

Police and Crime Commissioner for Northumbria
Delivery of the Police and Crime Plan
April 2014 – February 2015

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	Nov 2014	Jan 2015
Maintain high levels of victim satisfaction with the overall service provided by the police.	91.7%	90.3%	91.9%	91.9%
Confidence interval	+/-1.0%	+/-1.2%	+/- 1.1%	+/-1.1%

- Overall satisfaction is high across all area commands:

	January 2015	Conf interval
Sunderland	89%	+/- 3.0%
South Tyneside	94%	+/- 2.5%
Gateshead	93%	+/- 2.9%
North Tyneside	94%	+/- 2.5%
Newcastle	92%	+/- 2.2%
Northumberland	91%	+/- 2.8%

(NB: There is no statistically significant difference in satisfaction between area commands and the Force average)

- Northumbria remains 1st nationally for overall service.
- Satisfaction for white victims is currently 89.7% and 90.2% for BME victims. The satisfaction gap has reduced to 0.5%pts in January from 1.0%pts in December; a further improvement compared to 2.7%pts in November, 3.9%pts in October and 5.9%pts in September.

Success Measurements	12/13	13/14	Nov 2014	Jan 2015
Maintain high level of victim satisfaction with how well they were kept informed of progress.	87.6%	87.2%	88.7%	88.7%
Confidence interval	+/-1.2%	+/-1.4%	+/- 1.3%	+/-1.3%

- Satisfaction with being kept informed is similar across area commands:

	January 2015	Conf interval
Sunderland	86%	+/- 3.4%
South Tyneside	91%	+/- 3.0%
Gateshead	90%	+/- 3.4%
North Tyneside	87%	+/- 3.6%
Newcastle	89%	+/- 2.6%
Northumberland	90%	+/- 3.0%

(NB: There is no statistically significant difference in satisfaction between area commands and the Force average)

- Northumbria remains 1st 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 for the first point of contact continue to show that in almost all cases (99%) Contact Handlers provided a professional and courteous service. Call Handlers collected sufficient information to make an initial decision about the caller's vulnerability in 91% of cases; a reduction compared to 94% reported in December; however,

higher than the position reported in September (83%).

Quality assure the service provided against the agreed expectations of victims.

- From assessment of the initial calls reviewed, in 88% of instances the victim's expectation was set as to the estimated time of arrival; a further improvement compared to 75% reported in December and 70% in September. Satisfaction with arrival time remains high at 93.4%.
- Victim contracts are considered to be of an appropriate quality in 70% of cases; a reduction compared to 73% reported in December.
- On 91% of occasions, the victim was updated on the investigation; an improvement compared to 74% reported in the December report.

Quality assure investigation plans to ensure they are in place, appropriate and delivered.

- Between October 2014 and January 2015, 91% of investigation plans met or exceeded the standard. This is a statistically significant improvement compared to the April to June baseline rate of 84%.
- Features identified for investigation plans that meet or exceed the standard include:
 - Evidence of a thorough investigation, with all lines of enquiry considered with good quality updates at each stage of the investigation.
 - Action plans clearly recorded, with good supervision throughout the full investigation and plan specific to offence.
 - Comprehensive updates by officer in charge.

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	Nov 2014	Jan 2015																					
Maintain high levels of satisfaction of victims of ASB with the overall service provided by the police.	88.9%	91.0%	89.7%	89.3%																					
Confidence interval	+/-2.0%	+/-1.2%	+/-1.4%	+/-1.4%																					
<ul style="list-style-type: none"> Overall satisfaction of ASB victims has reduced slightly; however, this change is not statically significant. Satisfaction is similar across area commands: <table border="1" data-bbox="261 478 777 779"> <thead> <tr> <th></th> <th>January 2015</th> <th>Conf interval</th> </tr> </thead> <tbody> <tr> <td>Sunderland</td> <td>88%</td> <td>+/- 3.4%</td> </tr> <tr> <td>South Tyneside</td> <td>87%</td> <td>+/- 4.9%</td> </tr> <tr> <td>Gateshead</td> <td>91%</td> <td>+/- 3.9%</td> </tr> <tr> <td>North Tyneside</td> <td>92%</td> <td>+/- 3.2%</td> </tr> <tr> <td>Newcastle</td> <td>88%</td> <td>+/- 2.9%</td> </tr> <tr> <td>Northumberland</td> <td>91%</td> <td>+/- 3.2%</td> </tr> </tbody> </table> <p>(NB: There is no statistically significant difference in satisfaction between area commands and the Force average)</p> <ul style="list-style-type: none"> 92.9% of ASB victims were satisfied with the arrival time of Northumbria Police; a slight decrease compared to 93.9% reported in the December report, although not statistically significant. 						January 2015	Conf interval	Sunderland	88%	+/- 3.4%	South Tyneside	87%	+/- 4.9%	Gateshead	91%	+/- 3.9%	North Tyneside	92%	+/- 3.2%	Newcastle	88%	+/- 2.9%	Northumberland	91%	+/- 3.2%
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Attend all vulnerable victims of anti-social behaviour within an hour																									
<ul style="list-style-type: none"> Between 1st April 2014 and 1st February 2015, there have been 29 incidents involving vulnerable ASB victims, with 79% (23 incidents) attended within one hour. 																									
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"> Between October 2014 and January 2015, 90% of Harm Reduction Plans were assessed as meeting or exceeding the standard; the same rate as the April to June baseline. Harm Reduction Plans are of a similar high standard across area commands. 																									
Other performance information																									
<ul style="list-style-type: none"> As at 5th February 2015, the number of ASB incidents reported to Northumbria Police has increased by 3% (+2,152 incidents) compared to the previous year. This is an improvement compared to +11% reported in the December report and in line with seasonality for ASB which increases in the summer months. There are increases for both youth and non-youth ASB, with the largest increase in non-youth (+7%, 3,485 incidents). All area commands have increased compared to the previous year: 																									

	Change compared to 2013/14
Sunderland	+1% (+134 incidents)
South Tyneside	+3% (+209 incidents)
Gateshead	+9% (+634 incidents)
North Tyneside	+1% (+133 incidents)
Newcastle	+4% (+732 incidents)
Northumberland	+3% (+309 incidents)

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"> ▪ As at 31st January 2015, there have been 708 rape offences recorded this financial year, of which 172 (24%) have been finalised. Of those finalised, 52 (30%) are detected, 95 (55%) are undetected and 25 (15%) no-crimed. ▪ The majority of those offences undetected were as a result of insufficient evidence or where the victim did not support the prosecution.

- Since April 2014, 92% of rape cases were recorded within 24 hours. In January 2015, the rate was 88%, with 11 rapes recorded outside 24 hours.

Quality assuring the effectiveness of partnership strategies and safeguarding measures.

- There are currently 28 serious case reviews in the area; 16 Domestic Homicide, 8 children’s safeguarding and 4 Safeguarding Adults.
- The force Critical Incident Board considered the recommendations of the reports and will progress work to meet these, many of the recommendations relate to the provision of training or awareness raising.

Other performance information

- As at 5th February, sexual offences have increased by +72% (+721 crimes) compared to the previous year, with increases in all area commands:

	Change compared to 2013/14
Sunderland	+70% (+130 crimes)
South Tyneside	+45% (+47 crimes)
Gateshead	+49% (+71 crimes)
North Tyneside	+80% (+84 crimes)
Newcastle	+100% (+294 crimes)
Northumberland	+59% (+93 crimes)

- Rape offences have increased by 125% (+388 crimes) compared to the previous year.
- All 43 forces in England and Wales have seen an increase in rape offences, although, Northumbria has the 4th largest increase nationally for the 12 months ending December 2014.

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.

- As at 5th February 2015, total recorded crime has increased by +2.7% (+1,639 crimes) compared to the previous year.
- Crime has increased in all area commands, with the exception of South Tyneside, compared to the previous year:

	Change compared to 2013/14
Sunderland	+3% (+399 crimes)
South Tyneside	-2% (-92 crimes)
Gateshead	+1% (+82 crimes)
North Tyneside	+7% (+482 crimes)
Newcastle	+3% (+538 crimes)
Northumberland	+3% (+231 crimes)

- Burglary dwelling offences have reduced by -8% (-223 fewer crimes) compared to the previous year. All area commands have achieved reductions compared to last year, with the exception of North Tyneside and Northumberland:

	Change compared to 2013/14
Sunderland	-12% (-69 crimes)
South Tyneside	-20% (-47 crimes)
Gateshead	-11% (-42 crimes)
North Tyneside	+9% (+25 crimes)
Newcastle	-12% (-100 crimes)
Northumberland	+3% (+10 crimes)

- The Force's national position for burglary dwelling is 9th lowest per 1,000 households for the year ending December 2014.
- Violence against the person has increased by +24% (+2,218 crimes) compared to the previous year, with increases in all area commands:

	Change compared to 2013/14
Sunderland	+20% (+374 crimes)
South Tyneside	+19% (+199 crimes)
Gateshead	+33% (+348 crimes)
North Tyneside	+30% (+348 crimes)
Newcastle	+25% (+689 crimes)
Northumberland	+19% (+260 crimes)

- Actual bodily harm and common assault are the two largest categories of VAP, together accounting for 75% of all VAP.
- Domestic related VAP has increased by +27% and non-domestic VAP by +22%.
- Alcohol-related VAP has increased by +18% and alcohol-related VAP that is domestic related has increased by +24%.

Main exceptions by crime type:

- Other theft and handling has increased by +1% (+114 crimes) compared to last year; an improvement from the position reported in December (+5%).
 - The majority of the increase is attributable to Gateshead (+9%, 92 crimes) and Newcastle (+8%, 170 crimes).
- Shoplifting has increased by +1% compared to the previous year; an improvement compared to the position reported in December (+4%).
 - There are increases in South Tyneside (+8%, 51 crimes), North Tyneside (+6%, 57 crimes), Newcastle (+5%, +137 crimes) and Northumberland (+2%, 17 crimes).
- Criminal damage is up +3% compared to last year; the same position as reported in December.
 - Area commands that have increased include Sunderland (+4%, 93 crimes), Gateshead (+3%, 40 crimes), Newcastle (+6%, 195 crimes) and Northumberland (+7%, 128 crimes).

Improvements by crime type:

- Theft from a motor vehicle has decreased by -16% (-597 crimes) compared to 2013/14, and has been below the previous year's average since May 2014.
- Burglary OTD has decreased by -11% (-479 crimes), with decreases in all area commands except for Sunderland (+3%, 24 crimes).
- Theft from the person has decreased by -22% (-176 crimes) compared to the previous year.
- Theft of a pedal cycle has decreased by -9% (-163 crimes), with decreases in all area commands except Gateshead (+14%, 22 crimes) and North Tyneside (+10%, 18 crimes).

Increase the positive outcome rate

- As at 5th February 2015, the total positive outcome rate is 41.8%, -3.5%pts lower than last year (2,154 fewer outcomes).
- Northumbria is placed 2nd nationally for total positive outcome rate with the average for England and Wales at 29%.
- The positive outcome rates have reduced for all area commands compared to the previous year.
- Positive outcome rate for burglary dwelling offences is currently 22.5%; +1.1%pts higher than last year.

- VAP positive outcome rate is 61.5%; -7.9%pts lower than last year (-914 fewer outcomes).

Monitor compliance rates against national crime recording standards (NCRS)

- NCRS compliance for December 2014 was 92% an improvement since the Crime Data Integrity Inspection in August 2014 (72% compliance).
- The conversion rate from an incident created as a potential crime to a recorded crime has increased from 30% during 2012/13 and 2013/14 to 38% since September 2014.
- The percentage of crimes recorded within 72 hours for 2014/15 is 89% and has remained similar to previous years.
- A likely change to the Home Office counting rules, due to come into effect in April 2015, will include the recording of crimes at the first point of contact from the victim or specific third party professional bodies, and in all cases within 24 hours.

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.

- Since April 2014, the proportion of time neighbourhood officers spent in their local area is slightly higher than in 2013/14; 47% compared to 46%.
- Most area commands have increased the proportion of time out of the station this year compared to last; North Tyneside has reduced slightly whilst Northumberland has remained stable.

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"> ▪ Recruitment is ongoing for Community Speed Watch and Police Cadets. ▪ A Neighbourhood Watch Working Group has been convened to consider key areas.
<p>Reduce the time taken to deliver complaints to a satisfactory conclusion.</p>
<ul style="list-style-type: none"> ▪ The average length of time taken to finalise a complaint for those finalised during 2014/15 was 113 days. This is the same as 2012/13 (113) and similar to 2013/14 (110).
<p>Reduce the percentage of complaint appeals that are upheld.</p>
<ul style="list-style-type: none"> ▪ The percentage of cases appealed against in 2013/14 was 18%, with an upheld rate of 44%. As at January 2015, the appeal rate was 19%; however, the upheld rate is lower at 22%.
<p>Measure the satisfaction of complainants with how their complaints are managed.</p>
<ul style="list-style-type: none"> ▪ Since July 2013, 997 satisfaction questionnaires have been circulated, with 95 responses (10% response rate). ▪ AS a result of this low response rate the method for assessing the satisfaction of complainants is being revised.
<p>Other Performance Information</p>
<ul style="list-style-type: none"> ▪ As at 1st February 2015, there are 341 live complaints; 328 are under investigation, and 13 are at the quality assurance stage. Of those under investigation, 82 have been recorded during the past 28 days, whilst 90 are older than six months. ▪ As at 2nd February 2015, the projected number of days lost to sickness is above the target of 7 days for both officers and staff at 8 days for both officers and staff.