

**POLICE AND CRIME PANEL
REPORT OF THE POLICE AND CRIME COMMISSIONER
DELIVERY OF THE POLICE AND CRIME PLAN – APRIL 2015 – DEC 2015.**

OBJECTIVE ONE – PUTTING VICTIMS FIRST

We will further enhance the way we deploy officers, providing the most appropriate response to meet individual needs.

Satisfaction levels for the overall service provided to communities remain the highest in England and Wales; with 90.6% of victims of crime happy with their overall experience. The percentage of victims satisfied with the time of arrival is 93.1%.

The importance of Resolution without Deployment¹ (RWD) continues to be promoted force-wide, with officers trained and briefed to support and manage RWD. This has included reinforcement at area command Inspector and Sergeant Development Days, to encourage adoption.

The types of incidents managed through RWD to date have varied. The top three types of incident are public safety/welfare issues (e.g. civil disputes), transport (e.g. highway disruptions and minor road traffic collisions) and anti-social behaviour incidents.

Once an incident is created by the control room each incident undergoes a THRIVE assessment. A number of questions are assessed in order to determine the most appropriate response. If each question is answered with 'No' then the incident may be suitable for resolution without deployment.

Threat – Is there a threat to the caller/anyone or operational/reputational threat?

Harm – Will a physical or mental harm occur to anyone by Northumbria Police not attending, including reputational harm?

Risk – Is there a risk to anyone – including Force reputation if we do not attend?

Investigative Opportunity – Are there scene enquiries, photographs, SOCO opportunities at the scene?

Vulnerability – Is anyone vulnerable that we need to safeguard and protect? Is the Force vulnerable by any non-attendance?

Engagement Opportunity – Is there an opportunity for positive engagement that would be missed by our non-attendance?

The following are examples of where RWD have been used include:

- A report was received of a vehicle having been damaged whilst parked at the Galleries, Washington. A THRIVE assessment was carried out to confirm suitability of incident for RWD resolution. No details had been left at the scene of the offending vehicle. The caller was contacted and provided details for future exchange if the other party was traced. Insurance, Driving Licence, MOT and Vehicle Excise Licence were checked via the Police National Computer and found to be in order. Security at the Galleries was contacted by phone and it was quickly

¹ Resolution without Deployment (RWD) seeks to resolve incidents at the first point of contact, ensuring a customer focused service, whilst reducing demand.

established that the vicinity of the parked vehicle was not covered by CCTV and the log was closed and details provided to the caller for insurance purposes. The caller was re-contacted the following week and despite having been unable to trace the offending vehicle he was happy with the service provided.

- A report of a bilking at a petrol station in Blyth. A THRIVE assessment was carried out to confirm suitability of incident for RWD resolution. Having made off without paying for fuel, the driver was contacted and explained it was a lapse in concentration and that he would return to the garage to pay in full. The garage was updated accordingly and later reported that the male had returned with payment and a satisfactory explanation. A survey was conducted with the original caller who said the incident was 'dealt with professionally' and that he was 'completely satisfied' with the service received.
- A report of an abandoned vehicle that had been there for a number of months. A THRIVE assessment was carried out to confirm suitability of incident for RWD resolution. The caller was advised that the incident would be dealt with over the telephone. The owner was traced and contact made, where he explained that the vehicle would be moved the following week, upon returning from Leicestershire. The caller was updated and advised that the local neighbourhood team would monitor the situation. The caller was re-contacted two weeks later and reported that the vehicle had been moved.

To date, customer surveys and operational reviews have been undertaken for between 10-15% of monthly RWD incidents. Key findings from the most recent sample (November 2015) show:

- Overall victim satisfaction for RWD remains high (91%) and at the same level as victims where an officer has been deployed.
- 93% were happy with actions taken, with 95% believing the incident was taken seriously.
- 98% of victims believed they were listened to by the call taker, with 95% indicating that their needs had been taken into account when deciding deployment.
- 81% received an explanation that an officer would deal with their incident over the telephone, and in 93% of cases call takers managed victim expectations effectively.
- Some opportunities still exist to resolve more incidents at first point of contact, than are currently being dealt with by RWD. A dedicated team of PCs and Sergeants will be introduced on 18 January 2016 to centrally identify crimes/ incidents that are appropriate for resolution in this way.

Further surveys will continue to be undertaken to support the implementation of RWD, and identify areas for improvement.

We will participate in the Victims' Hub, 'Victims First' by:

- **Identifying and assessing the specific needs of victims.**
- **Working closely with partners to ensure a proportionate response, including safeguarding, investigation and coordinating the information flow to victims, in line with our joint obligations under the Victims' Code.**
- **In partnership, coordinate an integrated victim support service.**

The importance of Victim's First Northumbria (VFN) and the requirement for detailed needs assessments continues to be reinforced at local level. An input has been delivered

to all Inspectors by VFN to reinforce the importance of Victim Needs Assessments (VNAs) and subsequent outcomes.

For the period April to November 2015, 92% of needs assessments have been completed, of which 95% were completed to a satisfactory standard; resulting in an overall compliance rate of 88% (compared to a target of 90%).

The VNA form is currently being reviewed by VFN and Prosecution and Victims Services to streamline the process and improve efficiency.

We will ensure that crimes are recorded properly and that the matter is dealt with, where appropriate, in line with victim's wishes.

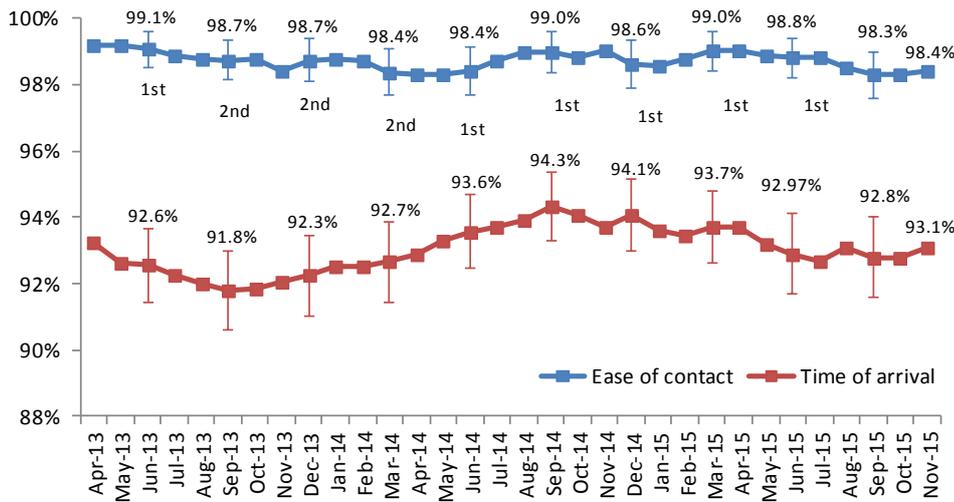
Compliance with the National Crime Recording Standards (NCRS) is 84% for the period April to November; with 92% compliance in November (a statistically significant increase). The Force Crime and Incident Registrar (FCIR) continues to provide inputs to those teams that have a lower compliance, and significant scrutiny at a local level is undertaken to ensure service standards are met/improved.

From 11 January 2016, Operation Verify will be implemented to further improve NCRS compliance. The Operation will consist of a team of Sergeants and Constables (seconded to Corporate Development), who will validate 75% of crime related incidents that have not resulted in a crime record, and correct those that are non-compliant with NCRS.

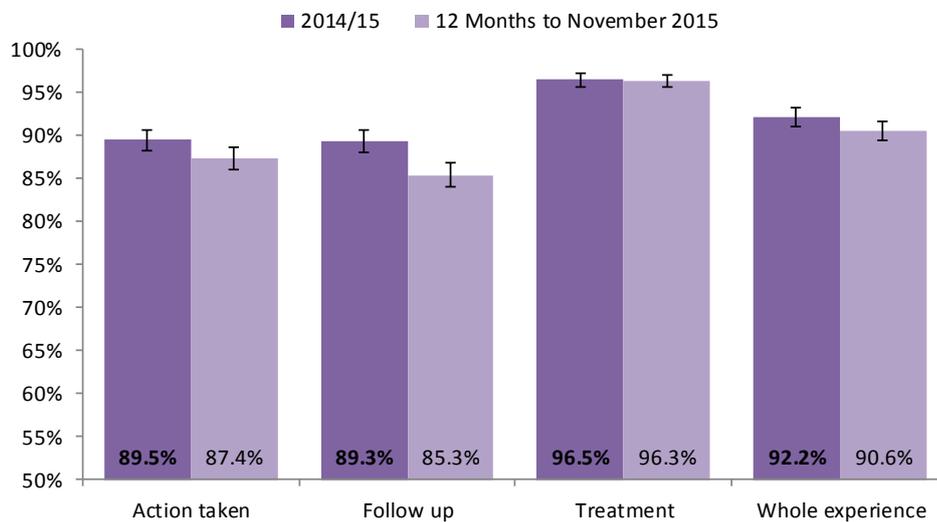
Focus on NCRS compliance will continue at area command and department level, to run alongside and support the objectives of Operation Verify, until the introduction of front-end crime recording in 2016. Front-end crime recording involves the crime recording decision being made at the initial point of contact in the Communications Department. At present, when a victim, witness or third party reports a crime or possible crime, an incident is created, to which an officer is dispatched to make a crime recording decision and to investigate the incident. The Home Office have recently revised the National Crime Recording Standard so that crime recording 'must not routinely be delayed to facilitate deployment of resources or to enable further investigation to take place'.

	Measure	Previous	Period	Current	Period	Comparative position or note
1	Percentage of victims satisfied with ease of contact.	99.0% (+/-0.6%)	2014/15	98.4% (+/- 0.7%)	12 months to November 2015	Placed 1 st nationally (12 months to June 2015) and 1 st in MSG
2	Percentage of victims satisfied with time of arrival.	93.7% (+/-1.1%)	2014/15	93.1% (+/- 1.2%)	12 months to November 2015	N/A

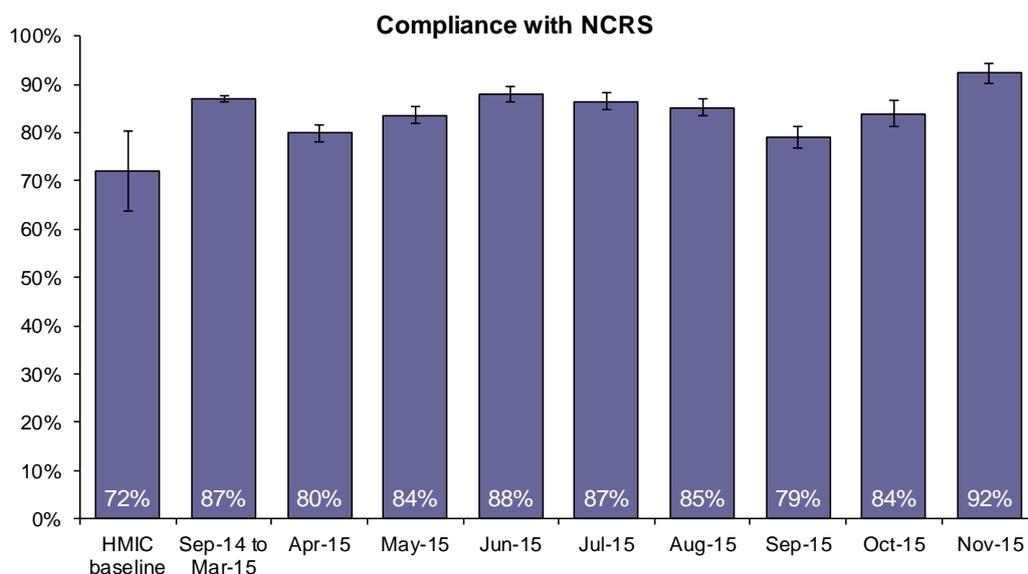
Satisfaction of victims of burglary, violent and vehicle crime (CVF)



Satisfaction of victims of burglary, violent and vehicle crime (CVF)



	Measure	Previous	Period	Current	Period	Comparative position or note
3	Percentage of needs assessments completed to a satisfactory standard of contact.	N/A	N/A	88% (+/-2.0%)	April to November 2015	Target 90%
4	Compliance with National Crime Recording Standards.	87% (+/-0.5%)	September 2014 to March 2015	84% (+/-0.7%)	April to November 2015	N/A



OBJECTIVE TWO – DEALING WITH ANTI-SOCIAL BEHAVIOUR

We will complete an assessment to determine the most appropriate response to meet the individual needs of victims of anti-social behaviour (ASB) and work with partners to resolve longer term local issues.

Satisfaction with attendance at incidents has reduced since March 2014 (94.7% - although this reduction is not a statistical reduction). Satisfaction for the 12 months to November 2015 is 93.1%.

423 surveys have been conducted with victims who reported long-term ASB problems to the police. The latest results to November 2015 show:

- 94% agree the officer was aware they had experienced the problem before
- 78% said other agencies had been involved in tackling the problem.
- 64% felt that the police and agency worked together effectively.
- 52% thought the other agency had effectively tackled the problem.
- 82% felt that the police did all they could to tackle the problem.
- 88% said that they would report the problem to the police in future.
- 78% said that they would report the problem to the other agency in future.

Considerable activity continues with partners at a local level, to tackle ASB issues, for example:

- Operation Gryphon was rolled out across Southern Area Command in September, and now incorporates alcohol, legal highs and drugs. The operation coordinates diversionary tactics for local youths and is improving efficiency within the Criminal justice System (CJS), and relationships with partner agencies.
- The 2015 Darker Nights campaign took place in November, and saw officers carrying out regular patrols in areas of South Tyneside and Sunderland which often attract ASB. Police Cadets also provided support to the campaign, with organised events taking place across the area command for Bonfire and Fireworks displays.
- Newcastle City Centre Neighbourhood Policing Teams (NPTs) have been working with residents to tackle ASB, following reports of begging, vagrants, street drinkers and excessive noise in areas of the city centre. A targeted week of action was undertaken, with increased visibility and patrols undertaken until 4 a.m. on key days.

As a result, 40 people were issued Dispersal Orders, five people were arrested for varying offences and six people were summonsed to court.

- Operation Oak, implemented to tackle burglary dwelling in Jesmond, has been extended to incorporate noise-related ASB.
- In November, Operation Merlin was carried out by Blyth NPT, Police Cadets and key partners to address the issues affecting local residents and to protect the vulnerable in the community. Visits were made to 276 properties, with 85 resident surveys carried out; findings indicate that the areas of most concern were: fly tipping, excessive littering, dog fouling, loud music, speeding drivers and street lighting. Work is now underway with partners to address these issues.

We will identify vulnerable victims and assess their specific needs, ensuring an appropriate response.

Area commands continue to identify vulnerable victims, and work in partnership to provide support and safeguarding measures. Harm reduction plans are prepared where appropriate, and a range of methods utilised to address ASB. This includes joint visits with the council, face to face apologies, mediation and warning letters. This ensures the delivery of an appropriate and often tailored response to meet the needs of each individual.

A new approach to quality monitoring has been devised focusing on the ability to reassure, relate and resolve all incidents using the THRIVE model. Training has been provided to contact handlers, with quality monitoring taking place to check for THRIVE understanding and customer service.

More specific area command activity includes:

- Southern Area Command's Crime and Disorder Reduction Partnership meetings (South Tyneside and Sunderland) take a multi-agency approach to identify priority issues and areas (including ASB). Community Engagement Teams also work proactively with partners to identify ASB issues.
- ARCH2² is live across Central Area Command, with each ARCH referral underpinned by a police assessment of the report. This ensures the correct response and level of support is provided to the victim.
- In Northern Area Command, Neighbourhood Inspectors attend Community Safety Meetings (Northumberland) and Safer Estates Meetings (North Tyneside) to discuss individual cases based on victim, offender and location, ensuring an appropriate multi-agency approach is taken to identify and safeguard victims.

We will ensure that new ASB powers are embedded and understood and are being used fairly and proportionately.

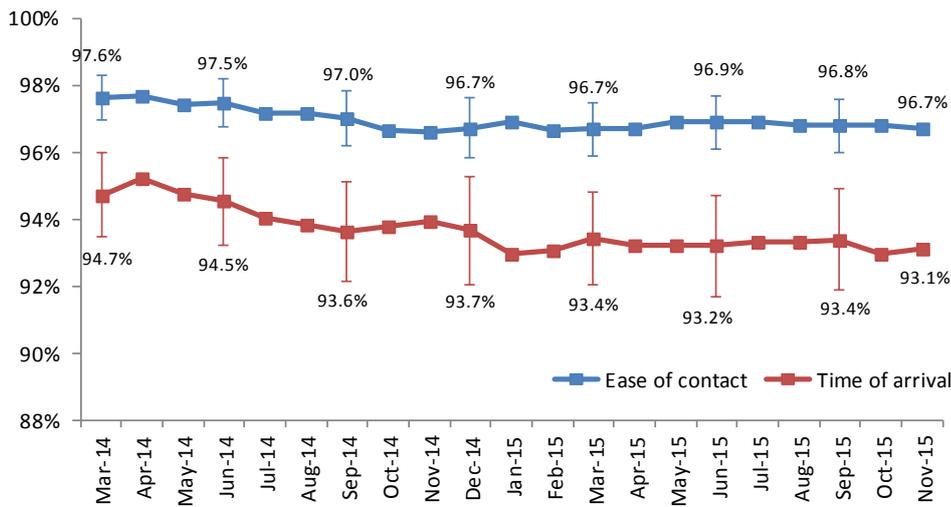
All Area Commands continue to utilise new ASB legislation to good effect, with recent successes including closure notices for shops selling legal highs and Public Space Protection Orders to deal with local ASB problems.

Satisfaction levels for victims of ASB remain high.

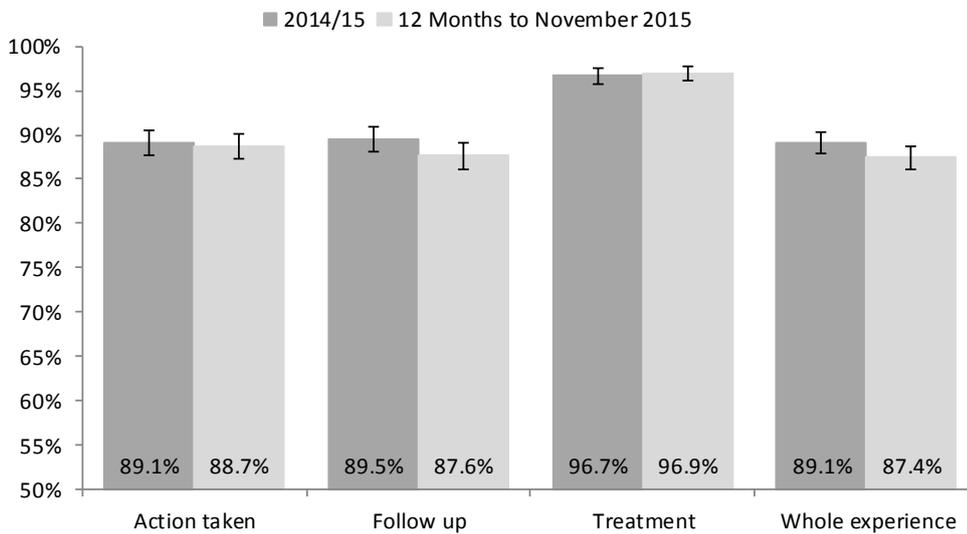
² Agencies against Racist Crime and Harassment (ARCH) is a network of over 40 organisations working together to stop hate crime and reduce community tensions in Newcastle.

	Measure	Previous	Period	Current	Period	Comparative position or note
1	Percentage of ASB victims satisfied with attendance at incidents.	93.4% (+/-1.4%)	2014/15	93.1% (+/-1.4%)	12 months to November 2015	N/A
2	Percentage of victims satisfied with the long term response to ASB incidents.	N/A	N/A	70.6% (+/-9.7%)	May to November 2015	N/A

Satisfaction of victims of ASB (CVF)



Satisfaction of victims ASB (CVF)



OBJECTIVE THREE – DOMESTIC AND SEXUAL ABUSE

We will deliver the policing aspects of Violence against Women and Girls Strategy. We will also work with partners managing perpetrators through the criminal justice process, and further develop domestic abuse perpetrator programmes.

Specific activity undertaken in support of the Violence against Women and Girls Strategy includes:

- A Domestic Abuse (DA) campaign ‘In an abusive relationship, things are never as they seem on the surface’, commenced on 30 November to raise awareness of all forms of abuse over the Christmas/New Year period. Communications activity will continue until the end of January 2016.
- In November, the BBC worked with the Domestic Violence Sexual Assault (DVSA) car in Sunderland to showcase the value the initiative brings for victims of DA.
- Home Office Innovation Funding has been used to expand DA Perpetrator Services across the Northumbria Police Force area. Barnardos and Impact Family Services have established a new voluntary domestic abuse perpetrator programme for the Northumberland area. The programme began to accept referrals from 23 November 2015.
- There are four additional perpetrator programmes in place across the Force area, which are as follows:
 - South Tyneside Domestic Abuse Perpetrators Programme (STDAPP) – Barnardos and Impact Family Services.
 - Sunderland BIG Programme – Barnardos, Impact Family Services and Gentoo Housing.
 - Newcastle Domestic Violence Protection Project (DVPP) – Barnardos.
 - Gateshead Domestic Abuse Perpetrator Programme – DETER innovations (accepts referrals force-wide).
- Coercive control and attitudes training has been developed by a multi-agency working group, and delivered to all front-line staff and key non front-line staff.
- Three inputs have been developed for delivery in schools regarding healthy relationships, sexual health and consent, and Child Sexual Exploitation (CSE). A consultation process is ongoing with Local Authority (LA) educational leads and schools. The Community Engagement Team within Central Area Command is assisting Newcastle Education Authority by managing the roll-out of ‘Healthy Relationships’ training to all year 10 students across Newcastle.

Members asked for information in relation to the number of historic sexual offences that would be included in the 91% increase in sexual offences reported at the last meeting. Analysis shows that over the last three years the percentage of offences that are historical (i.e. the offence took place more than 12 months ago) accounted for 38% during 2013/14. This rate has reduced to 35% during 2014/15 and 29% so far during 2015/16.

We will build on the learning from Operation Sanctuary, work with partners to identify individuals at risk of sexual exploitation and abuse, and develop joint safeguarding protocols for those identified.

A series of multi-agency safeguarding operations are underway to protect victims or potential victims of serious sexual offences.

Social Media Monitoring Software ‘Geofeedia’ has been purchased using Innovation funding. This will enable user-defined keyword and geographical searches on social

networks, as well as the ability to demonstrate social media links between potential suspects and/or potential complainants.

Area Commands continue to work in partnership to support safeguarding operations. For example:

- Work is ongoing between Northern Area Command and the Changing Lives' Girls are Proud (GAP) Project, to identify the scale of sex work in the area.
- Operation Secure is underway with partners across Northern Area Command, to safeguard the vulnerable and target those causing the most harm. Initially, this will focus on the identification of vulnerable young people and the associated offenders (specifically in relation to CSE).
- Operation Neptune is a CSE investigation launched by Southern Area Command to tackle serious offenders and protect vulnerable females.

The report to conviction rate for rape is higher than last year's rate, with increases in both the charge rate and the conviction rate. Although conviction rates for sexual offences and domestic abuse are higher than last year, a reduction in the charge rates for those offences results in a reduction in the overall report to conviction rates.

	Measure		Previous	Period	Current	Period	Comparative position or note
1	Rape	Charge rate	18%	2014/15	23%	April to November 2015	National rate 16.7% (April to October 2015)
2		Conviction rate	51%	2014/15	65%	April to October 2015	National rate 57% (April to October 2015)
3		Report to conviction rate	9%	2014/15	15%	Year to date	National rate 10% (April to October 2015)
4	Sexual offences	Charge rate	28%	2014/15	26%	April to November 2015	National rate 17.4% (April to October 2015)
5		Conviction rate	73%	2014/15	76%	April to October 2015	National rate 77.7% (April to October 2015)
6		Report to conviction rate	21%	2014/15	20%	Year to date	National rate 14% (April to October 2015)
7	Domestic Violence	Charge rate	51%	2014/15	41%	April to November 2015	N/A
8		Conviction rate	66%	2014/15	71%	April to October 2015	National rate 73.6% (April to October 2015)
9		Report to conviction rate	34%	2014/15	29%	Year to date	N/A
10	Increase the conviction rate for domestic abuse to 75% of cases charged		66%	2014/15	71%	April to October 2015	National rate 73.6% (April to October 2015)

	Measure	Previous	Period	Current	Period	Comparative position or note
11	Disrupting and targeting offenders ensuring investigative opportunities.	<p>Additional activity includes:</p> <p>a) 38 bail packages with police or court bail conditions are being actively monitored for compliance.</p> <p>b) 90 active disruption packages with individuals who are suspected or have been arrested for CSE.</p> <p>c) 269 vehicles actively monitored via PNC and IS – an increase of 31 in this period.</p> <p>d) 300 subjects are being actively monitored (via IS) and UKBA; an increase of 24 in this period.</p> <p>e) 44 taxi driver licences have been suspended.</p>				
12	Number of referrals into domestic abuse perpetrator programmes.	<p>Since April 2015, a total of 45 males have been referred onto the South Tyneside programme, with the majority being self-referrals (20) and referrals from Social Services (18). At present, 10 males are at the pre-assessment stage, 5 at the assessment stage, and 12 at the programme stage. 5 have completed the programme in its entirety.</p> <p>There have been 100 referrals on to the Sunderland BIG programme, 12 have been referred by police; the majority of referrals have been made by social services. There are currently 6 on the core programme stage.</p> <p>Since April, a total of 41 males have been referred on to the Newcastle programme, with the majority being self-referrals (13), referrals from social services (13) and Cafcass (10); 3 referrals have been made by police. To date, 6 males have completed the programme, and 7 are currently at the programme stage. Modules covered include; denial minimisation and blame, sexual respect and effects of DV.</p> <p>Since April, there have been 76 referrals on to the Gateshead DETER Innovations, with the majority coming from self-assessments (15) and social services (60); there have been no referrals made by police.</p> <p>The Northumberland BIPP commenced on 23 November 2015. There have been 2 referrals to the programme; 1 self-referral and the other a referral from probation.</p>				
13	Assessment of quality of service following survey of domestic abuse victims.	<p>Two telephone surveys have been conducted as part of the Home Office pilot. Four focus groups have been held to date with Impact Family Services clients in South Tyneside, Impact Family Services staff in South Tyneside, Gateshead IDVAs and Tyneside Women's Health clients in Gateshead.</p>				

OBJECTIVE FOUR – PREVENTING CRIME

We will prevent crime through the implementation of a Preventing Crime Strategy, responding to crime trends and actively deploying and tasking resources.

The average number of reports that may relate to a crime during 2014/15 was 498 per day; this has reduced so far this year by 5% to 472 per day. Only a proportion of these reports amount to a recordable offence³. Following an increased focus on compliance with National Crime Recording Standards (NCRS), the number of crimes recorded per incident reported has increased from 40% during 2014/15 to 51% during April to November 2015. So, whereas the number of incidents have reduced slightly over the last year compared with 2014/15, a larger proportion of those incidents are now resulting in crimes recorded (due to increased focus on and compliance with National Crime Recording Standards). This is sometimes referred to as the conversion rate. As a result, although crime related incidents have reduced by 5%, total recorded crime has increased by 21.6%. The total recorded crime rate for the 12 months ending October 2015 was 56.3 crimes per 1,000 population, placing Northumbria 21st nationally. 34 out of 42 forces have recorded an increase in crime since the previous 12 months.

The burglary dwelling rate for the same period was 5.3 crimes per 1,000 households, placing the Force 15th nationally and 1st within the MSG.

A month of burglary action was undertaken in November, with particular focus on innovative ideas to raise awareness and provide crime prevention advice. The force-wide campaign 'Beat the Burglar' was promoted through social media channels and involved interaction with Crime Prevention Advisors via Twitter. As of 20 November, 81,900 twitter accounts had been reached.

Activity carried out in support of the campaign included:

- The promotion of crime prevention advice specifically centred around victims (e.g. work carried out in Northern Area Command with the National Farmers' Union (NFU)).
- Promotion of the Acquisitive Crime campaign 'Don't advertise your belongings to thieves. Keep them out of sight', to highlight crime prevention advice and educate people on how to guard themselves from thieves.
- The launch of Operation Forager in Central Area Command to identify burglary patterns based on repeat victimisation (particularly locations). When a burglary takes place, properties nearby that are believed to be most at risk of being burgled are identified, and 'super-cocooning' is carried out by police, local authority and housing staff (including intensive police patrols for a fixed period of time). A full evaluation will be undertaken at the end of the three month trial.
- During November, 174 arrests were made for burglary offences; 115 of which were arrested for house burglaries, with 59 resulting in a charge and a further 19 currently on bail.

The average number of reports of a potential burglary per day during April to November was the same as 2014/15 (30.7 incidents per day). However, not all of these incidents amount to a recordable burglary crime; 9% relate to other offence categories while 39% are not a recordable offence. Following an increased focus on compliance with NCRS, the

³ For example a third party report, where the victim does not confirm a crime has been committed would generally not be recorded as a crime under the Home Office Counting Rules.

number of burglary dwelling offences recorded per burglary incident reported has increased from 26% during 2014/15 to 29% during April to November 2015.

A greater proportion of burglaries recorded this year are of a less serious nature than those recorded during previous years. The proportion of burglaries where the offender has not gained access (attempted burglaries) has increased from 12% during 2013/14 to 14% during 2014/15 and 16% so far this year. Similarly, the proportion of burglaries where property was stolen has reduced from 77% during 2013/14 to 71% during 2014/15 and 69% so far this year. Entry to 35% of burglaries relates to the use of a key or insecure premises.

The long term view of burglary dwelling offences shows a large reduction; the current rate of 8.9 crimes per day is lower than each year prior to 2012/13 (see table below).

The vast majority of burglary victims are satisfied with the service provided by the police (93.6% +/-1.7%).

Night-Time Economy (NTE) campaigns continue to be promoted over the Christmas and New Year period. 'Keys, Money, Phone, Plans to get Home?' and 'One Punch Can Ruin Two Lives', aims to reinforce messages about alcohol-related violence, highlight safety messages and encourage people to think about their actions.

Southern Area Command have launched the '12 messages of Christmas' campaign, providing safety and crime prevention advice messages, to ensure everyone has a safe and enjoyable Christmas and New Year.

In October, Northern Area Command launched Operation Secure, which focused on a number of vulnerability-themed areas to enable the area command and partners to safeguard the vulnerable and target those offenders causing most harm. The initial theme of youth vulnerability, particularly Child Sexual Exploitation (CSE), has been followed by alcohol-related vulnerability over the festive period. Domestic violence and disability hate crime incidents will follow in the New Year.

We will encourage the increased reporting of under reported crimes, such as Female Genital Mutilation, Child Sexual Exploitation, Human Trafficking and Hate Crime.

Northumbria Police continues to encourage the reporting of under-reported crimes, with local activity being:

- A member of Your Voice Counts (disability advocacy group) and a member of Sunderland Pride organising committee took part in Community Opportunity events on 13 and 14 October to see how the Force deals with hate crime and supports victims. This involved a half day opportunity to work with the Community Engagement Team and go out on patrol with a neighbourhood officer. A visit was also carried out to VFN to see what support is available.
- A community conference was recently held within the Jewish community in Central Area Command. A CPS training package was delivered to raise awareness of criminal justice processes and enhance prosecutions against hate crime offenders. The event was well received and the local NPT were praised for their services.
- Collaborative work has been undertaken with 'Be' (formerly TyneTrans) in terms of Trans community support, publicity and regular attendance at the group, to discuss

the reporting of hate crime and the support available to the community. Such interaction was filmed by BBC Inside Out (aired 2 November) and demonstrated improving confidence in the police.

- A multi-agency CSE conference took place at Gateshead in October, arranged by Northumbria Police, the three South Local Safeguarding Children's Boards (LSCBs) and funded by the Office of Police and Crime Commissioner (OPCC). The conference was attended by 500 delegates and was supported by a week-long themed media campaign which generated positive social media interest.

Consultation has been carried out with disability agencies and disabled residents across the force area, to better understand the gap that exists in the perceptions of policing between disabled and non-disabled residents and identify areas for improvement. Key findings include;

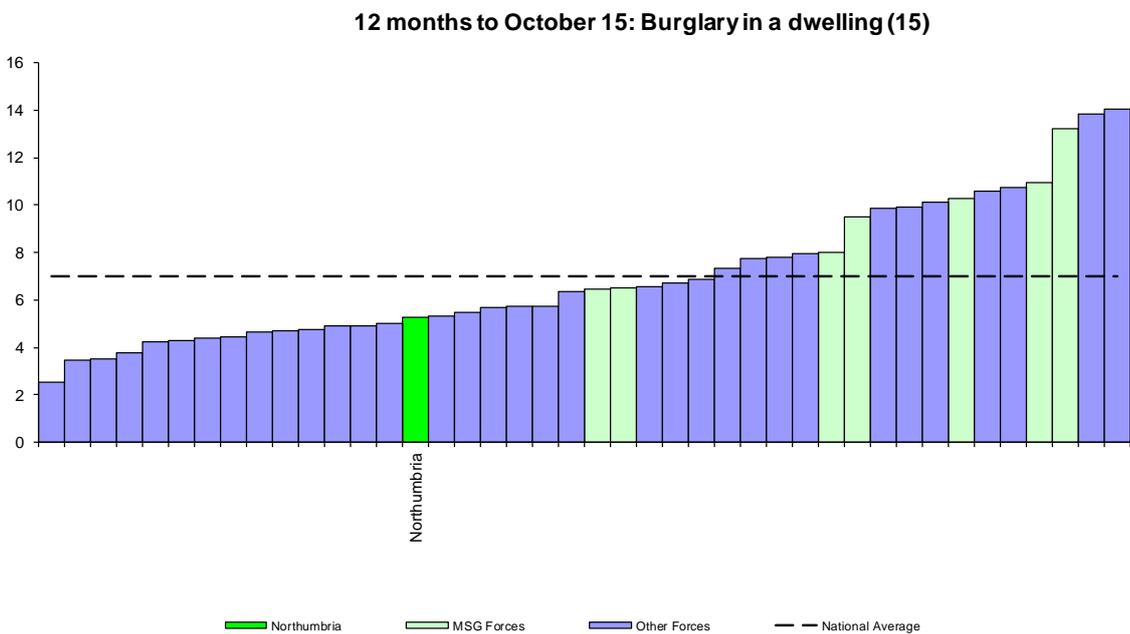
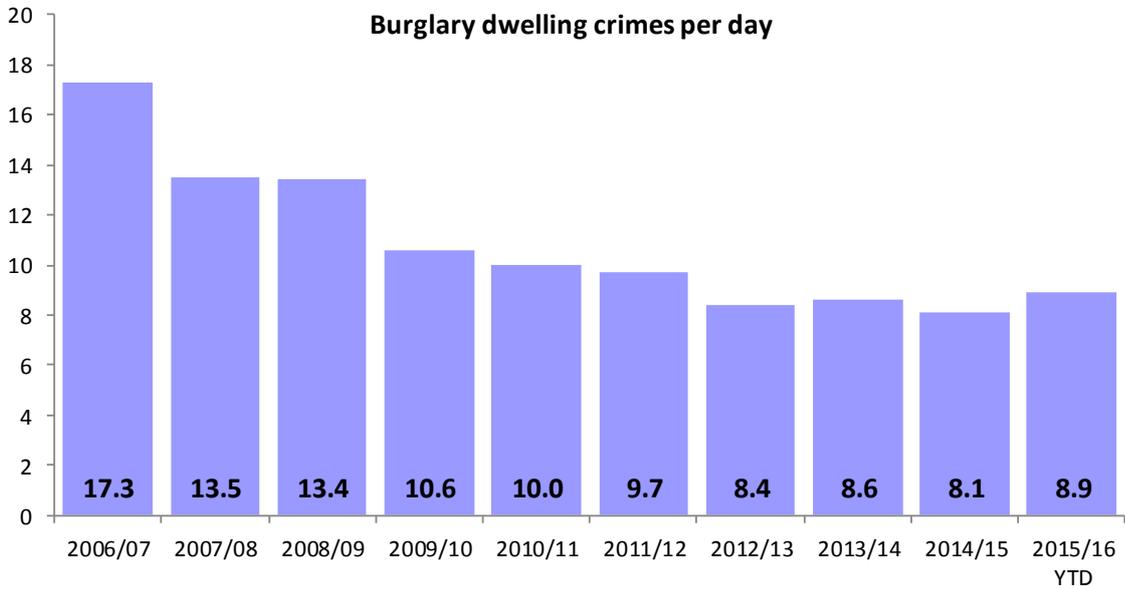
- Disability agencies were positive about the Force and had a good working relationship and thought officers were approachable, sensitive and highly professional.
- The gap that exists between the perceptions of disabled and non-disabled residents is driven by social factors and the daily issues faced by disabled people rather than a failing in policing.
- Awareness and use of Safe Reporting Centres is poor, with some preferring to contact the police direct or through a trusted friend or family member.
- There is a need to strengthen links with disability organisations and utilise them to communicate tailored and appropriate messages to disabled communities.
- Members of the deaf community criticised the capability of the Force to engage with deaf people directly; in particular a lack of British Sign Language (BSL) trained officers.
- External communications that champion support and advocacy for disabled people would be welcome and help build a more positive relationship between the police and disabled communities.
- Awareness was low amongst the deaf community of the various means to contact Northumbria Police for emergency and non-emergency issues.

A number of recommendations are being progressed through the Force's Equality Board, in order to address these issues.

The overall repeat victimisation rate for high or medium risk victims has increased; the majority of the increase relates to victims of crime and ASB.

	Measure	Previous	Period	Current	Period	Comparative position or note
1	Reduce the number of burglary dwelling offences.	+9% (+155 crimes)	As at 3 November 2015	+11% (+212 crimes)	As at 30 November 2015	Placed 15 th nationally and 1 st in MSG (12 months to October 2015).
Percentage of high or medium risk victims who have suffered a subsequent incident.						
2	Domestic Violence	48%	12 months to November 2014	48%	12 months to November 2015	- High or medium risk individuals at the start of the period or identified during the period. - Subsequent event of any category between
3	Crime	33%		36%		
4	Anti-social behaviour	20%		25%		

	Measure	Previous	Period	Current	Period	Comparative position or note
5	Hate	43%		41%		the initial risk assessment and the end of the period
6	Overall	44%		45%		



OBJECTIVE FIVE – COMMUNITY CONFIDENCE

We will ensure neighbourhood teams are accessible and based at convenient locations, supported by new technology to increase visibility.

In line with the Estates Strategy, new NPT bases continue to be identified to make services more accessible to communities. 25 new bases/ sites are being developed; 16 are now complete, 5 will be delivered within this year, and a further 4 will be progressed in 2016.

Street to Strategic continues to be rolled-out across the Force. The project allows officers and staff to directly access and update key information from within their communities. The majority of Phablet devices have been rolled-out to officers in Northern Area Command, whilst the roll-out to Central Area Command commenced in December.

We will understand and respond to the issues affecting local communities.

Area Commands continue to respond to the issues affecting local communities. Numerous areas are being progressed to enhance the current approach, and include;

- In Southern Area Command, work continues with the Alzheimer's Society to improve the quality of life for residents suffering Dementia. An action plan has been agreed which seeks to increase confidence in the police and provide an opportunity for the public to suggest improvements to police practices. Dementia sufferers and their families are being given the opportunity to take part in 'Community Opportunity', to gain an understanding of Control Room procedures when individuals are reported missing.
- Central Area Command have been given access to a house (owned by Carillion Amey, who provide housing for army personnel), and permission to use it for local meetings and events. Drop-in sessions are being held every Wednesday and Saturday throughout November and December, to enable residents to raise any issues/ concerns.
- Research into community profiling is being undertaken by a Northumbria University Student, on placement with Corporate Development. The project aims to identify best practice from a range of internal and external sources and recommend areas for improvement, to ensure Northumbria better understands its communities. In Central Area Command, Community Engagement Profiles are being developed to assist with this understanding; with a profile for Newcastle West already complete.
- During National Road Safety Week, Operation Dragoon officers spoke to more than 100 students about the consequences of dangerous driving. They visited schools, community centres and military bases across the force area to raise awareness on the importance of staying safe whilst behind the wheel, and deliver advice aimed at educating young people. It is hoped the action will help protect the drivers themselves as well as vulnerable road users such as cyclists and pedestrians.

We will promote opportunities for the public to become involved in local policing through volunteering.

Volunteering opportunities continue to be promoted force-wide. As at September 2015, Northumbria Police had a total of 222 Special Constables and 282 Police Cadets.

Special Constables and Cadets support operational policing and local events by providing crime prevention advice and community reassurance. For example, Halloween and Bonfire night, in support of area command 'darker nights' initiatives.

Recruitment for Police Cadets commenced on 2 October. As of November 2015, the campaign had attracted applications from BME groups, young offenders, vulnerable young persons (including an application from a young person fleeing honour based violence), young persons with disabilities (including a deaf applicant) and young persons from financially deprived families. Contact has been made with regional Social Services, Youth Offending Teams and victims of crime to generate interest and referrals, and targeted recruitment has taken place in schools in deprived areas.

All Northumbria Police Cadets take part in the Duke of Edinburgh Scheme to provide them with a qualification that is recognised by employers. The completion rate of Cadets taking part in the scheme is 92%, which compares to a national average of 45%. This is the highest in the region.

We will work with partners to improve criminal justice related processes, ensuring a satisfactory outcome for victims of crime and increasing confidence in the criminal justice system.

Effective relationships have been built with local partners to improve the criminal justice process and outcomes for victims. This has involved engagement with Northumbria Community Rehabilitation Company (CRC), Magistrates' Courts and criminal justice staff, to improve file quality and ultimately the service provided to victims.

Transforming Summary Justice (TSJ) has been adopted within Area Commands (Central and Southern so far), with the aim of reducing delays in the magistrates' courts, holding fewer hearings per case and increasing the number of trials that go ahead the first time that they are listed.

International Restorative Justice (RJ) week ran from 15 to 22 November. The week sought to increase general awareness and understanding of RJ and emphasise the benefits for victims. A force-wide broadcast was issued to officers and staff to reinforce this message and ensure every victim of crime has the opportunity to benefit from the RJ process.

We will build on the success of the triage system, by introducing a complaints charter to improve the complaints process, reduce the number of appeals and increase satisfaction with how the complaint has been managed

The outcomes of public discipline hearings and meetings continue to be published on both the Northumbria Police intranet and internet sites. Awareness sessions are to be undertaken with the Chairs of public hearings, to ensure there is clarity regarding the process.

Neighbourhood officers have increased the proportion of their time in local areas.

The length of time taken through the criminal justice process has been reduced, with reductions in the re-bail rate and average length of time on bail. Percentage of guilty pleas at first hearing remains below target (66%); however, has improved in October 2015 to 68% (the target is 70%). This has been impacted partly by a change in court listing procedure in October whereby capacity at guilty plea courts has been increased to 75% of

cases (previously 70% of cases). The conviction rate at Magistrate's Court, 82.5% has increased since last year, but remains lower than the national average and the target (85%).

The management of complaints has improved since last year. The time taken to resolve complaints has reduced with the majority of complaint cases finalised within 50 days. The number of allegations of incivility has reduced by one third since last year. The number of live cases has reduced to less than 100 compared to 270 as at the end of 2014/15. However, the percentages of appeals made, and those upheld, have increased.

The most recent national data (2014/15) shows Northumbria had a lower upheld rate than the national rate (29%) and the MSG average (31%).

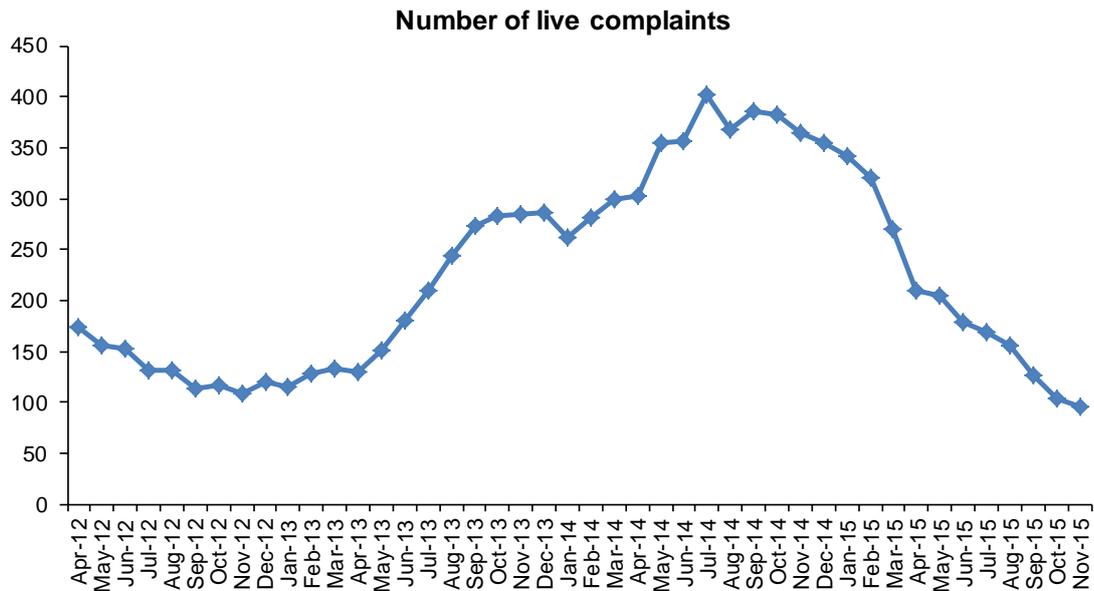
Professional Standards Department (PSD) has implemented various practices and processes to help reduce the number of upheld IPCC and Northumbria Police appeals. For example, PSD has initiated a rolling one month programme of Area Command/Department Inspector attachments from across the organisation. The attachments increase the Inspectors understanding on how best to investigate a complaint and how to document findings in a way which meets the needs of the complainant. PSD also use the Inspectors experiences/ feedback to improve practices within the Department. Inspectors then disseminate good practice to their colleagues once they return to normal duties.

PSD now has a dedicated Quality Assurance Sergeant. The Sergeant's role is to ensure local complaint investigations have been carried out to a high standard and the associated Investigator reports are of a consistent and high quality.

A telephone survey found that 19 out of the 41 complainants surveyed said they were satisfied with the way Northumbria Police dealt with the complaint (46%); due to the size of the sample, the results are indicative only.

	Measure	Previous	Period	Current	Period	Comparative position or note
1	Percentage of time neighbourhood officers spend outside a police station in their neighbourhood.	47%	2014/15	48%	April to November 2015	N/A
Reduce the length of time taken through the criminal justice process, reducing the re-bail rate and length of time on bail.						
2	Re-bail rate.	41.6%	2014/15	32.6%	April to November 2015	
3	Percentage of bails concluded over 28 days.	72% over 28 days	2014/15 (revised)	64% over 28 days	April to November 2015	
4	Increase the conviction rate at Magistrate's Court to 85%.	79.2%	2014/15	82.5%	April to October 2015	National rate 83.5% (April to October 2015)
5	Increase the percentage of guilty pleas at first hearing to 70%.	68%	July 2014 to March 2015	66%	April to October 2015	National rate 70% (April to October 2015)

	Measure	Previous	Period	Current	Period	Comparative position or note	
6	Ensure in 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint.	N/A	N/A	100%	April to November 2015		
7	Reduce the number of days to finalise complaint, with 50% finalised within 50 days.	N/A	N/A	73% finalised within 50 days	April to November 2015		
8	Percentage of complainants who are satisfied with the way their complaint was dealt with.	N/A	N/A	46% (+/- 15%)	April to October 2015	Small sample of 41 complainants, therefore indicative only.	
9	Reduce the number of allegations that relate to incivility, impoliteness or intolerance.	27 per month	2014/15	18 per month	April to November 2015		
10	Reduce the percentage of appeals made and the percentage of those upheld.	% of appeals made	18%	2014/15	19%	April to November 2015	
11	% of appeals upheld	25%	2014/15	31%	April to November 2015		
12	Number of live complaints being managed	270	As at 31 March 2015	96	As at 1 December 2015	Number of live complaints being managed (dated prior to 1 April 2015) has reduced to 15.	



Comparison of crime between 1 April 2015 to 30 November 2015 and 2014/15

Force Wide	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	58,725	48,457	+10,268	+ 21%
Violence against the person	12,836	9,136	+3,700	+ 40%
Robbery	350	330	+ 20	+ 6%
Sexual offences	1,766	1,386	+ 380	+ 27%
Vehicle crime	3,864	3,495	+ 369	+ 11%
Criminal damage	11,897	9,768	+2,129	+ 22%
Burglary dwelling	2,179	1,967	+ 212	+ 11%
Burglary OTD	3,255	3,089	+ 166	+ 5%
Shoplifting	6,883	6,320	+ 563	+ 9%
Theft from the person	634	501	+ 133	+ 26%
Other theft and handling	8,057	6,306	+1,751	+ 28%

Local Authority areas

Sunderland	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	12,085	10,037	+2,048	+ 20%
Violence against the person	2,646	1,790	+ 856	+ 48%
Robbery	70	53	+ 17	+ 31%
Sexual offences	330	259	+ 71	+ 27%
Vehicle crime	791	847	- 56	- 7%
Criminal damage	2,484	2,169	+ 315	+ 15%
Burglary dwelling	438	411	+ 27	+ 6%
Burglary OTD	614	693	- 79	- 11%
Shoplifting	1,297	1,262	+ 35	+ 3%
Theft from the person	88	55	+ 33	+ 61%
Other theft and handling	1,996	1,193	+ 803	+ 67%

South Tyneside	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	5,923	4,717	+1,206	+ 26%
Violence against the person	1,504	991	+ 513	+ 52%
Robbery	29	30	- 1	- 3%
Sexual offences	152	125	+ 27	+ 22%
Vehicle crime	308	214	+ 94	+ 44%
Criminal damage	1,323	1,099	+ 224	+ 20%
Burglary dwelling	149	145	+ 4	+ 3%
Burglary OTD	288	241	+ 47	+ 20%
Shoplifting	658	563	+ 95	+ 17%
Theft from the person	32	21	+ 11	+ 50%
Other theft and handling	727	640	+ 87	+ 14%

Gateshead	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	7,939	6,248	+1,691	+ 27%
Violence against the person	1,667	1,129	+ 538	+ 48%
Robbery	64	55	+ 9	+ 17%
Sexual offences	251	177	+ 74	+ 42%
Vehicle crime	646	604	+ 42	+ 7%
Criminal damage	1,748	1,249	+ 499	+ 40%
Burglary dwelling	334	267	+ 67	+ 25%
Burglary OTD	549	506	+ 43	+ 8%
Shoplifting	805	669	+ 136	+ 20%
Theft from the person	53	35	+ 18	+ 53%
Other theft and handling	1,004	831	+ 173	+ 21%

North Tyneside	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	6,242	5,485	+ 757	+ 14%
Violence against the person	1,478	1,167	+ 311	+ 27%
Robbery	45	33	+ 12	+ 38%
Sexual offences	190	149	+ 41	+ 27%
Vehicle crime	348	327	+ 21	+ 7%
Criminal damage	1,323	1,081	+ 242	+ 22%
Burglary dwelling	206	219	- 13	- 6%
Burglary OTD	222	298	- 76	- 26%
Shoplifting	727	778	- 51	- 7%
Theft from the person	46	34	+ 12	+ 35%
Other theft and handling	786	691	+ 95	+ 14%

Newcastle	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	17,283	14,705	+2,578	+ 18%
Violence against the person	3,610	2,745	+ 865	+ 31%
Robbery	117	139	- 22	- 16%
Sexual offences	540	462	+ 78	+ 17%
Vehicle crime	1,022	853	+ 169	+ 20%
Criminal damage	2,925	2,557	+ 368	+ 14%
Burglary dwelling	732	618	+ 114	+ 18%
Burglary OTD	771	676	+ 95	+ 14%
Shoplifting	2,562	2,349	+ 213	+ 9%
Theft from the person	346	334	+ 12	+ 4%
Other theft and handling	2,289	1,893	+ 396	+ 21%

Northumberland	2015-16	2014-15	Change compared to 2014-15 daily average	
Total crime	9,253	7,265	+1,988	+ 27%
Violence against the person	1,931	1,313	+ 618	+ 47%
Robbery	25	20	+ 5	+ 25%
Sexual offences	303	214	+ 89	+ 42%
Vehicle crime	749	650	+ 99	+ 15%
Criminal damage	2,094	1,613	+ 481	+ 30%
Burglary dwelling	320	307	+ 13	+ 4%
Burglary OTD	811	675	+ 136	+ 20%
Shoplifting	834	699	+ 135	+ 19%
Theft from the person	69	23	+ 46	+204%
Other theft and handling	1,255	1,058	+ 197	+ 19%

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 and inspection that are applicable to Northumbria Police and where applicable a brief overview of the findings and action taken.

PEEL Assessment 2015/16

This is HMIC's second PEEL (police effectiveness, efficiency and legitimacy) assessment of Northumbria Police. PEEL is designed to give the public information about how their local police force is performing in several important areas, in a way that is comparable both across England and Wales, and year on year. The assessment is updated throughout the year with HMIC inspection findings and reports. Throughout the process, each police force in England and Wales is assessed against a range of categories and judged as either outstanding, good, requires improvement or inadequate.

These findings are brought together to produce a rounded assessment which is published each year. This year in addition to the core themes of **Effectiveness**, **Efficiency** and **Legitimacy**. HMIC will also be assessing forces on their Leadership as a factor underpinning all three themes. Results are being published during the year with the complete assessment due in spring 2016. Each of the three themes has a core question and a number of diagnostic questions. Those results available to date (Dec 2015) and the PEEL framework are provided in this briefing.

To date Northumbria has been graded as shown below.

PEEL Effectiveness – still to be fully graded

One report has been received for effectiveness which answers one of the diagnostic questions - How effective is the force at protecting from harm those who are vulnerable, and supporting victims?, Northumbria were judged as GOOD, one of 12 forces judged to be good with no forces judged as outstanding. The core question and other three diagnostic questions are still to be judged. (see below).

PEEL Efficiency – Northumbria are judged to be GOOD

Core Question

How efficient is the force at keeping people safe and reducing crime - GOOD

Diagnostic Questions

1. How well does the force use its resources to meet its demand – GOOD
2. How sustainable and affordable is the workforce model? GOOD
3. How sustainable is the force's financial position for the short and long term? GOOD

PEEL Legitimacy 2015 - to be graded

PEEL Leadership 2015 – to be graded

Below is further information on the elements of PEEL 2015 that have been graded to date by HMIC.

PEEL - Effectiveness 2015 – still to be fully graded

Core Question

How well does the force work to prevent crime, anti-social behaviour, and keep people safe? – To be graded

Diagnostic Questions

Q1 How effective is the force at protecting from harm those who are vulnerable, and supporting victims? - GOOD (published Dec 2015)

Findings from HMIC - Northumbria Police has made protecting vulnerable people from harm a high priority for the force. Both the police and crime commissioner (PCC) and the chief constable have a strong commitment to improving the services they provide. HMIC judges the force as good at protecting from harm those who are vulnerable and supporting victims.

The force has clear and consistently-applied processes in place to identify repeat and vulnerable victims. We found regular and robust supervision and scrutiny of incidents to ensure an appropriate and timely response.

To help achieve the force's commitment to improve the services provided to vulnerable people, it has invested significantly in training staff. This ensures that they have a good level of knowledge and understanding, which was demonstrated during reality-testing in HMIC's inspection.

The force is using widespread and innovative ways of working to protect and support vulnerable people, often in partnership with other agencies.

The force has made, and continues to make investment in information technology (IT) to support improvements to bring about greater efficiencies and effectiveness in victim care services.

Good arrangements are in place with partner agencies to keep vulnerable people safe, and the force is continually working to enhance these arrangements further. Additional analytical support should make these arrangements even more effective.

Overall the force provides a good response to and safeguards missing children and victims of domestic abuse, and is well prepared to tackle child sexual exploitation.

Q2 - How effective is the force at preventing crime, anti-social behaviour and keeping people safe? - To be graded

Q3 - How effective is the force at investigating crime and managing offenders? - To be graded

Q4 - How effective is the force at tackling serious and organised crime, including its arrangement for fulfilling its national policing responsibilities? - To be graded

<p>Regional Organised Crime Units (ROCU) a review of capability and effectiveness (Part of PEEL Effectiveness - published 1 December 2015)</p>

In 2015/16, the Effectiveness inspection programme includes for the first time an assessment of how effectively police forces tackle serious and organised crime. The ROCUs were set up across England and Wales to provide 13 specialist policing capabilities, including undercover policing and cyber-crime investigation, to help police forces tackle serious and organised crime effectively. This is HMIC's first full inspection of ROCUs.

Many of the specialist functions used to respond to serious and organised crime are provided by regional organised crime units (ROCUs) on behalf of police forces. For this reason, HMIC inspected all ten ROCUs in spring 2015, focusing on the capabilities which they provide to their constituent forces, and the effectiveness of those capabilities. The

North East Regional Special Operations Unit was visited in May and findings were positive.

Overall, the inspection found that ROCUs need to build on their strong foundation to increase regional collaboration and build a greater consistency in the provision of services to the police forces they work for. Opportunities to build and strengthen a consistent national approach to tackling serious and organised crime are being missed. However, it was noted that the staff and detectives in ROCUs are capable and motivated and generally conduct high quality investigations.

Additionally the HMIC inspection found:

- Some ROCUs have not yet implemented all of the 13 specialist capabilities which are the minimum expectation. In the North East this included:
 - Undercover Foundation and Advanced (only two ROCUs provide foundation undercover policing services on behalf of their constituent forces, and only four ROCUs provide advanced undercover policing). There is already agreement in the North East for this to progress;
 - Operational Security Adviser (at the time of the inspection it was recognised that there was access to the Northumbria OpSy); and
 - Specialist Surveillance Unit (provided by only four ROCUs).
- ROCUs need to be more fully integrated with the National Crime Agency and the national counter-terrorist policing network.
- Whilst ROCUs have a good level of intelligence capability, their capability around new and emerging threats such as child sexual exploitation, cyber-crime, modern slavery and human trafficking is still incomplete.

HMIC makes 11 recommendations for ROCUs, as well as police forces, the NCA and the Home Office, focused on increasing consistency and exploiting capabilities. Of note:

- is the need for all ROCUs to have in place the '13 capabilities' identified within the ROCU development programme by 30 April 2016;
- for every police force in England and Wales to publish an action plan that sets out in detail what steps it will take to make maximum use of the ROCU capabilities, minimise duplication at force level, and ensure that the use of shared ROCU resources are prioritised between regional forces by 30 June 2016;
- ROCU taking management responsibility for both serious and organised crime and counter-terrorist policing;
- all ROCUs, forces and the NCA adopting a common approach to the assessment of serious and organised criminal threats; and
- ROCUs assuming responsibility for organised crime group mapping on behalf of their constituent forces, working closely with their constituent forces to ensure that this process is informed by local intelligence.

Good progress has been made in the North East region. The focus of the report to expand the remit of ROCUs supports Northumbria's aspiration to work in collaboration with others and our current capacity and capability will enable us to actively support on-going developments. A full assessment of the Force position against the recommendations will be undertaken and an action plan prepared as appropriate.

Core Question

How efficient is the force at keeping people safe and reducing crime - GOOD

Findings from HMIC - Northumbria Police is well prepared to face its future financial challenges. The force has successfully reduced its spending over the last spending review period while working hard to protect local policing. For these reasons the force is graded as good. The force's understanding of demand and the costs involved in providing all of its various services is not yet sufficiently detailed. This is needed to inform the new operating model the force must adopt to meet its budget beyond 2017/18. In last year's value for money inspection, which considered how forces had met the challenge of the first spending review period, Northumbria was judged to be good.

Diagnostic Questions

Q1 – How well does the force use its resources to meet its demand - GOOD

Findings from HMIC The force has a good understanding of the demand on its services from the public and has used this to align staff and other resources to where need and risks are greatest.

The force is working to improve its overall understanding of demand by using information from various sources including incidents related to mental health. This is helping it assess current and future demand. The force has yet to conduct more detailed analysis to identify and reduce demand such as the additional work created by callers who are dissatisfied with the services provided and request a re-visit or make a complaint.

On the whole, the current workforce model matches demand. The force uses various methods to ensure its resources are deployed flexibly to meet fluctuating and unexpected demand. It has processes in place to address any issues which may have an impact on the force achieving its priorities including those detailed in the police and crime plan.

The force has a firm control of costs. It compares and challenges the way it performs and provides its services, by comparing its performance to other forces and using the HMIC value for money profiles.

However, the force does not currently have a clear understanding of the costs involved in providing all of its various services.

Q2 How sustainable and affordable is the workforce model? – GOOD

Findings from HMIC - The force's current workforce model matches demand and organisational and financial requirements, for the most part. Evidence for this is shown by the way the force consistently responds to priority and emergency calls in good time and by its level of victim satisfaction, which is among the highest across all forces in England and Wales.

The crime rates in Northumbria, while increasing, are below those of its most similar group of forces. The force recognises that the decision it has taken to maintain officer numbers in local policing can no longer be sustained. The force has introduced different ways of working to ensure it can improve the quality of its services and meet demand with a

reduced workforce. As changes are implemented and the impact of these assessed the force is planning to use the opportunity to decide its future operating model. Until this work is completed the future workforce model is unclear.

The force has planned workforce numbers up to 2020. Although the number of officers and staff is expected to reduce, there may be an opportunity to recruit new officers with the skills the force requires to support its future workforce model.

**Q3 How sustainable is the force's financial position for the short and long term?
GOOD**

HMIC Findings - The force achieved its saving requirements and balanced the budget for the spending review period. The force has set a balanced budget for 2015/16, which includes the use of £9.2m of reserves to bridge the funding gap.

The force has been successful in receiving monies from the Police Innovation Fund to support its work to prevent harm to vulnerable people and reduce demands on its services. The force has firm control of its finances. The force shares a Joint Chief Finance Officer with the police and crime commissioner (PCC). This helps the timely sharing of financial information and ensures that they are developing financial plans based upon common assumptions.

The force has a strong understanding of its likely financial position up to 2018 and its workforce numbers until 2020. Plans up to 2017/18 rely on the use of reserves and the sale of surplus and unsuitable buildings to meet financial challenges.

The effective implementation of its 'Street to Strategic' information technology programme is expected to be key in minimising the impact of staffing reductions and maintaining a high quality of service to the public. Longer-term saving plans are less certain and depend on collaboration with local organisations and neighbouring forces.

PEEL Legitimacy 2015 - to be graded

Core Question

How legitimate is the force at keeping people safe and reducing crime – To be graded

Diagnostic Questions

Q1 To what extent does practice and behaviour reinforce the wellbeing of staff and an ethical culture? - To be graded

Q2 How well does the force understand, engage with and treat fairly the people it serves to maintain and improve its legitimacy? - To be graded

Q3 To what extent are decisions taken on the use of Stop & Search and Taser fair and appropriate? – To be graded

PEEL Leadership 2015 – to be graded

As part of HMIC's annual all-force inspections into Police Effectiveness, Efficiency and Legitimacy (PEEL), in 2015 HMIC assessed how well led forces are at every rank and grade of the organisation and across all areas inspected in PEEL. We reviewed how well a force understands and is developing its leaders; whether it has set a clear and compelling future direction; and how well it motivates and engages the workforce.

Other Inspection reports received since the panel meeting in October are detailed below.

A follow-up joint inspection of Multi-Agency Public Protection Arrangements – Published 21st October 2015

This joint inspection sought to establish whether the recommendations in the 2011 report *'Putting the pieces together – an inspection of Multi-Agency Public Protection Arrangements'* had been implemented, and whether improvements to practice had resulted. The Northumbria Police area was not visited.

Overall, it found there had been measurable improvement in the quality of work undertaken with MAPPA offenders managed at level 2 and 3, compared with 2011. The inspection found that risk management plans were still not good enough, the quality of minutes had improved, but remained inconsistent and responsible authorities and duty to co-operate agencies were not always appropriately represented at level 2 and 3 meetings.

The report included a number of recommendations, with specific recommendations for police forces to ensure:

- That all violent offenders managed at MAPPA level 2 and 3 are allocated a named police offender manager.
- Neighbourhood policing teams are made fully aware of Registered Sex Offenders living within their policing areas.

The scope of this inspection did not include a review of level 1 MAPPA cases; however, the report recommends that consideration is given to an inspection being included in a future joint inspection programme

Working in step? A joint inspection of local criminal justice partnerships (LCJPs) – published 22 October 2015

This joint inspection was completed in 2014/15 and examined how well local criminal justice agencies work together to provide justice that is efficient and effective. Northumbria was not visited as part of the fieldwork.

The inspection focused on:

- How joint working is led, managed and supported at a local level through LCJPs.
- How effective LCJPs are in terms of promoting change and innovation to reduce costs and improve outcomes for the public.
- The extent to which LCJPs work in partnership in support of three national priorities (to support vulnerable victims, to reduce reoffending, and to implement digitisation).

Overall, whilst acknowledging the scale of the challenge, the inspection found little evidence that LCJPs were visible, accountable and influential bodies leading work to improve the efficiency and effectiveness of the CJS at a local level and achieving tangible results.

The report recommends that steps are taken by the leaders of the criminal justice agencies to provide greater clarity and direction, pace and purpose to inter-agency working at local, regional and national level.

Witness for the prosecution: Identifying victim and witness vulnerability in criminal case files – Published 12th November 2015

This joint inspection report *Witness for the prosecution: Identifying victim and witness vulnerability in criminal case files*, together with 43 individual force reports will also be used to inform the 2015 PEEL assessments.

This is the third in a series of inspections of case file quality conducted jointly by HMIC and Her Majesty's Crown Prosecution Service Inspectorate (HMCPSP). The inspection examined the effectiveness of the police in:

- providing accurate information on the circumstances of criminal cases;
- identifying the vulnerability of victims and witnesses; and
- assessing and managing risks so that the needs of these vulnerable people are met effectively.

The inspection also examined how prosecutors used this information to ensure cases were well-presented, and take action when the necessary information had not been included. The fieldwork visit to Northumbria Police in March 2015 involved an assessment of a sample of ten prosecution case files. HMIC and HMCPSP inspectors examined the same prosecution case files.

NORTHUMBRIA REPORT

Overall quality of the case files examined and their compliance with the National File Standard

- Inspectors considered that in all of the relevant case files contained an adequate summary of key evidence in the police report.
- Inspectors considered that in all of the cases involving interviews, the case file contained an adequate summary of the interview.
- In nine of the ten case files examined, the certification of the police report by a supervisor was completed correctly.
- In all applicable cases, the witness care information was completed correctly and available for the information of the court.

Identification of vulnerable victims and witnesses involved with the case

Inspectors found that vulnerable victims and witnesses were involved in three of the ten cases.

- In two of these cases, the police had correctly identified the vulnerability of the victim or witness in the case file. In the third the vulnerability was identified at a later stage by the CPS.
- The police correctly identified the risk of harm to the victim or witness in all three cases and, in all cases, subsequently managed that risk.
- The police applied for special measures or enhancements to ensure that the victim or witness could give their best evidence in both of the applicable cases where vulnerability and risk of harm to the victim or witness were identified. However, the application for special measures was made after a request by the CPS several months after the offence.

NATIONAL REPORT

Overall the joint inspectorate concluded that vulnerable victims and witnesses are being let down by an inconsistent approach to the management of criminal case files.

The inspection found that:

- the quality of police reports had improved since the previous reviews in 2011 and 2013; however, the quality of service was no different whether a vulnerable victim or witness was involved in the case or not;
- the police and CPS must improve their understanding of vulnerability of a victim or witness and how their vulnerability can change as the case progresses through court; and
- the police and CPS must strive to understand better their respective contributions to the criminal justice process and eliminate the 'tick-box' culture, to improve both the efficiency of the criminal justice system and the service provided to vulnerable victims and witnesses.

It was noted that this is an opportune time to look in greater depth at the nature of vulnerability, and identify what can be done to assist police and prosecutors to assess vulnerability in different contexts, and provide the support that vulnerable victims and witnesses require.

The national report contains ten recommendations to ensure that an effective system is put in place to make sure that case file information on vulnerable and intimidated witnesses is improved. The majority of recommendations are for the College of Policing solely, or working with the National Police Chiefs' Council lead for file quality.

HMIC thematic report - The depths of dishonour: Hidden voices and shameful crimes – Published 8th December 2016

HMIC conducted a thematic inspection of the police response to honour-based violence (HBV), forced marriage (FM) and female genital mutilation (FGM). The inspection followed the 'victim's journey' from initial contact to closure of police involvement and sought to answer the question:

“How effective is the police service at protecting people from harm caused by HBV, FM and FGM, and at supporting victims of these offences?”

Northumbria Police was one of eight forces visited. Individual force reports will not be published.

HMIC concluded that the overall effectiveness of the police response to protecting victims of HBV, FM and FGM needs to improve. However, Northumbria Police is identified as being one of only three forces prepared overall to protect people from harm from HBV.

To support the inspection activity, HMIC commissioned a victim engagement project to gain an insight into the experiences of victims and survivors who had recently come into contact with the police due to HBV, FM or FGM-related incidents or crimes, or who had decided not to contact the police. Participants from the North East region including Newcastle were included.

The inspection found that victims' views of their experience of the police were strongly influenced by what happened in the following days and weeks, rather than by the initial response alone. The interviews also highlighted the factors that may inhibit victims from

reporting to the police. These inhibitors can compound the hidden nature of HBV and underscores the importance of victim-centred engagement between the police, communities and groups representing victim's interests to build trust, confidence and informed responses.

Northumbria is assessed as being prepared in each of the four sections identified by HMIC i.e. leadership; awareness and understanding; protection; and enforcement and prevention. The VAWG is highlighted as a good example within the leadership section.

HMIC will also publish the results of the research project, which includes first-hand experiences of victims of honour-based violence, forced marriage and female genital mutilation.

There are 14 recommendations to assist in bringing consistency to recognising and supporting victims of HBV, FM and FGM. These are directed at the Home Office, National Police Chiefs' Council, Chief Constables and College of Policing and will also assist international police and partners in identifying and protecting victims of these terrible crimes.

The three recommendations for Chief Constables are in relation to research and analysis to understand better the nature and scale of HBV, FM and FGM in their force areas; information management processes to record and flag HBV, FM and FGM information in an efficient, effective and systematic way; and clear policies and joint working structures to ensure an integrated approach to HBV, FM and FGM between police forces and other agencies.

A full assessment of the Force position against the recommendations will be undertaken and an action plan prepared as appropriate.

HMIC Increasingly everyone's business: A progress report on the police response to domestic abuse – Published 15th December 2015

HMIC inspected all forces, as part of its PEEL: Effectiveness inspection programme, on how effective they are at protecting those who are vulnerable from harm and supporting victims. This included an in-depth consideration of the service offered to victims of domestic abuse and how the police service has responded to HMIC's recommendations from 2014. A local update is provided in the update on the effectiveness PEEL inspection in respect of vulnerability.

As well as the individual reports the overall findings in this thematic report show that the police service has acted on the messages of HMIC's earlier report, *Everyone's business*, and now sees tackling domestic abuse as an important priority. This is resulting in better support for and protection of victims. In particular, HMIC found improvements in the identification and assessment of the risks faced by victims of domestic abuse; better supervision of police officers' initial response at the scene; and a rise in the standard of subsequent investigations.

Organisations that work with the police, as well as domestic abuse professionals, recognise the progress that the police have made, especially around safeguarding victims and their children. A number of areas of good practice in Northumbria were identified in this report.

- Joint activity with domestic violence workers accompanying police officers on patrol to ensure that appropriate support is given to victims at the earliest opportunity.

- Surveys to find out the views of victims of domestic abuse, which is now shaping how and what services are being provided, and has improved the way it identifies and manages serial perpetrators of domestic abuse in partnership with other agencies.
- Use of Domestic Violence Protection Orders to support improvements in the service provided to victims of domestic abuse.
- Higher charge rates – for every 100 domestic abuse crimes recorded Northumbria made 84 arrests. The force's charge rate for domestic abuse recorded crimes for the 12 months to 31 March 2015 was 51%, compared with 27% for England and Wales. This is an increase since the last HMIC domestic abuse inspection when the force rate was 43% for the 12 months to 31 August 2013, compared with 30% for England and Wales.

HMIC found there are still a number of areas for improvement in the way the police respond to, support and protect domestic abuse victims. In particular, forces need to:

- Take immediate steps to respond to the significant workloads in specialist public protection teams;
- Train all police officers and staff to understand and identify the complex dynamics of abuse and coercive control;
- Improve their understanding of the nature and scale of domestic abuse across their areas;
- Ensure the quality of service offered to victims assessed as standard and medium risk meets that provided to victims assessed as high risk; and
- Make sure that partnership working arrangements (which are crucial to providing coherent support) are effective, and evaluate how far they result in positive outcomes for victims.

Northumbria Police will fully assess the content of HMIC's report and continue to take action to improve its response in this key area of business.