

**Police and Crime Commissioner for Northumbria**  
**Delivery of the Police and Crime Plan**  
**2014/15**  
**(April 2014 – March 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.

<b>Success Measurements</b>	2012/13	2013/14	2014/15																					
<b>Maintain high levels of victim satisfaction with the overall service provided by the police.</b>	91.7%	90.3%	92.2%																					
Confidence interval	+/-1.0%	+/-1.2%	+/-1.1%																					
<ul style="list-style-type: none"> <li>Overall satisfaction has increased compared to 2013/14 and is high across all area commands:</li> </ul> <table border="1"> <thead> <tr> <th><i>Overall satisfaction</i></th> <th><b>January 2015</b></th> <th><b>Conf interval</b></th> </tr> </thead> <tbody> <tr> <td>Sunderland</td> <td>90%</td> <td>+/- 2.9%</td> </tr> <tr> <td>South Tyneside</td> <td>95%</td> <td>+/- 2.3%</td> </tr> <tr> <td>Gateshead</td> <td>94%</td> <td>+/- 2.9%</td> </tr> <tr> <td>North Tyneside</td> <td>93%</td> <td>+/- 2.6%</td> </tr> <tr> <td>Newcastle</td> <td>92%</td> <td>+/- 2.1%</td> </tr> <tr> <td>Northumberland</td> <td>90%</td> <td>+/- 3.0%</td> </tr> </tbody> </table> <p>(NB: There is no statistically significant difference in satisfaction compared to the Force average)</p> <ul style="list-style-type: none"> <li>Northumbria remains 1st nationally for overall service.</li> <li>Satisfaction for white victims is 90.2% and 88.8% for BME victims at the end of 2014/15. The satisfaction gap is 1.4%pts.</li> <li>BME satisfaction is 2nd highest nationally.</li> </ul>				<i>Overall satisfaction</i>	<b>January 2015</b>	<b>Conf interval</b>	Sunderland	90%	+/- 2.9%	South Tyneside	95%	+/- 2.3%	Gateshead	94%	+/- 2.9%	North Tyneside	93%	+/- 2.6%	Newcastle	92%	+/- 2.1%	Northumberland	90%	+/- 3.0%
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<b>Success Measurements</b>	2012/13	2013/14	2014/15																					
<b>Maintain high level of victim satisfaction with how well they were kept informed of progress.</b>	87.6%	87.3%	89.3%																					
Confidence interval	+/-1.2%	+/-1.4%	+/-1.3%																					
<ul style="list-style-type: none"> <li>Satisfaction with being kept informed has increased compared to 2013/14. Satisfaction is similar across area commands:</li> </ul> <table border="1"> <thead> <tr> <th><i>Being kept informed of progress</i></th> <th><b>January 2015</b></th> <th><b>Conf interval</b></th> </tr> </thead> <tbody> <tr> <td>Sunderland</td> <td>87%</td> <td>+/- 3.2%</td> </tr> <tr> <td>South Tyneside</td> <td>92%</td> <td>+/- 3.0%</td> </tr> <tr> <td>Gateshead</td> <td>90%</td> <td>+/- 3.5%</td> </tr> <tr> <td>North Tyneside</td> <td>89%</td> <td>+/- 3.4%</td> </tr> <tr> <td>Newcastle</td> <td>90%</td> <td>+/- 2.4%</td> </tr> <tr> <td>Northumberland</td> <td>89%</td> <td>+/- 3.2%</td> </tr> </tbody> </table> <p>(NB: There is no statistically significant difference in satisfaction compared to the Force average)</p> <ul style="list-style-type: none"> <li>Northumbria remains 1st nationally for being kept informed of progress.</li> </ul>				<i>Being kept informed of progress</i>	<b>January 2015</b>	<b>Conf interval</b>	Sunderland	87%	+/- 3.2%	South Tyneside	92%	+/- 3.0%	Gateshead	90%	+/- 3.5%	North Tyneside	89%	+/- 3.4%	Newcastle	90%	+/- 2.4%	Northumberland	89%	+/- 3.2%
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<b>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.</b>																								
<ul style="list-style-type: none"> <li>Audit results for the first point of contact continue to show that in almost all cases (99.2%) Contact Handlers provided a professional and courteous service in 2014/15.</li> <li>Call Handlers collected sufficient information to make an initial decision about the caller's vulnerability in 88% of cases; a reduction compared to 91% reported in February; however, higher than the position reported in September (83%).</li> </ul>																								

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

- From assessment of the initial calls reviewed, in 81.1% instances the victim's expectation as to the estimated time of arrival was set at the first point of contact.
- Victim contracts were considered to be of an appropriate quality in 74% of cases in 2014/15. The quality of victim contracts was 80% in March 2015.

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

- Between July 2014 and March 2015, 88.9% of investigation plans met or exceeded the standard. This is a statistically significant improvement compared to the April to June baseline rate of 84.4%.

**Quality assure harm reduction plans to ensure they are in place and appropriate**

- The standard of harm reduction plans remained high throughout 2014/15. Between July 2014 and March 2015, 89.6% of harm reduction plans were assessed as meeting or exceeding the standard; a similar rate to the April to June baseline of 89.5%.

**Achieve the standards set out within the Quality of Service Commitment**

- The Force pledged to show RESPECT, based on the following principles: Respond, Explain, Support, Professional, Empathise, Communicate and Timely.
- A communication campaign for the Quality of Service Commitment was launched in September 2014. Key messages and standards were delivered to all staff. Aide memoirs and posters were distributed to area commands and departments, with additional internal communications carried out. This included staff briefings, an email broadcast and updates to the Quality of Service section of the intranet.
- In addition to the measures within the Chief Constable's Delivery plan, other measures that, in part, can be used to assess the Force's achievement to the Quality of Service Commitment include:
  - 99% of victims were satisfied with how easy it was to contact the police compared to 98.4% in 2013/14.
  - 88.2% of people agreed that the police treat them with respect if they had to contact them (a statistically significant increase compared to 84.3% for 12 months to September 2013).
  - 86.6% of priority 1 incidents were attended within 10 minutes (urban) or 20 minutes (rural) compared to 87.4% in 2013/14.
  - 97% of priority 2 incidents were attended within 1 hour compared to 95% in 2013/14.
  - 93.7% of victims were satisfied with arrival time compared to 92.7% in 2013/14.
  - The percentage of people who think that the police do a good or excellent job in their neighbourhood is 84.7% compared to 83.5% in 2013/14.
  - The percentage of people who agree that the police can be relied upon to sort out problems in their neighbourhood is 91.9% compared to 91.6% in 2013/14.

**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 anti-social 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	2012/13	2013/14	2014/15																					
<b>Maintain high levels of satisfaction of victims of ASB with the overall service provided by the police.</b>	88.9%	91.0%	89.1%																					
Confidence interval	+/-2.0%	+/-1.2%	+/-1.3%																					
<ul style="list-style-type: none"> <li>▪ In 2014/15, there has been a statistically significant reduction for overall satisfaction of ASB victims, 89.1% compared to 91.0% in 2013/14.</li> <li>▪ Satisfaction is similar across area commands: <table border="1" data-bbox="267 940 776 1234"> <thead> <tr> <th>ASB overall satisfaction</th> <th>January 2015</th> <th>Conf interval</th> </tr> </thead> <tbody> <tr> <td>Sunderland</td> <td>88%</td> <td>+/- 3.3%</td> </tr> <tr> <td>South Tyneside</td> <td>90%</td> <td>+/- 4.1%</td> </tr> <tr> <td>Gateshead</td> <td>89%</td> <td>+/- 4.0%</td> </tr> <tr> <td>North Tyneside</td> <td>89%</td> <td>+/- 3.3%</td> </tr> <tr> <td>Newcastle</td> <td>88%</td> <td>+/- 2.7%</td> </tr> <tr> <td>Northumberland</td> <td>91%</td> <td>+/- 2.8%</td> </tr> </tbody> </table> </li> </ul> <p>(NB: There is no statistically significant difference in satisfaction compared to the Force average)</p> <ul style="list-style-type: none"> <li>▪ The main reasons for dissatisfaction include: <ul style="list-style-type: none"> <li>▪ Actions not robust enough/didn't solve the problem</li> <li>▪ Didn't take it seriously or was disinterested</li> <li>▪ Didn't come out quick enough or come out at all</li> <li>▪ Didn't know and/or wasn't told what happened</li> </ul> </li> <li>▪ 93.4% of ASB victims were satisfied with the arrival time of Northumbria Police; a slight increase compared to 92.9% reported in the February report, although not statistically significant.</li> </ul>				ASB overall satisfaction	January 2015	Conf interval	Sunderland	88%	+/- 3.3%	South Tyneside	90%	+/- 4.1%	Gateshead	89%	+/- 4.0%	North Tyneside	89%	+/- 3.3%	Newcastle	88%	+/- 2.7%	Northumberland	91%	+/- 2.8%
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<b>Attend all vulnerable victims of anti-social behaviour within an hour</b>																								
<ul style="list-style-type: none"> <li>▪ In 2014/15, there were 32 incidents involving vulnerable ASB victims, with 78% (25 incidents) attended within one hour.</li> </ul>																								
<b>Other performance information</b>																								
<ul style="list-style-type: none"> <li>▪ In 2014/15, the number of ASB incidents reported to Northumbria Police increased by 1.7% (+1,288 more incidents) compared to the previous year. This is an improvement compared to +11% reported in the December report and +3% reported in the February report.</li> </ul>																								

<i>ASB incidents</i>	<b>Change compared to 2013/14</b>
Sunderland	-1% (-85 incidents)
South Tyneside	+3% (+204 incidents)
Gateshead	+8% (+646 incidents)
North Tyneside	-1% (-66 incidents)
Newcastle	+2% (+567 incidents)
Northumberland	+0.2% (+22 incidents)

- Youth ASB decreased by -10% (-2,015 fewer incidents) in 2014/15 compared to the previous year, whilst non-youth ASB increased by +6% (+3,303 more incidents).
- Most area commands have increased compared to the previous year:

### **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.

<b>Success Measurements</b>
<b>Deliver the Violence Against Women and Girls Strategy</b>
<ul style="list-style-type: none"> <li>▪ Key achievements in 2014/15 include:               <ul style="list-style-type: none"> <li>▪ Establishment of a network of Domestic and Sexual Violence Champions.</li> <li>▪ Production of a domestic abuse problem profile.</li> <li>▪ Establishment of a Rape Scrutiny Panel and Court Observers' Panel.</li> <li>▪ Early intervention in schools, providing information on healthy relationships, sexual health and consent and child sexual exploitation.</li> <li>▪ Successful Police Innovation Fund bid was made to tackle serial domestic abuse perpetrators.</li> <li>▪ Successful Completed Funds bid was made to provide an enhanced service to victims of domestic violence and sexual assault.</li> <li>▪ Design and delivery of Coercive Control training.</li> <li>▪ Implementation of Operation Encompass pilot in Gateshead.</li> <li>▪ Implementation of a Vulnerable Adults MASH (multi-agency safeguarding hub) in Gateshead.</li> <li>▪ Successful innovation projects for 2015-17; Enhanced Tackling Domestic Abuse Perpetrators and domestic abuse serial victims and Gateshead MASH.</li> </ul> </li> </ul>
<b>Quality assure the standards and quality of service to victims of rape offences.</b>
<ul style="list-style-type: none"> <li>▪ The proportion of unsuccessful outcomes of rape cases at court has increased from 44.3% to 49.3% in 2014/15 (April to November 2014). The majority of the 35 unsuccessful outcomes were acquittals (24 outcomes, 68.6%).</li> <li>▪ In 2014/15, 93% of rape offences were recorded within 24 hours, with 53 offences recorded outside of 24 hours. There has been an improvement in compliance since November 2014 (100%), with the exception of January 2015, which was 88%.</li> <li>▪ There have been four evidential no-crime decisions made for rape offences since Operation Crystal (August 2014). All decisions meet the standards laid out within the Home Office Counting Rules and have been audited by the Force Crime Registrar.</li> </ul>
<b>Quality assuring the effectiveness of partnership strategies and safeguarding measures.</b>
<ul style="list-style-type: none"> <li>▪ All recommendations from Domestic Homicide Reviews (DHR) and Serious Case Reviews (SCR) are monitored at the Critical Incident Board.</li> <li>▪ There are currently 28 on-going DHRs/SCRs in the Force area; 16 DHRs, 8 Safeguarding Children Reviews and 4 Safeguarding Adult Reviews.</li> <li>▪ Completed reviews were scrutinised for recommendations pertinent to the Force. A total of 23 recommendations were identified, five of which remain on-going.</li> <li>▪ The outstanding actions focus on:               <ul style="list-style-type: none"> <li>▪ Training for frontline officers in the areas of MAPPA and CPS file submission.</li> <li>▪ Information sharing with partners (medical professionals) – strategic partnership work is on-going to address identified issues.</li> </ul> </li> </ul>

## Other performance information

- In 2014/15, sexual offences have increased by +80% (+932 crimes) compared to the previous year, with increases in all area commands:

<i>Sexual offences</i>	<b>Change compared to 2013/14</b>
Sunderland	+79% (+174 crimes)
South Tyneside	+52% (+64 crimes)
Gateshead	+57% (+98 crimes)
North Tyneside	+85% (+105 crimes)
Newcastle	+101% (+349 crimes)
Northumberland	+77% (+142 crimes)

- All 43 forces in England and Wales have seen an increase in sexual offences, although, Northumbria had the largest increase nationally for the 12 months ending February 2014.
- In 2014/15, 34% of sexual offences were historic crimes (greater than 365 days).
- The number of historic sexual offences increased by 65% (+286 crimes) in 2014/15 compared to the previous year. Current sexual offences (less than 365) increased by 88% (+646 crimes) in 2014/15 compared to the previous year.
- 17% of sexual offences recorded in 2014/15 were committed by a stranger (based on 'stranger' flag marked on the crime record).
- The number of sexual offences committed by a stranger increased by 66% (+143 crimes) in 2014/15 compared to the previous year. Sexual offences where the offender was not a stranger increased by 83% (+789 crimes) compared to 2013/14.
- Rape offences have increased by 135% (+491 crimes) compared 2013/14; the largest increase nationally for the 12 months ending February 2014.
- 43% of rape offences recorded in 2014/15 are historic (greater than 365 days). The majority of these are for offences of rape under 16.

## 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.

- In 2014/15, there were 72,881 recorded crimes; an increase of +4.2% compared to 2013/14, equivalent to 2,930 more crimes.
- Crime has increased in all area commands, with the exception of South Tyneside, compared to 2013/14:

<i>Total recorded crime</i>	<b>Change compared to 2013/14</b>
Sunderland	+3% (+438 crimes)
South Tyneside	-1% (-106 crimes)
Gateshead	+2% (+229 crimes)
North Tyneside	+8% (+632 crimes)
Newcastle	+5% (+1,144 crimes)
Northumberland	+6% (+593 crimes)

- Nationally, 30 out of 43 forces in England and Wales have increased levels of crimes for the 12 months to February 2015.
- Northumbria continues to have a low level of recorded crime per 1,000 population compared to other Forces (placed 15th of 43 forces nationally).
- There were 2,967 burglary dwelling offences in 2014/15; a reduction of -6% (-185 fewer crimes) compared to 2013/14. All area commands have achieved reductions compared to last year, with the exception of North Tyneside and Northumberland:

<i>Burglary dwelling</i>	<b>Change compared to 2013/14</b>
Sunderland	-11% (-73 crimes)
South Tyneside	-23% (-64 crimes)
Gateshead	-11% (-49 crimes)
North Tyneside	+5% (+15 crimes)
Newcastle	-5% (-54 crimes)
Northumberland	+9% (+40 crimes)

- There were 13,720 violence against the person offences in 2014/15; an increase of +26% (+2,816 crimes) compared to 2013/14, with increases in all area commands:



<i>Violence against the person</i>	<b>Change compared to 2013/14</b>
Sunderland	+21% (+473 crimes)
South Tyneside	+19% (+242 crimes)
Gateshead	+37% (+455 crimes)
North Tyneside	+30% (+406 crimes)
Newcastle	+27% (+876 crimes)
Northumberland	+23% (+364 crimes)

- In 2014/15, there were increases in all major categories of VAP (most serious VAP, less serious VAP, harassment & assault and other violence) compared to the 2013/14, and in all major categories for each the area commands.
- For the period April 2014 to February 2015, all 43 forces nationally experienced an increase in VAP.
- Northumbria has a lower level of VAP per 1,000 population than many forces (placed 6th of 43 forces nationally).
- Domestic related VAP has increased by +28%.
- Alcohol-related VAP has increased by +18%.

#### Main exceptions by crime type:

- Criminal damage has increased by +6%, with increases in all area commands except South Tyneside (-1%, -22 crimes).
- Shoplifting has increased by +3% (+313 crimes) compared to 2013/14.
  - There are increases in North Tyneside (+11%, 113 crimes), South Tyneside (+9%, 69 crimes), Newcastle (+8%, +248 crimes) and Northumberland (+4%, 37 crimes).
- Other theft and handling has increased by +2% (+152 crimes) compared to 2013/14.
  - There are increases in Newcastle (+9%, 237 crimes), Gateshead (+8%, 92 crimes) and North Tyneside (+3%, 30 crimes).

#### Improvements by crime type:

- Theft from a motor vehicle has reduced by -16% (-701 crimes) compared to 2013/14, with reductions in all sectors.
- Burglary OTD has reduced by -11% (-550 crimes), with reductions in all area commands except for Sunderland (+1%, 13 crimes).
- Theft from the person has reduced by -18% (-168 crimes) compared to 2013/14.
- Theft of a pedal cycle has reduced by -12% (-255 crimes), with reductions in all area commands except North Tyneside (+11%, 24 crimes) and Gateshead (+10%, 18 crimes).

#### **Increase the positive outcome rate**

- The total positive outcome rate for 2014/15 is 41.3%, -3.9%pts lower than last year (2,863 fewer outcomes); however, Northumbria remains one of the highest in England and Wales.
- Northumbria is placed 4th nationally for total positive outcome rate with the average for England and Wales at 29.3%.
- The positive outcome rate for burglary dwelling offences is 21.6% for 2014/15; +0.2%pts higher than last year.

### **Monitor compliance rates against national crime recording standards (NCRS)**

- NCRS compliance for 2014/15 to date (September 2014 to February 2015) is 85.6%; an improvement since the Crime Data Integrity Inspection in August 2014 (72% compliance).
- Compliance remains similar for all area commands, from 84% in Newcastle to 88% in South Tyneside (September 2014 to February 2015).
- Those teams which have a lower compliance rate have been identified and will be provided further guidance by the Force Crime and Incident Registrar.

## **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.**

- In 2014/15, the proportion of time neighbourhood officers spent in their local area is 1%pt 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 (ranging from 39% in Gateshead to 52% in Newcastle). North Tyneside has reduced slightly (44% compared to 45% in 2013/14) whilst Northumberland has remained the same (48%).

#### **Revise and implement the volunteer strategy.**

A Volunteer Strategy has been developed, with quarterly updates on progress provided.

- There are 289 young people now engaged in the police Cadet Scheme, which has been

recognised as a model of excellence at a national and international level.

- The cadets have supported a variety of events in the community, including the Kielder Marathon, Sunderland Air Show and Pride Festivals.
- The Force currently has 250 Special Constables, with a number successful in the recent police officer recruitment campaign.
- Between 1st January 2014 and 28th February 2015, Special Constables contributed 61,367 hours and supported a range of events, both locally and nationally, notably the Tour de France.
- The Community Speed Watch Scheme was expanded Forcewide, with 28 new volunteers trained and ready to deploy.
- A Police Support Volunteer procedure has been implemented which includes a decision making framework, for use when considering new support volunteer roles.

**Reduce the time taken to deliver complaints to a satisfactory conclusion.**

- The average length of time taken to finalise a complaint for those finalised between April and December 2014 was 114 working days. This is similar to 2013/14 (110) and 2012/13 (113).

**Reduce the percentage of complaint appeals that are upheld.**

- In 2014/15, the percentage of cases appealed against is 19% (183 appeals), with an upheld rate of 24% (48 appeals upheld). This compares to 18% (103 appeals) appealed against and 44% (67 appeals upheld) upheld in 2013/14.

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

- Since July 2013, 1,135 satisfaction questionnaires have been circulated, with 103 responses (9% response rate).
- The assessment of the satisfaction of complainants is being revised to improve response rates and methodology.

**Other Performance Information**

- During 2014/15, 1,016 new complaints were recorded, which is an increase compared to previous years and compared to 788 complaints in 2013/14.
- In 2014/15, the projected number of days lost to sickness is above the target of 7 days for both officers and staff at 8.4 for officers and 8.2 for staff.
- Online engagement is steadily growing. As at 1<sup>st</sup> December 2014, the Force had 56,110 followers across all Twitter accounts; an increase of 17,875 followers compared to the previous year (38,235 followers in December 2013). The Force Facebook pages have also increased by 24,583 followers, to 41,339 followers.

## **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](http://www.hmic.gov.uk).

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

### **Integrity Matters**

This national thematic report was published on 30 January 2015, this follows the inspection of arrangements to ensure officers and staff act with integrity and that forces have the capability and capacity to tackle corruption in policing.

The report concludes that police forces have made significant progress in putting in place processes to prevent and tackle corruption, and this is in part due to strong leadership being demonstrated by senior police officers. HMIC found no evidence to suggest that corruption is endemic within the police service in its inspections: the overwhelming majority of officers and staff are honest and professional.

However, the report found issues of concern around consistency and some forces lacked the capability to proactively seek out and prevent corruption. It was noted in HMIC's earlier Force report on Police Integrity and Corruption that Northumbria Police is well set up to prevent, identify and investigate corruption and there is good consistency in the management of complaints and misconduct and in the conduct and sanctions applied in disciplinary cases.

The report makes 14 recommendations for the Home Office, College of Policing, all forces and chief constables, which will lead to greater clarity and consistency in prevention and identification of corruption. Locally and an assessment of these 14 recommendations will ensure that any action required will be included within the existing Police Integrity and Corruption Action Plan prepared in response to Northumbria's report published in November 2014.

HMIC will continue to examine forces' ability to tackle misconduct, including corruption, as part of the PEEL inspections 2015.

### **Feedback on Domestic Abuse Action Plan**

Following the national inspection of Domestic Abuse last year, HMIC has held four assessment panels to assess the robustness and quality of domestic abuse action plans. The outcome of these assessments was presented to the National Oversight and Monitoring Group in December 2014.

Overall, HMIC considered that Northumbria's action plan demonstrated a strong commitment to addressing domestic abuse at a senior level. HMIC noted the Force provided an action plan which followed the national action plan template, and that the plan included progress updates and review dates. In addition, the action plan incorporated the Force's specific HMIC recommendations. It was considered that the Force appeared to be taking forward some good work in this area, but needed to provide more detail to evidence how individual objectives would be achieved.

HMIC stated that they would expect to see progress in the following areas in the next iteration of the action plan:

- The development of systems to embed the learning from victim satisfaction feedback into policy/practice.
- The Force is represented at the national group which is considering options for victim surveys.
- A pilot is expected to run over the next few months, which will involve Northumbria.
- Developing approaches to identify serial perpetrators and manage them in a similar way to how persistent offenders of other types of crime are managed.
- Following a successful Innovation Fund bid, an analyst has been employed to look at serial perpetrators of domestic abuse who cause the most harm, in order that they can be targeted and their offending activity disrupted. In consultation with partners, a MATAC (multi-agency tasking and coordinating) pilot is taking place following MARACs to discuss perpetrators with multi-agency responsibility and identify good practice with a view to implementation across the Force.

HMIC will inspect forces' progress on domestic abuse as part of its new PEEL inspection programme later in 2015. It is anticipated that a stand-alone domestic abuse report will also be published.

## **Stop and Search powers 2: are the police using them effectively and fairly?**

This report follows a review by HMIC of the progress made against the ten recommendations made in the 2013 report 'Stop and Search powers: Are police using them fairly and effectively?'

In December 2014, HMIC sent self-assessments to all forces and additionally visited nine forces, of which Northumbria was one. Overall, the feedback provided immediately following the inspection was positive. The national report highlights that forces have made slow progress in improving their use of stop and search powers since 2013. HMIC also report that there was no official record of the way police conducted traffic stops or the way strip searches were carried out, and therefore forces are not able to assure the public that the way the police use these powers is lawful, necessary and appropriate. There is no specific reference included within the report to individual forces.

A number of national recommendations are made including:

- Chief Constables are directed to publish progress made against the original 2013 inspection.
- The College of Policing is directed to implement recommendations, as well as the Home Office.
- Forces will be required to record and provide guidance to officers in all S.163 Road Traffic Act – moving traffic stops in line with the governance relating to stop and search i.e. fair and effective use.

- Forces will be required to record and provide guidance to officers (CSOs) in all Police Reform Act seizures from young people in line with the same governance as stop and search i.e. fair and effective use.
- Locally a full assessment of the recommendations is being undertaken and the Stop and Search Action Plan will be updated in order that actions arising from the report can be monitored effectively.

### **HMIC's 2015/16 Inspection Programme**

HMIC has published their inspection programme for 2015/16. National thematic inspections include:

- 21st century child sexual exploitation
- Digital crime and policing (cyber crime)
- Child protection
- So-called honour based violence
- Missing and absent children
- Firearms Licensing
- Use of the Police National Computer (PNC) by Non-Police Organisations
- Police National Database (PND) Audit

Some of these inspections will not be all-force inspections. HMIC has also accepted a commission from the Home Secretary to lead a joint review of the Joint Emergency Services interoperability Programme (JESIP), together with the Association of Ambulances Chief Executive (AACE) and the Chief Force and Rescue Adviser (CFRA). Fieldwork will take place in June with strategic lead interviews in July. The tri-service review will report to the Ministerial Board in November. A number of joint inspections will also be carried out by HMIC working with its Criminal Justice Joint Inspection partners