



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER



Police & Crime Commissioner, Vera Baird and Chief Constable, Sue Sim
visiting Harton Technology College, South Shields.

Police & Crime Plan 2013-2018

www.northumbria-pcc.gov.uk

Foreword and Vision



My name is Vera Baird. I am a lawyer and former Minister and last November I was elected to be the Police and Crime Commissioner for Northumbria. My job is to make sure that all the people of Northumbria have the best police service possible and that citizens feel safe both at home and on our streets. Northumbria is vast: from Berwick to Sunderland and across to Haltwhistle. We are fortunate that Northumbria Police is already one of the best police services in the country, with low crime, high detection rates and a very professional but friendly approach to its role.

Crime has fallen by over 10% over the last year and in surveys you are telling us that 63% of you feel confident about how crime and anti-social behaviour are tackled. That is a good platform and we will work to make sure that even more of Northumbria's people start to feel safe and confident too.

How we intend to do that, with the police and the Community Safety Partnerships is contained in this Police and Crime Plan. I have written this Plan with your help. Many of you completed my online survey, talked to me at metro stations or in the supermarkets where we asked you about crime and safety face to face. Some of you have been consulted through Northumbria Police and partners continuous telephone Safer Communities Safety Survey.

I have listened with great care to what you have told me are your crime and disorder priorities:

- Putting Victims First**
- Dealing with Anti-Social Behaviour**
- Domestic and Sexual Abuse**
- Reducing Crime**
- Community Confidence**

Although the Police and Crime Plan is a five year strategy we will monitor how the police and others deliver it and if we need to make changes we will do so. Let us see how we can work on these priorities together.

Vera Baird QC, Police and Crime Commissioner

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Glossary

Find out more about some of the terms used in this document



Want to know more?

If you want to know more about the work I will do to ensure delivery of this plan please visit my website www.northumbria-pcc.gov.uk



1. What does the Police and Crime Commissioner do?

Before we move on I need to tell you what a Police and Crime Commissioner does:

A Police and Crime Commissioner's job is to bring the police and the people together by finding out what people want from the police and making sure the Chief Constable delivers it. We are lucky that our police force is recognised for high performance and our Chief Constable is very ready to be held to account for the work they do. I am responsible for the efficiency and effectiveness of Northumbria Police and accordingly I hold the budget on your behalf.

I am proud to have as my Deputy, Mark Dennett. He is a former senior police officer who shares my passion to deliver excellent policing and community safety services to you.

Crime prevention is the way forward and this cannot be achieved without close working with your local councils, Community Safety and Criminal Justice Partnerships. Therefore as Commissioner I am involved in a lot of partnership working with the 6 councils in Northumbria and with many other groups and organisations.

I have a duty to support national requirements such as sending officers to the riots in 2011 and the Olympics; this includes supporting national priorities such as tackling child exploitation and organised crime as outlined in the Strategic Policing Requirement. That is as well as carrying out the local job.

Another thing the Commissioner must do is tell local people about the policing of their area, how well their local force is performing, how to get in touch and how to influence our local priorities. You can find out more information about this at www.northumbria-pcc.gov.uk.

You can find out more information about the role of the Commissioner by visiting www.homeoffice.gov.uk/police/police-crime-commissioners

PCP

What is the Police and Crime Plan?

The Commissioner has to write a five year Police and Crime Plan by the end of March 2013.

The police will follow this Plan and I will hold them to account through it. It will be the road map to the best policing in our area.

Many of you have helped me to get priorities right by responding to our survey or in other ways letting me know what you think Northumbria Police do well and where we need to get them to improve.

We won't get everything right at once but I will be keeping in touch with you to make sure that things are getting better and to make changes to the Plan if we need to do.

The Police and Crime Panel

Two councillors from each of our six local authorities and two independent members make up the Police and Crime Panel whose role is to scrutinise how I do my job but in a way which supports me to work effectively. The Panel meets bi-monthly in public.

You can find out more information about the role of the Police and Crime Panel by visiting www.homeoffice.gov.uk/police/police-crime-commissioners/partners/police-and-crime-panels

If you would like to read about the work of the Northumbria Police and Crime Panel please visit my website for further information www.northumbria-pcc.gov.uk or contact Mike Aynsley: michaelaynsley@gateshead.gov.uk

2. Northumbria at a Glance

Our wonderful territory!

Northumbria stretches for more than 2,000 square miles, from the Scottish border to County Durham; from the Pennines to the North East coast. It is made up of the boroughs of North and South Tyneside, Sunderland, Newcastle, Gateshead and the County of Northumberland. Northumberland's rural area will need special focus since it has different needs from the urban areas.

There are 663,061 households in Northumbria, 33% of the population is aged 20-44 year old whilst 17% is aged over 65.

29% of families (181,208) have someone with a long term health problem or disability.

Almost 95% of the population is white while 5% (77,106) are from minority ethnic groups, mainly Asian or Asian British (3%).

69% of Northumbria people identified with a recognised religion. 66% said that they were Christian, 2% are Muslim and many other religions were also followed in smaller numbers.

Northumbria has three large shopping centres - the MetroCentre, Eldon Square and The Bridges and has four universities - Northumbria, Newcastle, Sunderland and the Open University in the North.



Police & Crime Plan

Police & Crime Plan



Police & Crime Plan



Berwick upon Tweed

Northumberland



Alnwick



Northumbria Police is the 6th largest force in the country with six Area Commands, 13 Specialist Departments, 3,760 police officers and 1,400 police staff. There are 297 Special Constables (we need more) and 397 Police Community Support Officers.

In a typical day Northumbria Police:

- Receives 3,395 phone calls;
- Handles 628 "999" calls;
- Deals with 1,539 incidents;
- Investigates 207 crimes;
- Makes 187 arrests;
- Travels 44,000 miles;
- Records 154 sets of fingerprints; and
- Takes 39 DNA samples.

The Office of Police and Crime Commissioner has a relatively small number of staff working with me in my role of making Northumbria Police accountable to you and to help me to work with my statutory and other partners.



Blyth

North Tyneside

Newcastle

South Tyneside

Gateshead


Sunderland


Hexham





3. Shaping the Plan

A lot of work and consultation has been undertaken with local authorities, professionals and all parts of the community to make sure that this Plan meets the policing needs of people in Northumbria:


Northumbria Police - Complete an annual assessment of crime, linked to changes taking place locally and nationally. From this assessment they can forecast the likely levels of crime and disorder the coming year may bring. 

Safer Communities Survey - Northumbria Police in partnership with the six local councils conduct a continuous telephone survey with the public in Northumbria, speaking to over 15,000 of you each year. This gives a significant indication of your satisfaction with the police and councils response to community safety and what your policing priorities are. 

Community Safety Partnerships - The Probation Trust, Fire and Rescue Service, local authorities and the Clinical Commissioning Group, together with the Police are the 'Responsible Authorities' that make up Community Safety Partnerships. The partnerships have shared their local priorities with me and I have used those to help shape my Plan. 

Public Consultation Survey - During January we did a survey seeking your views on what my crime and policing priorities should be. Over 3,500 people completed the survey on-line and I met many more people when I was out and about on the streets of Northumbria. 

I also use Twitter and Facebook to connect with you and the feedback and comments I receive helps shape my thinking.

Advisory Groups - I have set up Advisory Groups drawn from the communities which are protected by the Equality Act 2010. They consist of Age, Gender, Religion and Belief, Disability, Black Minority Ethnic (BME) and Lesbian, Gay, Bisexual, Transgender (LGBT). I have also established a Victims Group. All of the groups have met with me at least once and will do so regularly. 

Here are some of the issues and themes from that consultation

Northumbria Police

"Crime and anti-social behaviour are going down but alcohol related crime and disorder remain a priority."

Community Safety Partnerships

"Anti-social behaviour, alcohol and drugs and reducing re-offending are local priorities."

Advisory Groups

Age: Elderly "have concerns about night-time travelling on the Metro." Youth are "concerned about the poor perception of young people even though they are the most likely to be victims of crime".

LGBT: "We find poor communication by Northumbria Police and can find it hard to trust them".

Gender: "We are still concerned about levels of violence against women".

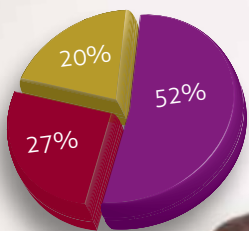
BME: "We are very keen to work more closely with the police".

Victims: "First response by police can lack sensitivity and the whole court experience can be poor".

Religion and Belief: "It would be good if officers were trained in basic cultural issues around non-Christian faith groups".

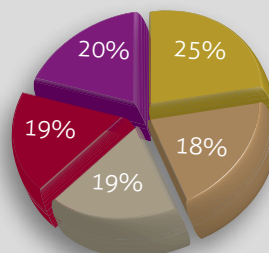
Disability: "Police don't always identify that people have problems such as autism, learning difficulties or mental illness" The wider disabled community would like to stay in touch better with local officers.

Safer Communities Survey, top three priorities



- Young people being drunk, rowdy or a nuisance
- Rubbish or litter lying around
- Vandalism, graffiti or deliberate damage

Public Consultation Survey, top five priorities



- Violence against women & children
- Alcohol or drug related crime
- Violent crime
- Anti-social behaviour
- Burglary

4. Police and Crime Objectives

My police and crime objectives have been developed to meet what the communities in Northumbria say they need. Northumbria Police has delivered broad and wide-ranging services to an excellent level for many years, and this will continue as before. My particular focus will be in the areas you have told me are your priorities.



Putting Victims First

Why is this important?

A high percentage of victims of crime are satisfied with the service they receive from Northumbria Police and agree that they are taken seriously. Concerns are often around being sympathetic, managing expectation and keeping people updated on the progress of their case. Being a victim of crime can undermine a person's confidence, make people unhappy and in some cases make them frightened. It can therefore colour a person's whole outlook on life.

The importance of the 'first responder' was highlighted by victims groups and how this contact could be improved. It is also the case that whilst victims of crime are satisfied with the service received, victims of anti-social behaviour are less so.

How we'll make a difference, our commitment to you:

- Ensure the most vulnerable victims of crime and anti-social behaviour are identified and they are provided with personal support and firm action.

- Involve victims and their views in training and shaping the response of police and community safety partners.
- Ensure victims of crime and anti-social behaviour are kept fully informed on the progress of their investigation.
- Develop a specific tailored approach to victims of personal crimes like burglary, hate crime and anti-social behaviour, including restorative justice.
- Work with the Local Criminal Justice Board to improve how victims and witnesses experience court.

What will be achieved?

- Improved victim satisfaction.
- Empowerment of victims and victims groups in shaping training and responses.
- The most vulnerable are recognised and receive an enhanced service.
- Regular feedback and advice to the Commissioner by victims.
- Improved training for police officers and staff.

Want to know more?

- View the Chief Constable's delivery plan on page 21
- Contact Victim Support North East by phoning 0845 277 0977
- Visit my website to find out about the work of my Advisory Groups and their comment on the victims experience www.northumbria-pcc.gov.uk
- View the Northumbria Police Victim Satisfaction Survey and find out about the questions victims are asked about their experience www.northumbria.police.uk





Dealing with Anti-social Behaviour

Why is this important?

Anti-social behaviour (ASB) affects anyone and everyone. Things like damage and graffiti or drunken youths in our neighbourhoods seem as if they are only a nuisance at first but if they are not stopped they can have long lasting poor effects on people's quality of life. We have listened to you and understand that this is a very important issue that must be addressed.

Recorded anti-social behaviour has fallen year on year, however; it is still your main priority. It amounts to 20% of all calls to the police and 18% of those incidents are alcohol related. Police and Community Safety Partners are committed to dealing with ASB.

How we'll make a difference, our commitment to you:

- 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 other local partners to do the same. Where alcohol is an issue we will encourage a positive approach to tackling the problem.

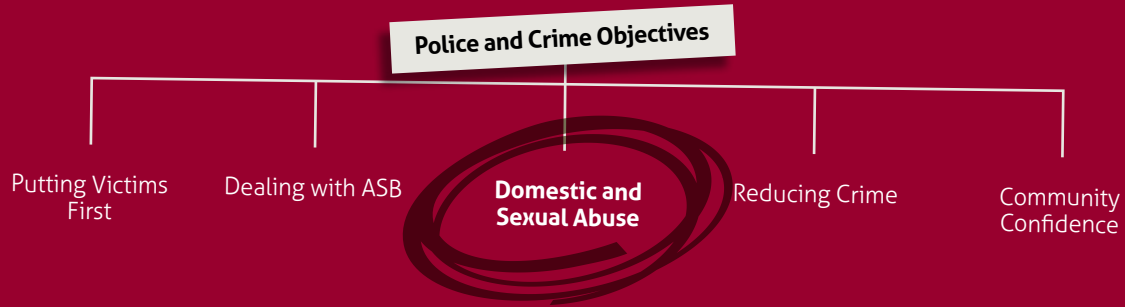
What will be achieved?

- Fewer victims of ASB - though we will encourage reporting.
- Improved satisfaction for victims of ASB.
- Those most vulnerable will receive service that better meets their needs.
- Action will be taken against offenders.



Want to know more?

- View the Chief Constable's delivery plan on page 22
- You can find a link to your local Community Safety Partnership by visiting my website www.northumbria-pcc.gov.uk



Domestic and Sexual Abuse

Why is this important?

We have listened to your views that this is a very important issue that must be tackled. There are around 28,000 reports of domestic violence in Northumbria each year, this equates to an average of 2,270 incidents per month and 2,000 victims every month. These are shockingly high figures and it is clear that more must be done to address and prevent this violence. Rape and other serious sexual assaults, often committed by partners or people known to their victims are also high.

How we'll make a difference, our commitment to you:

- As Northumbria's Commissioner, I will take an active personal lead on this issue.
- Within my first year of office I will develop an integrated strategy on all aspects of violence against women and girls and will also ensure that the minority of victims who are men suffering from these crimes are equally supported.
- 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.
- 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 them 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.
- We will initiate work with the public and other authorities to make early intervention the norm, and to change attitudes and behaviours.
- We will pilot preventative projects to promote active police monitoring of perpetrators.

What will be achieved?

- A reduction in sexual and domestic abuse.
- An overall better service for victims and those affected by domestic and sexual abuse.
- More confidence in the reporting of domestic and sexual abuse.
- Better trained 'first responders' and specialist police.
- Improved victim experience through the criminal justice process.

Want to know more?

- View the Chief Constable's delivery plan here on page 23
- Contact the national Domestic Violence helpline by phoning 0808 2000 247
- For independent and confidential advice call Northumbria Domestic Abuse helpline on 0800 066 5555



Police and Crime Objectives

Putting Victims First

Dealing with ASB

Domestic and Sexual Abuse

Reducing Crime

Community Confidence

Reducing Crime

Why is this important?

Northumbria has one of the lowest crime rates in the country; crime continues to fall year on year. Last year saw over a 10% reduction (6,700 less crimes). The risk of being a victim of crime in Northumbria is very low. However it is important to continue to seek to reduce crime and some types of crime cause particular concern. Violent crime, house burglary and hate crime have all been raised as crimes which can impact badly, in a personal way, on the victim. Alcohol related crime is a specific issue as alcohol continues to feature in a high percentage of crimes. In the widespread communities of Northumberland there are specifically rural offences which can have a serious impact upon livelihoods and the visibility of policing remains an issue.

How we'll make a difference, our commitment to you:

- Promote crime prevention to reduce crime and its impact and cost.
- 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 reducing and preventing crime.

- Enhance the investigation of serious violence, 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 its impact upon communities.

What will be achieved?

- Fewer crimes and victims of crime.
- Improved police and partnership response to specific crimes.
- Specific intervention and response to alcohol related crime and disorder.



Want to know more?

- View the Chief Constable's delivery plan here on page 24
- If you want to find out how you can help keep crime down in your area please visit: www.northumbria.police.uk/advice_and_information



Community Confidence

Why is this important?

If the public is not confident in the policing and community safety services they receive, they may suffer unnecessary fear of crime. By speaking to people in communities and promoting the good work being done on their behalf, police and others can provide information and reassurance. This simple engagement can help build relationships, increase communication between police and public and give a positive message to the law abiding majority. We all want to feel safe and supported in our homes and communities.

How we'll make a difference, our commitment to you:

- 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.

What will be achieved?

- A better informed confident community.
- A greater understanding of what the police and Community Safety Partners do about community safety problems.
- Improved satisfaction with the community safety services received.
- Awareness that the Commissioner is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf.



Want to know more?

- View the Chief Constable's delivery plan on page 25
- You can find a link to your local Community Safety Partnership by visiting my website www.northumbria-pcc.gov.uk

5. Delivering the Plan 'together we can'

I will provide clear, strong leadership to achieve the police and crime objectives outlined in this plan and will work closely with the Chief Constable, the local authorities, the community and voluntary sector and other organisations and partners to ensure we achieve our vision for policing in Northumbria.

Delivering the right services, to the right people at the right time is very important to us. We believe in equality and we know that in our diverse world this means understanding people's different needs and avoiding a one size fits all approach to what we do.

We will ask the public themselves to be involved in enhancing the design and delivery of these services, from their own experience where it is right to do so.

Working with others

One of the most important ways the plan will be delivered is through the work of the Chief Constable and Northumbria Police. This is the Chief Constables commitment to you:

"This plan will allow me to continue to deliver the very best of policing services to you. I fully support the priorities within it."

We will work with the Community Safety Partnerships and the Local Criminal Justice Board to deliver first class services.

There will be issues on which we can work with other Police and Crime Commissioners in the region and with national crime fighting agencies to help us deliver our police and crime objectives.

Community Safety

All Home Office grants to Community Safety Partnerships have ceased, and I have a new fund of £2.789m for community safety projects across Northumbria.

From this, for 2013-14 I will fund each of the six Northumbria Youth Offending Teams, who contribute strongly to reducing youth crime, £30,000 each; allocate approximately 80% of last years funding to each of the six Northumbria Community Safety Partnerships, on condition that they will support external monitoring and scrutiny of their work and agree and assist the Office of the Police and Crime Commissioner to increase cross-boundary working this year.

The remaining £434,620 will fund further cross-Northumbria community safety work linked to my priorities from the voluntary and community sector or the Community Safety Partnerships during the year.



6. Monitoring the Plan 'making sure it gets done'

I will monitor and review the work of the Chief Constable on your behalf and will ensure that you receive the service from the police that you have been promised in this plan.

To make sure this plan is delivered I will look at the work of Northumbria Police in a number of ways by:

- Going out and about, talking to local communities about their experiences.
- Discussing with PCC Advisory Groups - covering the characteristics of age, gender, disability, faith, race and Lesbian, Gay, Bisexual and Transgender (LGBT) and victims.
- Holding two-weekly meetings and quarterly performance meetings with the Chief Constable.
- Attending monthly Northumbria Police Strategic Management Board.
- Working with the Northumbria Police and Crime Panel.
- Looking closely at inspection results from Her Majesty's Inspectorate of Constabulary, the Independent Police Complaints Commission and findings from external audits and media coverage.
- Considering what the public are telling us through surveys such as the Safer Communities Survey and User Satisfaction Survey.



Want to know more?

If you want to know more about the work I will do to ensure delivery of this plan please visit my website www.northumbria-pcc.gov.uk

7. Staying in Touch

I want to let you know about our progress to deliver this plan, and I want you to tell me how you think we are doing.

I have set up the following ways to help us do this:

- **Email address:**
enquiries@northumbria-pcc.gov.uk
- **Website:**
www.northumbria-pcc.gov.uk
- **Twitter account:**
www.twitter.com/northumbriapcc
- **Facebook page:**
www.facebook.com/Vera.Baird.QC

Using these interactive ways, I will keep you up to date with the work I am doing to ensure the very best policing services in Northumbria. I will keep you up to date with key decisions I have made and I will ask you to tell me what you think about certain policing and crime issues.

I will also get out and about and talk to local communities and organisations about our progress to deliver this plan and will talk about how we can best work together to make our communities safer and feel safer.

If you would prefer to write to me, you can write to:
Vera Baird QC, Office of the Police and Crime Commissioner, Victory House, Balliol Business Park, Benton Lane, Newcastle upon Tyne, Tyne and Wear NE12 8EW.



Police and Crime Commissioner
Northumbria

8. Resourcing the Plan 'paying for it'

To read my Medium Term Financial Strategy and budget for 2013-14 visit: www.northumbria-pcc.gov.uk

I will do my best to ensure there are enough resources available to enable all of the commitments in the plan to be delivered to you and your communities.


The Plan will be delivered in the most efficient manner possible providing excellent value for money for all the communities of Northumbria.

Northumbria Police receive diverse funding but the two main sources are central Government and the part of Council Tax which is allocated to the police called the 'police precept'.


The precept is set locally and Commissioner's are now responsible for setting the annual budget for their police force area. As I did this year I will always consult you on where to set the precept level, making clear my reasons for the amount of money I need to ask you to pay and responding to what you say. I will ensure that the consultation is open and fair and everyone will have an opportunity to express their views. This year 82% of those who responded agreed that they would pay up to 10 pence more per week for policing and next year we will try hard to increase the number of people who express a view. I increased the precept this year by an average of only six pence per week.

I am committed to making sure your money is spent in the most effective way possible and there are clear processes in place to enable you to monitor this.

The Medium Term Financial Strategy (MTFS) is key to ensuring that all revenue resources are directed towards delivery of the Plan, it describes the financial direction of my office and outlines the financial pressures over a three year period.



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**Police and Crime Commissioner
Northumbria**

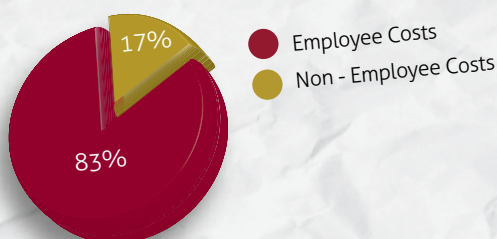
**Where funding comes from and how it is spent
1 April 2013 - 31 March 2014**

Funding	£'000
Central Government Grants	247,187
Council Tax Precept	30,920
Income (Fees, Other Grants, etc)	13,210
Reserves	9,274
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TOTAL FUNDING	300,591
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Expenditure	£'000
Employees	205,389
Pensions	44,045
Premises	11,546
Supplies and Services	7,900
Transport	5,494
Establishment Costs	5,062
Agency Services*	4,458
Surgeons and Pathologists Fees	2,790
Community Safety	2,887
Other Operating Expenditure**	3,657
Capital Charges	7,363
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TOTAL EXPENDITURE	300,591
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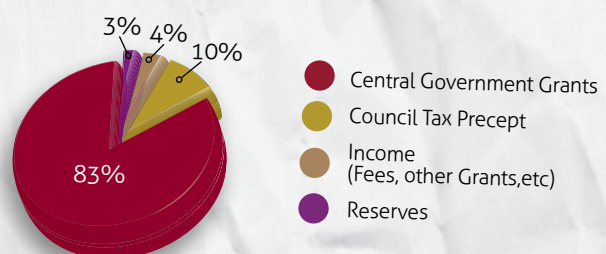
* forensic sciences, finger printing, radio communications and the police national computer.

** crime management/witness expenses, interpreters fees, public consultation, contributions to partnership work, legal fees, prisoners expenses, vehicle recovery, audit and bank fees.

**Police and Crime Commissioner for Northumbria
Revenue Budget 2013/14**



**Police and Crime Commissioner for Northumbria
Revenue Funding 2013/14**



The Chief Constable's
Delivery Plan



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA
POLICE**

Introduction

We are fortunate in Northumbria to live in one of the safest places in the country and I am determined to keep it that way.

Neighbourhood policing will remain the foundation stone of our service and I have given my personal assurance to maintain, as far as possible, visible policing in our communities. This is how we will continue to identify the issues of most concern to the public so we can deal with them effectively.

In the last 11 years recorded crime has fallen by almost 58% and satisfaction levels among those victims who receive our service remains high.

However, we must do even better and we will place particular emphasis on those who are most vulnerable in our society and those repeat victims by providing tailored services to meet their needs.

The crimes that can have the worst impact, such as house burglary and violence, will remain our focus. We would encourage people to report all incidents to us, especially those where they may be reluctant to come forward such as sexual offences, hate crime and domestic abuse. We will take your report seriously, will investigate thoroughly and will support you throughout.

Domestic and sexual violence and abuse will feature highly as we support the Police & Crime Commissioner's 'Violence Against Women and Girls Strategy'. We will work with our partners to identify and protect victims and potential victims and to disrupt offenders.

With your support we have achieved much success in reducing anti-social behaviour. Notwithstanding this, I fully understand the impact it can have on people's lives and that is why we will continue to work with you to tackle and prevent it.

The service you will receive from us will be professional and courteous at all times. We will tell you what we will do and why, and we will agree with you how often to keep you updated about the progress of any investigation.

Northumbria is known for its excellent reputation and you have my assurance that we will continue to maintain these high standards and improve them. My delivery plan outlines how we will achieve this.



A handwritten signature in black ink, appearing to read 'Sue Sim'.

Sue Sim QPM, Chief Constable

“ Together we can deliver safer communities.”

Putting Victims First

We have one of the highest levels of victim satisfaction of all forces in England and Wales. However, there is always room for improvement in how we deal with victims and we recognise the need to ensure our communities are given a service that meets their individual needs.

Northumbria Police will:

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.

We will measure our success by:

1. Quality assuring the first point of contact to ensure it is courteous and professional, and that all the necessary information is obtained to provide the appropriate response.
2. Quality assuring investigation plans to ensure they are in place, appropriate and delivered.
3. Quality assuring the service provided against the agreed expectations of victims.
4. Maintaining high levels of victim satisfaction with the overall service provided by the police.
5. Maintaining high levels of victim satisfaction with how well they have been kept informed of progress.
6. Achieving the standards set out within the Quality of Service Commitment.

Dealing with Anti-Social Behaviour (ASB)

ASB has reduced by 60% in the last eight years, with a 13% reduction in 2013/14 (11,162 fewer incidents) compared to 2012/13. However, we understand that ASB can have a significant impact on those living in our communities and we therefore remain committed to tackling and preventing ASB. With our partners, we will work to address the underlying causes of ASB, deal appropriately with those responsible and provide support to victims and witnesses.

Northumbria Police will:

1. Respond to anti-social behaviour incidents promptly and complete an investigation which meets the needs of the victim.

2. Identify vulnerable victims and provide a harm reduction plan to meet their specific needs.

3. Develop and agree effective harm reduction plans with partners to resolve local issues.

We will measure our success by:

1. Attending all vulnerable victims of anti-social behaviour within one hour.
2. Ensuring a case history is provided to attending officers for repeat victims.
3. Quality assuring harm reduction plans to ensure they are in place and appropriate.
4. Maintaining high levels of satisfaction of victims of anti-social behaviour with the overall service provided by the police.

Domestic and Sexual Abuse

Domestic and sexual violence and abuse (DSVA), human trafficking, forced marriage, 'honour' crimes and female genital mutilation have a devastating impact on the lives of both the victim and their families. We will support the delivery of the Police and Crime Commissioner's Violence Against Women and Girls (VAWG) strategy, which aims to improve support, responses to incidents and tackle the culture which makes violence against women and girls acceptable.

As part of Operation Sanctuary and in support of the VAWG strategy we will work proactively with communities and partner agencies to maintain public confidence, community reassurance and understanding of the multi-agency forcewide investigation into the sexual exploitation of women and girls.

Northumbria Police will:

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.

We will measure our success by:

1. Delivering the Violence Against Women and Girls Strategy.
2. Quality assuring the standards and quality of service to victims of rape offences.
3. Quality assuring the effectiveness of partnership strategies and safeguarding measures.

Reducing Crime

We have one of the lowest crime rates in the country with recorded crime almost 58% lower than 11 years ago. In 2013/14 we achieved reductions in robbery, criminal damage, drug and non-domestic alcohol related violence. By preventing crime and effectively dealing with incidents, we will continue to make the Northumbria Police area one of the safest places to live, work and visit; with high levels of public satisfaction and confidence in policing.

Northumbria Police will:

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.

We will measure our success by:

1. Reducing the level of priority crimes, such as burglary dwelling and alcohol-related violence.
2. Increasing the level of reporting of under reported crimes.
3. Reducing the rate of repeat victimisation.
4. Monitoring compliance rates against national crime recording standards.
5. Increasing the positive outcome rate.

Community Confidence

Through neighbourhood policing, we will encourage communities to tell us what concerns them so we can tackle those issues and build public trust and confidence. We will ensure officers and staff provide the service local people tell us they need and want, at locations based in communities that are easily accessible to all.

Northumbria Police will:

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.

We will measure our success by:

1. Increasing the percentage of time spent by neighbourhood officers in their local area.
2. Revising and implementing the volunteer strategy.
3. Reducing the time taken to deliver complaints to a satisfactory conclusion.
4. Reducing the percentage of complaint appeals that are upheld.
5. Measuring the satisfaction of complainants with how their complaints are managed.

Deliver the Strategic Policing Requirement

As well as dealing with local issues, we must also tackle more serious and organised crime. This often crosses geographic boundaries and requires police forces to work closely together. We must also support the national capability to respond to these issues. Police and Crime Commissioners and Chief Constables have a legal duty to have due regard to meet the Strategic Policing Requirement as published by the Home Secretary.

This contains five national threats, identified as:

- Terrorism
- Civil emergencies
- Organised crime
- Public order
- Cyber crime

We will:

- Deliver the capability and capacity to meet the Strategic Policing Requirement.
- Target drug trafficking, money laundering and other serious crimes through intelligence-led policing.
- Maintain the appropriate level of trained resources to meet our national and regional requirements.

Contacting Northumbria Police

If there is any danger or risk to life or a crime in progress **call 999**

To contact your local Neighbourhood Policing Team and for non-emergencies **call 101**

You can dial an extension number if you know who you need to speak to, or you can speak to our Communications Centre. We can also offer you a diary appointment to discuss your concerns at a time and place convenient for you.

For non-emergencies **text 07786 200 814**

For people with impaired hearing **Minicom 01661 820 915, text 07786 200 815**

Visit us at **www.northumbria.police.uk**

If you want to give us information anonymously contact CrimeStoppers:



Glossary

Find out more about some of the terms used in this document.

Community Safety Partnerships

By law local organisations and agencies must come together to improve community safety and reduce crime and disorder. As a minimum, partnerships should include the local authority, local health service, Probation, Fire and Rescue and the Police; these organisations are called 'responsible authorities'.

Criminal Justice System

The system of law enforcement that is involved in apprehending, prosecuting, defending, sentencing, and imprisoning those suspected of committing a crime.

First Responders

The first police officer or Community Support Officer who attends the victims address and including police telephone call takers.

Hate Crime

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's personal characteristics such as disability, race, age, gender, religion or belief, sexual orientation or transgender identity.

Independent Domestic Violence Advisors (IDVAs)

IDVAs are trained specialists that help keep victims and their families safe from harm from violent partners or family.

Local Criminal Justice Board (LCJB)

Criminal justice agencies such as the police, courts, prison service and Probation Trust form the LCJB working together to deliver the different stages of the criminal justice process.

Rural Crime

Crime committed in rural communities that causes a significant impact such as theft of livestock, domestic, farm machinery and any other crime which impact upon the livelihood of an individual or community.

Statutory Responsibilities

The things the Police and Crime Commissioner is required to do by law.

Strategic Policing Requirement

A national policing demand placed on all Police and Crime Commissioners.



Alternative formats (including large print and easy read) of this Plan are available upon request. Please contact the Office of the Police and Crime Commissioner for Northumbria on 0191 221 9800 or email enquiries@northumbria-pcc.gov.uk and we will be more than happy to provide additional copies, translations into other languages and alternative formats.

www.northumbria-pcc.gov.uk