within the room in date?
- Is there a supply of disposable razors?
- Is there a supply of female hygiene packs?