

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Call management (slides 3-5)												
1	Average time to answer 999 calls	0m 12s	Apr to Nov 2015	0m 11s	2015/16	0m 11s	Apr to Nov 2016				1	
2	Average time to answer 101 calls	1m 20s	Apr to Nov 2015	1m 4s	2015/16	1m 2s	Apr to Nov 2016	● ¹			1	
3	Percentage of calls answered - 999	98%	Apr to Nov 2015	98%	2015/16	98%	Apr to Nov 2016				2	
4	Percentage of calls answered - 101	77%	Apr to Nov 2015	79%	2015/16	84%	Apr to Nov 2016				2	
5	Percentage of calls dealt with in a professional manner											
	5a Correct greeting and overall politeness					93%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5b An explanation of response was given					46%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5c All information was recorded					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5d Contact handler reassured the caller					76%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5e Contact handler related with the caller					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
	5f Contact handler resolved the caller's request					88%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>Chart 1 Average answer time</p> </div> <div style="width: 45%;"> <p>Chart 2 Percentage of calls answered</p> </div> </div>												
Assessment of vulnerability												
6	Percentage of calls correctly assessed for vulnerability, threat, risk and harm					94%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.

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Initial contact (slides 3-5)

¹ - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes		
	Value	Period	Value	Period	Value	Period							
Decision making and standards													
7	Percentage of incidents allocated the most appropriate response				80%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.		
8	84%	Apr to Nov 2015	90%	2015/16	92%	Apr to Nov 2016	4			3			
9	75%	Apr to Nov 2015	74%	2015/16	69%	Apr to Nov 2016				4			
10	Percentage of sexual offences recorded within 24 hours				78%	2015/16	75%	Apr to Nov 2016			Includes those crimes where it is reasonable to record after 24 hours		
11	95%	Apr to Nov 2015	95%	2015/16	86%	Apr to Nov 2016							
12	Compliance with National Standards for Incident Recording												
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>Chart 3 National crime recording standards</p> </div> <div style="width: 45%;"> <p>Chart 4 Crimes recorded within 24 hours</p> </div> </div>													
Satisfaction													
13	Percentage of victims satisfied with ease of contact - Crime				98%	12mths to Nov 2015	98%	12mths to Nov 2016		1st	2nd	5	User satisfaction survey - Crime
14	Percentage of victims satisfied with ease of contact - ASB				97%	12mths to Nov 2015	95%	12mths to Nov 2016	13			5	ASB survey
15	Percentage of callers satisfied where their call did not result in the creation of an incident log												
<p>Chart 5 Victim satisfaction - ease of contact</p>													

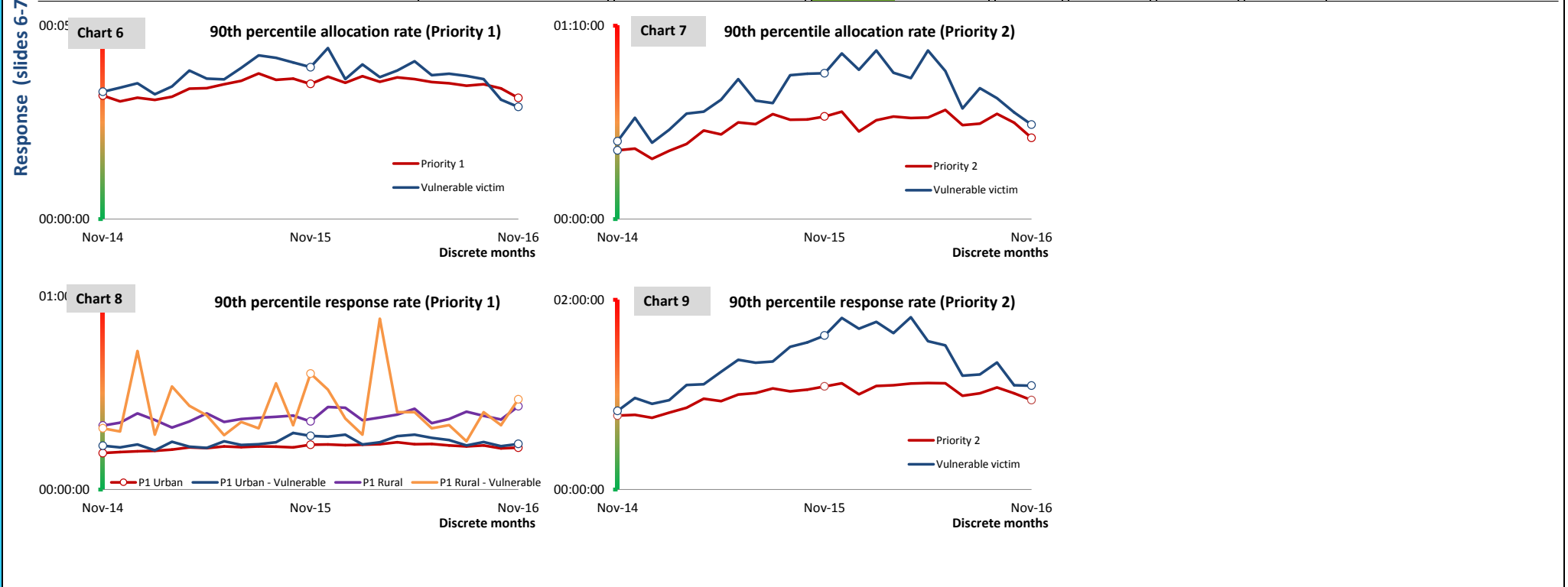
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Initial contact (slides 3-5)

4 - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Response (slide 7)											
16 90th percentile allocation rate - Priority 1	3m 33s	Apr to Nov 2015	3m 34s	2015/16	3m 29s	Apr to Nov 2016				6	
16a Vulnerable victim	3m 53s	Apr to Nov 2015	3m 54s	2015/16	3m 37s	Apr to Nov 2016	● 11			6	
17 90th percentile allocation rate - Priority 2	34m 52s	Apr to Nov 2015	35m 12s	2015/16	35m 19s	Apr to Nov 2016				7	
17a Vulnerable victim	46m 39s	Apr to Nov 2015	49m 23s	2015/16	45m 24s	Apr to Nov 2016	● 6			7	
18 90th percentile response rate - Priority 1 (Urban)	13m 15s	Apr to Nov 2015	13m 29s	2015/16	13m 40s	Apr to Nov 2016				8	
18a Vulnerable victim	14m 22s	Apr to Nov 2015	14m 36s	2015/16	14m 56s	Apr to Nov 2016				8	
19 90th percentile response rate - Priority 1 (Rural)	22m 17s	Apr to Nov 2015	22m 48s	2015/16	23m 18s	Apr to Nov 2016				8	
19a Vulnerable victim	23m 36s	Apr to Nov 2015	23m 48s	2015/16	23m 12s	Apr to Nov 2016				8	
20 90th percentile response rate - Priority 2	1h0m 52s	Apr to Nov 2015	1 h 2m 6s	2015/16	1 h 2m 41s	Apr to Nov 2016				9	
20a Vulnerable victim	1h22m 5s	Apr to Nov 2015	1 h 27m 27s	2015/16	1 h 19m 45s	Apr to Nov 2016	● 8			9	

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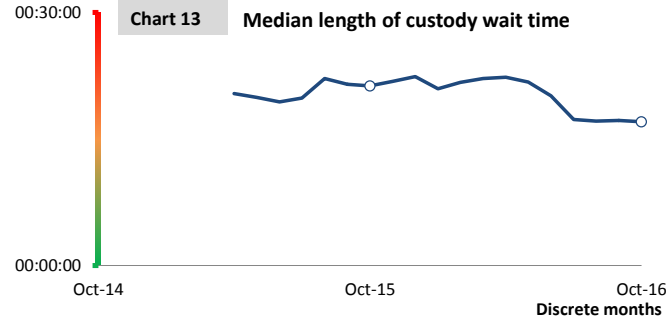
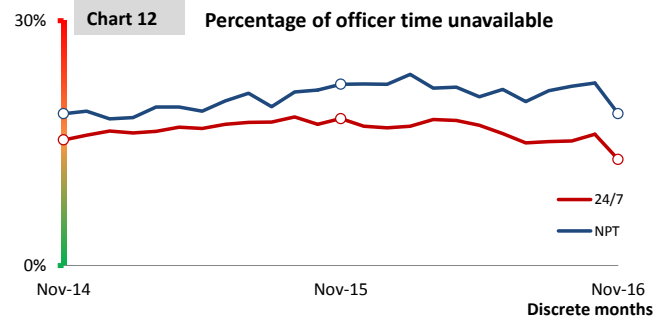
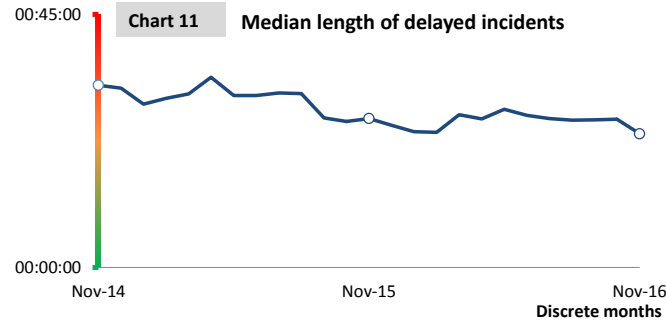
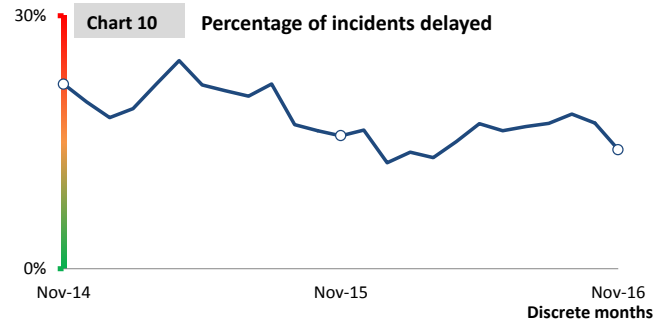


● - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Resourcing											
21 Delayed incidents - Percentage	20%	Apr to Nov 2015	19%	2015/16	17%	Apr to Nov 2016				10	
22 Delayed incidents - Median length	29m 46s	Apr to Nov 2015	28m 46s	2015/16	26m 18s	Apr to Nov 2016				11	
23 Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	Apr to Nov 2015	17%	2015/16	16%	Apr to Nov 2016				12	
24 Percentage of unavailable officer time (duty states 1 and 8) - NPT	21%	Apr to Nov 2015	21%	2015/16	21%	Apr to Nov 2016				12	
25 Median waiting time in custody (arrival to detention authorised)	20m 43s	Apr to Nov 2015	21m 3s	2015/16	19m 1s	Apr to Nov 2016	7			13	

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Response (slides 6-7)



Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Assessment of vulnerability												
26	VCOP: Percentage of victims with a satisfactory needs assessment	88%	Apr to Nov 2015	87%	2015/16	86%	April to Nov 2016				14	Measure supports Victims' Code of Practice
27	VCOP: Percentage of needs assessment completed within 24 hours.	81%	Apr to Nov 2015	82%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code of Practice
28	VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.	88%	Apr to Nov 2015	87%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code of Practice
Chart 14 Victims with a satisfactory needs assessment 												
Satisfaction												
29	Percentage of victims satisfied with time of arrival - Crime			93%	12mths to Nov 2015	91%	12mths to Nov 2016	● ²⁴			15	User satisfaction survey - Crime
30	Percentage of victims satisfied with time of arrival - ASB			93%	12mths to Nov 2015	93%	12mths to Nov 2016				15	ASB survey
Chart 15 Victims satisfied with time of arrival 												

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Response (slides 6-7)

Victim's Journey

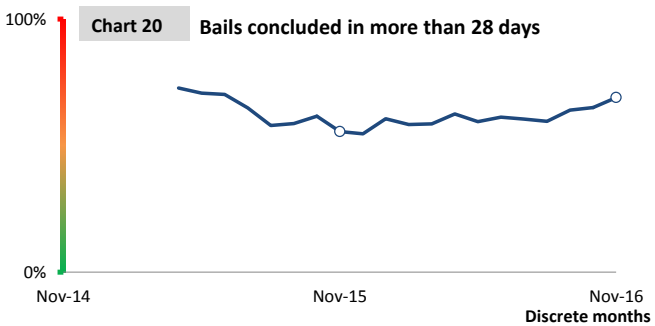
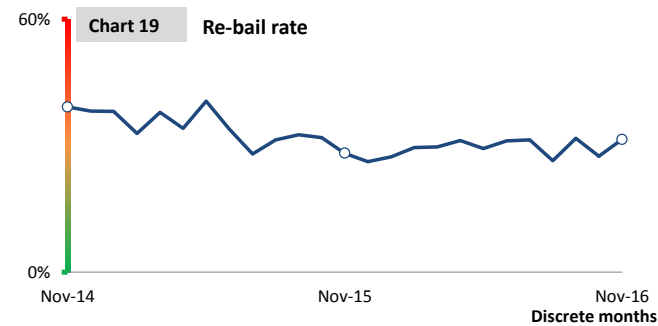
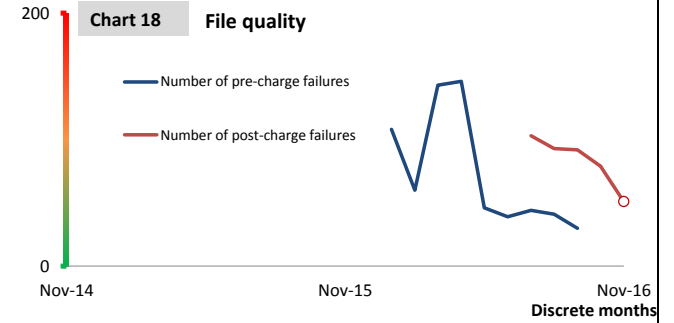
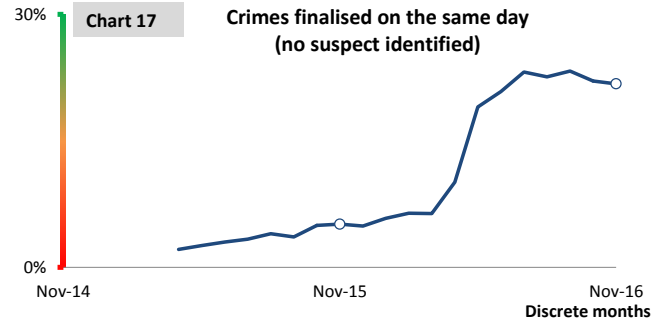
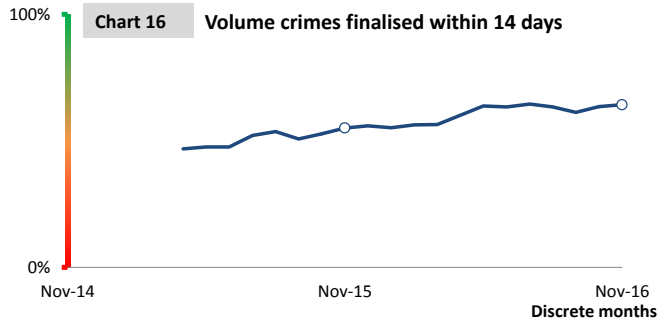
	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

Standards of investigation

31 Proportionate investigation - Percentage of volume crimes finalised within 14 days	51%	Apr to Nov 2015	53%	2015/16	63%	Apr to Nov 2016	● ¹⁷			16	
32 Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	4%	Apr to Oct 2015	5%	2015/16	20%	Apr to Oct 2016	● ⁸			17	
33 Assessment of the quality of investigative standards (volume crime)	70% of investigations considered to be a good or outstanding standard based on a review of 2016 volume crime investigations; burglary OTD and other theft (49), vehicle crime (27), harassment and assault (42), criminal damage (48) and shoplifting (42).										
34 File quality - number of pre-charge failures			104 per month	Jan to Mar 2016	58 per month	Apr to Sep 2016				18	
35 File quality - number of post-charge failures					84 per month	Jul to Nov 2016				18	
36 VCOP: Post charge files where the requirement for special measures was incorrectly recorded.					6 per month	Jul to Nov 2016					
37 VCOP: Post charge files where the victim personal statement was incorrectly recorded.					4 per month	Jul to Nov 2016					
38 VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.					10 per month	Jul to Nov 2016					
39 Re-bail rate	33%	Apr to Nov 2015	31%	2015/16	30%	Apr to Nov 2016				19	
40 Percentage of bails concluded in more than 28 days	64%	Apr to Nov 2015	62%	2015/16	63%	Apr to Nov 2016				20	
41 Percentage of bails granted with conditions											

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Investigation (slides 8-9)



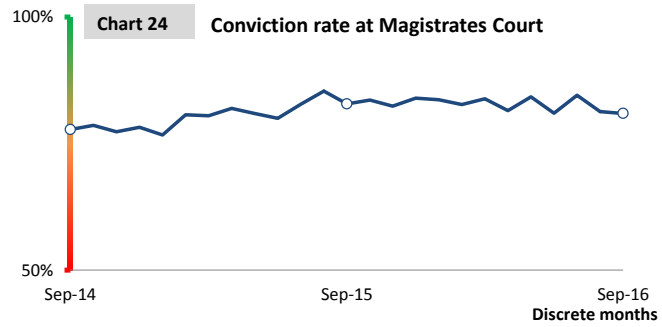
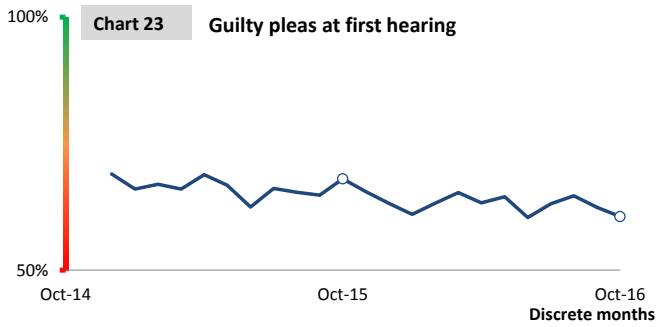
Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes																												
		Value	Period	Value	Period	Value	Period																																	
Offender management																																								
42 IOM re-offending rate.																																								
Satisfaction (slide 9)																																								
43 Percentage of victims satisfied with action taken - Crime				87%	12mths to Nov 2015	88%	12mths to Nov 2016		1st	2nd	21	User satisfaction survey - Crime																												
44 Percentage of victims satisfied with action taken - ASB				89%	12mths to Nov 2015	86%	12mths to Nov 2016	9			21	ASB survey																												
45 Percentage of victims satisfied with action taken - RWD				92%	Feb to Mar 2016	94%	Apr to Nov 2016				21	RWD survey																												
46 Percentage of victims satisfied with follow-up - Crime				85%	12mths to Nov 2015	84%	12mths to Nov 2016	18	1st	3rd	22	User satisfaction survey - Crime																												
47 Percentage of victims satisfied with follow-up - ASB				88%	12mths to Nov 2015	86%	12mths to Nov 2016	12			22	ASB survey																												
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>Chart 21 Victims satisfied with action taken</p> <table border="1"> <caption>Chart 21 Data (Estimated)</caption> <thead> <tr><th>Category</th><th>Nov-14</th><th>Nov-15</th><th>Nov-16</th></tr> </thead> <tbody> <tr><td>Crime</td><td>88%</td><td>87%</td><td>88%</td></tr> <tr><td>ASB</td><td>89%</td><td>86%</td><td>86%</td></tr> <tr><td>RWD</td><td>92%</td><td>94%</td><td>94%</td></tr> </tbody> </table> </div> <div style="width: 45%;"> <p>Chart 22 Victims satisfied with follow-up</p> <table border="1"> <caption>Chart 22 Data (Estimated)</caption> <thead> <tr><th>Category</th><th>Nov-14</th><th>Nov-15</th><th>Nov-16</th></tr> </thead> <tbody> <tr><td>Crime</td><td>85%</td><td>84%</td><td>84%</td></tr> <tr><td>ASB</td><td>88%</td><td>86%</td><td>86%</td></tr> </tbody> </table> </div> </div>													Category	Nov-14	Nov-15	Nov-16	Crime	88%	87%	88%	ASB	89%	86%	86%	RWD	92%	94%	94%	Category	Nov-14	Nov-15	Nov-16	Crime	85%	84%	84%	ASB	88%	86%	86%
Category	Nov-14	Nov-15	Nov-16																																					
Crime	88%	87%	88%																																					
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RWD	92%	94%	94%																																					
Category	Nov-14	Nov-15	Nov-16																																					
Crime	85%	84%	84%																																					
ASB	88%	86%	86%																																					

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Investigation (slides 8-9)

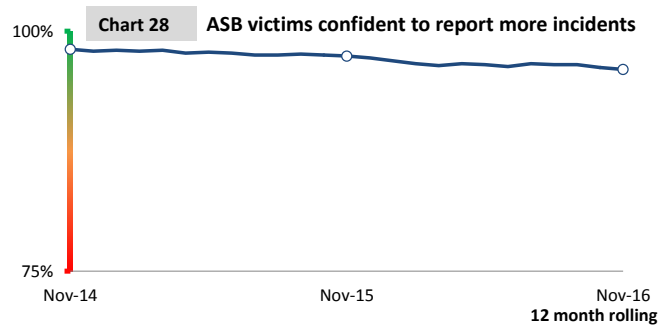
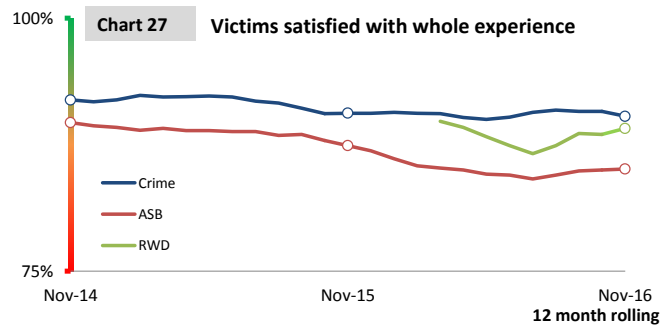
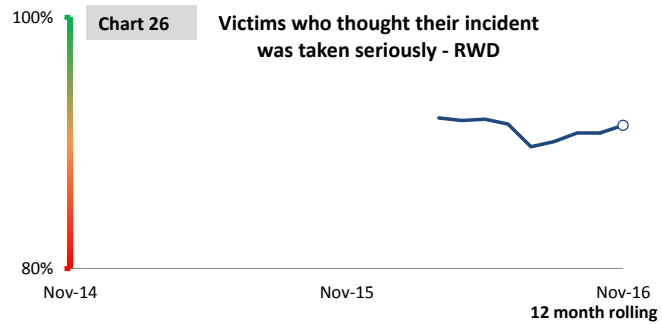
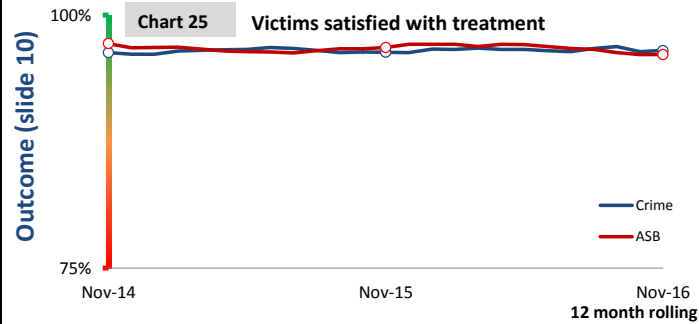
9 - Direction of travel and the number of months

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Criminal justice												
Putting victims first Proud to serve Outcome (slide 10)	48 Percentage of guilty pleas at first hearing	66%	Apr to Oct 2015	65%	2015/16	63%	Apr to Oct 2016				23	
	49 Conviction rate at Magistrates Court	83%	Apr to Oct 2015	84%	2015/16	82%	Apr to Oct 2016				24	
	50 Appropriate use of out of court disposals where a charge is the normal outcome			38%	Jan to Mar 2016	55%	Apr to Oct 2016					
	51 Appropriate use of cancelled crimes			89%	Jan to Mar 2016	95%	Apr to Oct 2016					
	52 Monitor the use of charge for a lesser offence											



Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Satisfaction											
53	Percentage of victims satisfied with treatment - Crime		96%	12mths to Nov 2015	97%	12mths to Nov 2016		1st	1st	25	User satisfaction survey - Crime
54	Percentage of victims satisfied with treatment - ASB		97%	12mths to Nov 2015	96%	12mths to Nov 2016				25	ASB survey
55	Percentage of victims who thought their incident was taken seriously - RWD		92%	February to March 2016	91%	April to Nov 2016				26	RWD survey
56	Percentage of victims satisfied with whole experience - Crime		91%	12mths to Nov 2015	90%	12mths to Nov 2016		1st	1st	27	User satisfaction survey - Crime
57	Percentage of victims satisfied with whole experience - ASB		87%	12mths to Nov 2015	85%	12mths to Nov 2016	● ²⁴			27	ASB survey
58	Percentage of victims satisfied with whole experience - RWD		90%	February to March 2016	89%	April to Nov 2016				27	RWD survey
59	Percentage of ASB victims who are confident to report further incidents to the police again		97%	12mths to Nov 2015	96%	12mths to Nov 2016	● ¹²			28	ASB survey

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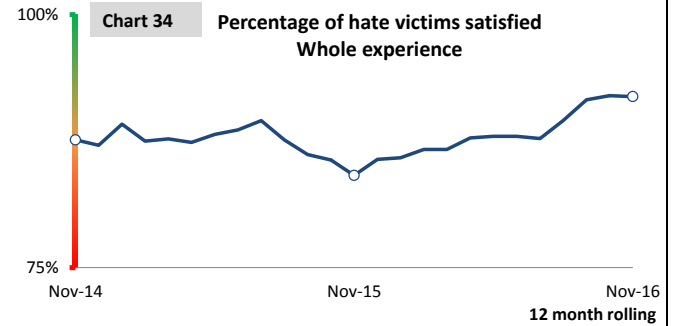
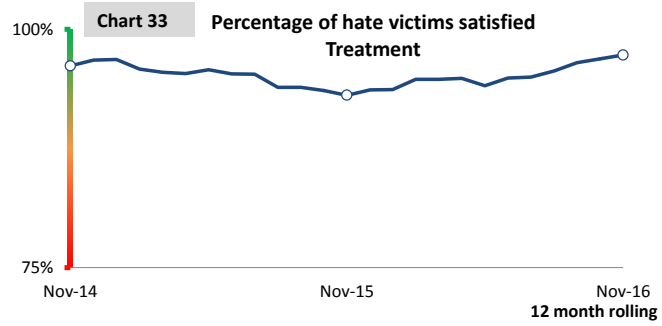
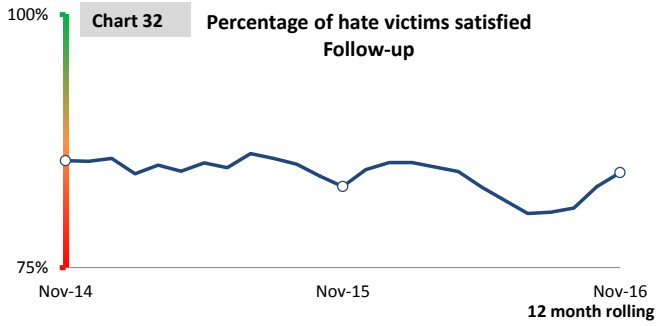
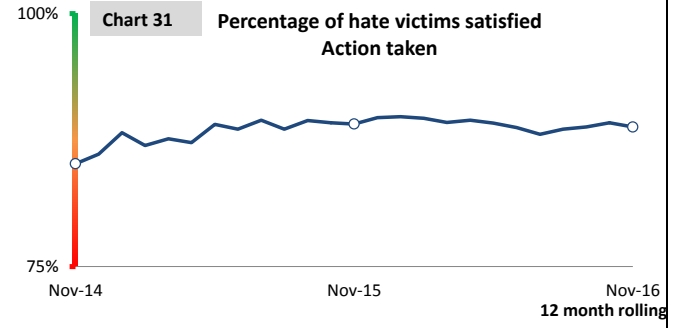
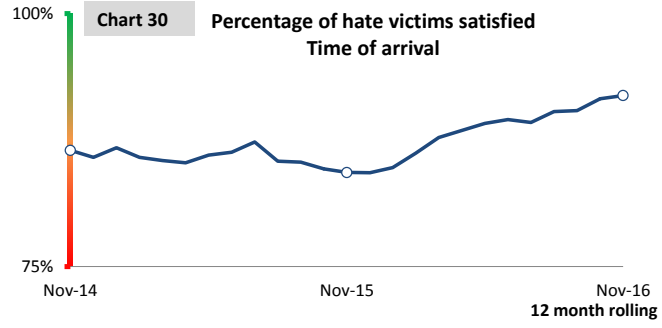
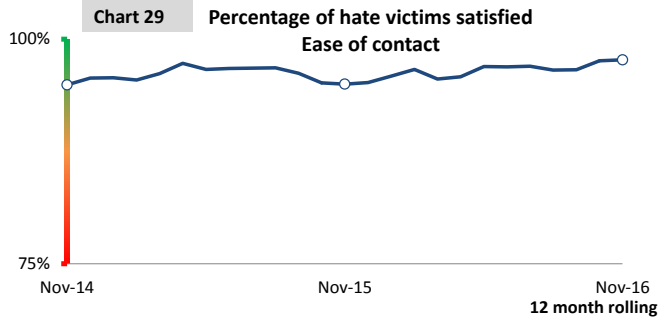


●⁹ - Direction of travel and the number of months

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Domestic and sexual abuse Proud to serve Prepare (slide 12)	Resourcing											
	60 Assessment of whether capacity and capability match projected demand											
	Satisfaction											
	61 Percentage of domestic abuse victims satisfied											
	61a Ease of contact				96%	May to Nov 2016						Domestic Abuse survey
	61b Time of arrival				91%	May to Nov 2016						Domestic Abuse survey
	61c Action taken				88%	May to Nov 2016						Domestic Abuse survey
	61d Follow-up				88%	May to Nov 2016						Domestic Abuse survey
	61e Treatment				94%	May to Nov 2016						Domestic Abuse survey
	61f Whole experience				94%	May to Nov 2016						Domestic Abuse survey
	62 Percentage of hate victims satisfied											
	62a Ease of contact			95%	12mths to Nov 2015	98%	12mths to Nov 2016	● ⁷	1st	5th	29	User satisfaction survey - Crime
	62b Time of arrival			84%	12mths to Nov 2015	92%	12mths to Nov 2016	● ¹¹			30	User satisfaction survey - Crime
	62c Action taken			89%	12mths to Nov 2015	89%	12mths to Nov 2016		1st	3rd	31	User satisfaction survey - Crime
	62d Follow-up			83%	12mths to Nov 2015	84%	12mths to Nov 2016		2nd	7th	32	User satisfaction survey - Crime
	62e Treatment			93%	12mths to Nov 2015	97%	12mths to Nov 2016	● ¹²	1st	2nd	33	User satisfaction survey - Crime
	62f Whole experience			84%	12mths to Nov 2015	92%	12mths to Nov 2016	● ¹²	1st	1st	34	User satisfaction survey - Crime

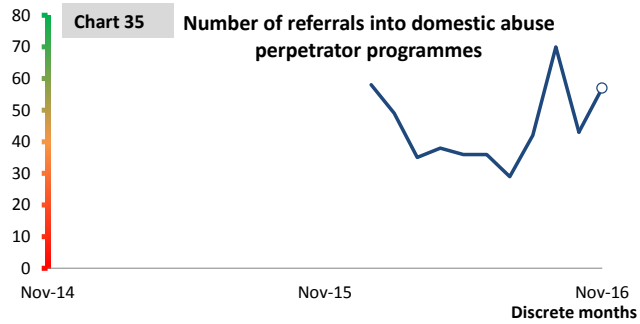
●⁹ - Direction of travel and the number of months

Prepare (slide 12)



Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Chart	Notes
		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Evaluation of initiatives												
63 'Number of referrals into domestic abuse perpetrator programmes				442 referrals	2015/16	351 referrals	Apr to Nov 2016				35	
63a 'Sunderland BIG programme				135	2015/16	108	Apr to Nov 2016					
63b 'South Tyneside programme				86	2015/16	60	Apr to Nov 2016					
63c 'Newcastle programme				63	2015/16	49	Apr to Nov 2016					
63d 'Northumberland BIPP programme				39	2015/16	50	Apr to Nov 2016					
63e 'Gateshead DETER programme				119	2015/16	55	Apr to Nov 2016					Gateshead DETER re-introduced in September 2016
63f 'North Tyneside programme				-	2015/16	29	Apr to Nov 2016					

Domestic and sexual abuse
 Proud to serve
 Prevent (slide 13)

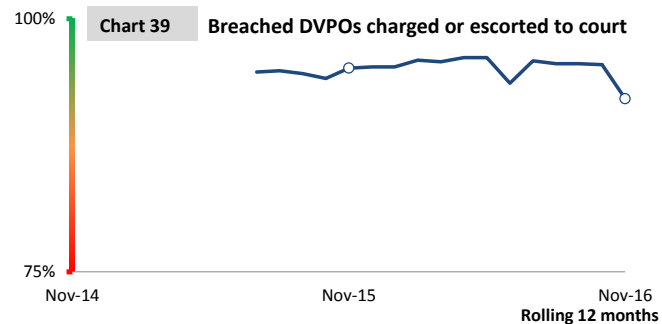
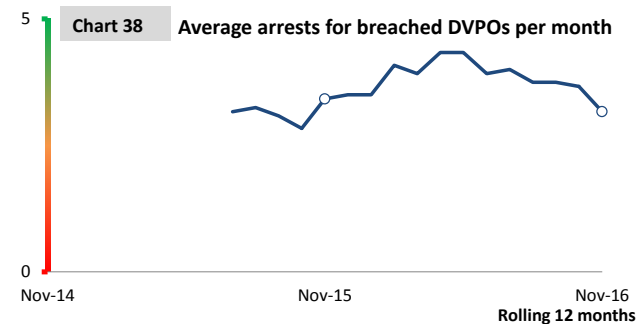
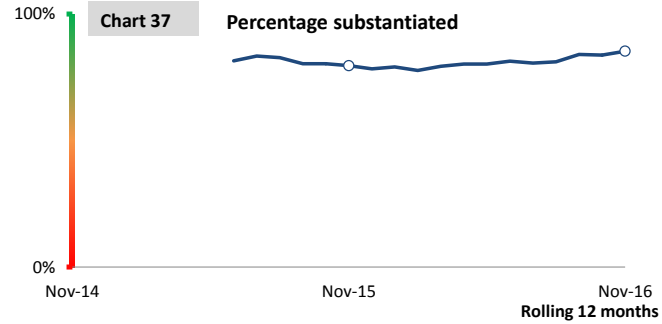
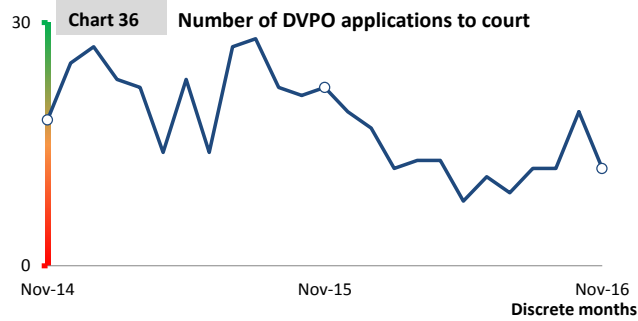


Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Management of orders												
64	Number of DVPO applications to court	21 per month	Apr to Nov 2015	19 per month	2015/16	12 per month	Apr to Nov 2016				36	April to November 2016 - 96 DVPO applications. Force 1.8 DVPO applications per 100 domestic abuse flagged offences compared to 1.0 in England and Wales (12 months to June 2016)
65	Percentage substantiated	80%	Apr to Nov 2015	79%	2015/16	91%	Apr to Nov 2016				37	Force 1.5 DVPOs granted per 100 domestic abuse flagged offences compared to 0.9 in England and Wales (12 months to June 2016)
66	Number of arrests for breached DVPOs	4 per month	Apr to Nov 2015	4 per month	2015/16	3 per month	Apr to Nov 2016				38	April to November 2016 - 24 arrests for breached DVPOs
67	Percentage of breached DVPOs charged or escorted to court	94%	Apr to Nov 2015	96%	2015/16	88%	Apr to Nov 2016				39	13 x charge, 8 x escort to court, 3 x NFA
68	Number of Sexual Harm Prevention Orders (SHPOs) issued											
69	Number of applications to magistrates courts for Sexual Risk Orders (SROs)											
70	Percentage of breached Child Abduction Warning Notices (CAWNs)											

Domestic and sexual abuse

Proud to serve

Prevent (slide 13)



Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Management of offenders												
Domestic and sexual abuse Proud to serve Prevent (slide 13)	71 Percentage of subjects through MATAC who have reduced offending			68%	Dec 2015 to Nov 2016							189 people are being or have been managed through the MATAC process. Offending rate based upon RFG scoring.
	72 Track a defined MAPPA cohort to monitor rehabilitation/offending rates											
	73 Disrupting and targeting offenders ensuring investigative opportunities											<p>To date, there have been 370 charges for Operation Sanctuary North and South Investigations. Overall, 21 people have been convicted (16 North, 5 South).</p> <p>To date, 19 persons have been convicted for Operation Themis and 24 persons for Operation Mars. 4 persons have been charged for Operation Caspian and 5 for Operation Border.</p> <p>There have been 624 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations.</p> <p>Disruption work continues to prevent offending within the taxi community (Operation Shield), and investigations in relation to human trafficking and modern slavery within Newcastle (Operation Caspian and Border) remain on-going.</p>
Assessment of vulnerability												
	74 Percentage of victims not referred to VFN when they ought to have been	6%	Apr to Nov 2015	5%	2015/16	7%	Apr to Nov 2016				40	Not statistically significant
	Chart 40 Victims not referred to VFN when they ought to 											

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes																								
		Value	Period	Value	Period	Value	Period																													
Safeguarding																																				
75	Assessment of the effectiveness of harm reduction plans for vulnerable victims											88% of harm reduction plans were considered to be of a good or outstanding standard based on a review of 50 harm reduction plans in July 2016; domestic abuse (18 out of 20), crime (11 out of 15), ASB (all 10 reviewed) and hate (all 5 reviewed).																								
76	Assessment of the quality of investigations into missing and absent children.											146 missing person records (HRNs) were reviewed and the majority were found to be of a good standard. Contact handler resource allocation was correct for 92% of cases. All RWD risk assessments were deemed to be of an excellent standard. Where risk levels were escalated (11 cases), they were done so correctly and in a timely manner. In 48% of cases, a thorough THRIVE risk assessment was not recorded on the incident log. 33 out of 97 medium risk missing person reports reviewed could potentially have been dealt with as absent.																								
77	Assessment of the quality of investigations into hate crime.											54 hate crimes were reviewed in July 2016. All cases were assessed as good or outstanding. Those investigations with a structured supervisory plan ultimately led to positive outcome, even when no suspect was identified. Some organisational learning to consider.																								
78	Measures to be determined (MARAC)																																			
79	Measures to be determined (MSET)																																			
80	Section 136 detentions taken to custody	1	Apr to Nov 2015	2	2015/16	2	Apr to Nov 2016					In FY15/16 1% (2 persons) of those detained under Sec136 were taken to a police station as a place of safety, compared to 7% nationally.																								
Confidence in reporting																																				
81	Percentage of domestic abuse victims who are confident to report further abuse to the police again					95.6%	May to Nov 2016					'Domestic Abuse survey																								
Repeat victimisation																																				
82	Percentage of high or medium risk victims who have suffered a subsequent incident of any category:																																			
82a	Domestic Violence			48%	12mths to Nov 2015	50%	12mths to Nov 2016				41																									
82b	Crime			36%	12mths to Nov 2015	45%	12mths to Nov 2016				41																									
82c	Anti-social behaviour			24%	12mths to Nov 2015	25%	12mths to Nov 2016				41																									
82d	Hate			50%	12mths to Nov 2015	44%	12mths to Nov 2016				41																									
82e	Overall			45%	12mths to Nov 2015	47%	12mths to Nov 2016				41																									
<p>Chart 41 High or medium risk victims repeat rate</p> <table border="1"> <caption>Chart 41 Data (Estimated)</caption> <thead> <tr> <th>Category</th> <th>Nov-14</th> <th>Nov-15</th> <th>Nov-16</th> </tr> </thead> <tbody> <tr> <td>Domestic Violence</td> <td>75%</td> <td>70%</td> <td>75%</td> </tr> <tr> <td>Crime</td> <td>25%</td> <td>25%</td> <td>25%</td> </tr> <tr> <td>Anti-social behaviour</td> <td>20%</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>Hate</td> <td>50%</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>Overall</td> <td>45%</td> <td>45%</td> <td>47%</td> </tr> </tbody> </table>													Category	Nov-14	Nov-15	Nov-16	Domestic Violence	75%	70%	75%	Crime	25%	25%	25%	Anti-social behaviour	20%	20%	20%	Hate	50%	45%	45%	Overall	45%	45%	47%
Category	Nov-14	Nov-15	Nov-16																																	
Domestic Violence	75%	70%	75%																																	
Crime	25%	25%	25%																																	
Anti-social behaviour	20%	20%	20%																																	
Hate	50%	45%	45%																																	
Overall	45%	45%	47%																																	

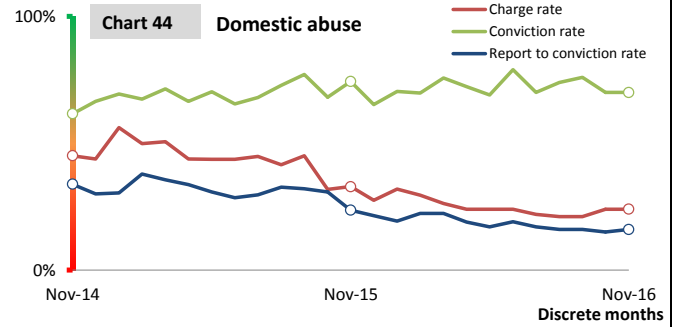
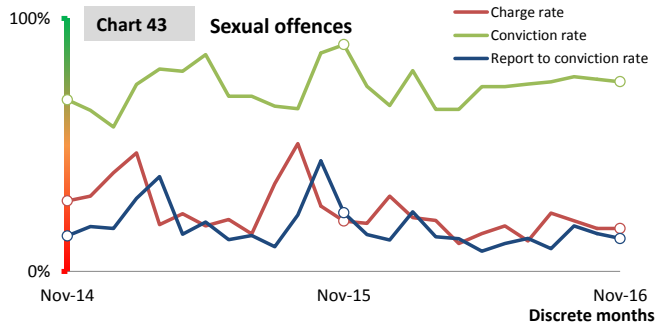
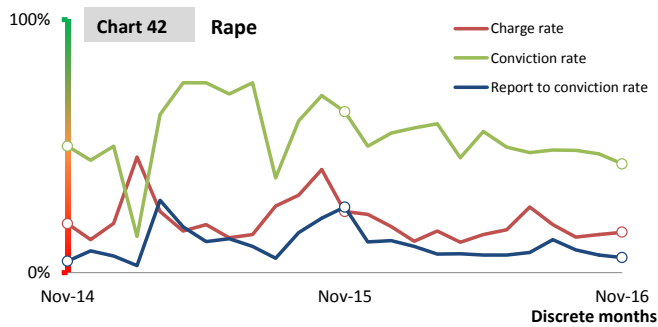
Domestic and sexual abuse
Proud to serve

Protect (slide 14)

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Criminal Justice (slide 16)												
83a	Charge rate - Rape	23%	Apr to Nov 2015	21%	2015/16	17%	Apr to Nov 2016		2nd	9th	42	National/MSG positions based upon 12 months to October 2016
83b	Conviction rate - Rape	65%	Apr to Oct 2015	58%	2015/16	49%	Apr to Oct 2016		5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
83c	Report to conviction rate - Rape	15%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
84a	Charge rate - Sexual offences	25%	Apr to Nov 2015	24%	2015/16	17%	Apr to Nov 2016		2nd	5th	43	National/MSG positions based upon 12 months to October 2016
84b	Conviction rate - Sexual offences	76%	Apr to Oct 2015	72%	2015/16	75%	Apr to Oct 2016		8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
84c	Report to conviction rate - Sexual offences	17%	YTD	19%	2015/16	13%	YTD		1st	6th	43	National rape report to conviction rate (2015/16) - 13%
85a	Charge rate - Domestic abuse	40%	Apr to Nov 2015	35%	2015/16	23%	Apr to Nov 2016	● ²²	1st	2nd	44	National domestic abuse charge rate (2015/16) - 25% (Data sourced via a benchmarking request to all forces).
85b	Conviction rate - Domestic abuse	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	● ²⁵	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
85c	Report to conviction rate - Domestic abuse	29%	YTD	25%	2015/16	17%	YTD	● ²²	1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
86a	Charge rate - Hate	27%	Apr to Nov 2015	24%	2015/16	15%	Apr to Nov 2016		4th	15th	45	National hate crime charge rate (2015/16) - 24%
86b	Conviction rate - Hate	75%	Apr to Oct 2015	78%	2015/16	79%	Apr to Oct 2016		8th	39th	45	National hate crime conviction rate (2015/16) - 83%
86c	Report to conviction rate - Hate	21%	YTD	19%	2015/16	12%	YTD		5th	22nd	45	National hate crime report to conviction rate (2015/16) - 22%
87	Percentage of DV MG5s assessed as satisfactory			74%	Jan to Mar 2016	53%	Apr to Oct 2016	● ¹			46	
88	Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	● ²⁵	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
89	Assessment of the quality and standards of file preparation and investigation of serious offences	A review of 148 investigations has been completed in July 2016 for hate crime (54), sexual offences (36) and domestic abuse (58). 76% (112) were assessed as a good or outstanding quality; hate (47), sexual offences (35) and domestic abuse (30).										

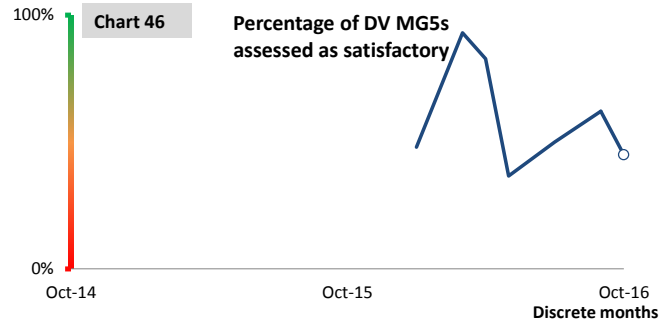
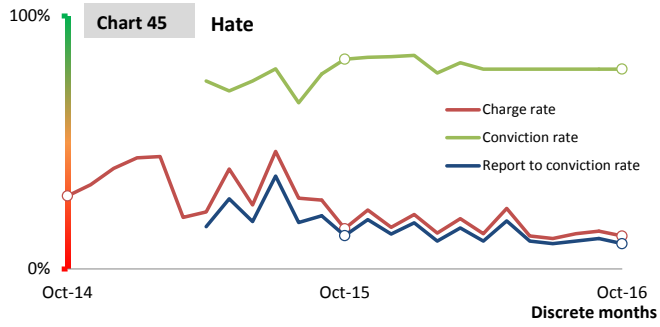
Domestic and sexual abuse
Proud to serve

Pursue (slides 15-17)



●¹ - Direction of travel and the number of months

Pursue (slides 15-17)



Community confidence		Previous YTD Value	Previous Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Officer visibility												
90	Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	Apr to Sept 2015	48%	2015/16	49%	Apr to Sept 2016				47	
91	See Police or Community Support Officers at least once a week			21%	12mths to Nov 2015	15%	12mths to Nov 2016	● ¹⁹			48	Safer community survey
92	Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			61%	12mths to Nov 2015	59%	12mths to Nov 2016	● ¹⁶			49	Safer community survey
93	Police in their neighbourhood can be relied on to be there when needed			91%	12mths to Nov 2015	90%	12mths to Nov 2016				50	Safer community survey

Chart 47 Percentage of time neighbourhood officers spend outside a police station in their neighbourhood

Discrete months

Chart 48 See Police or Community Support Officers at least once a week

12 month rolling

Chart 49 Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right

12 month rolling

Chart 50 Police in their neighbourhood can be relied on to be there when needed

12 month rolling

Community confidence
Proud to lead

Engagement & understanding (side 19)

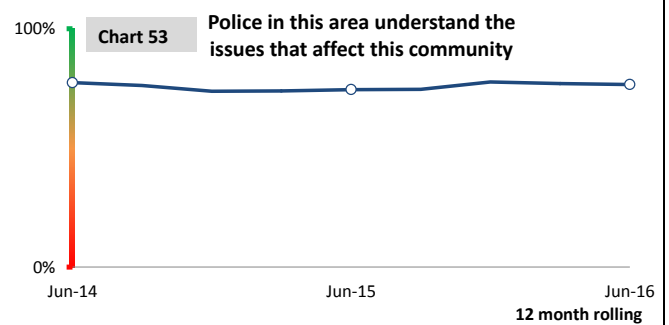
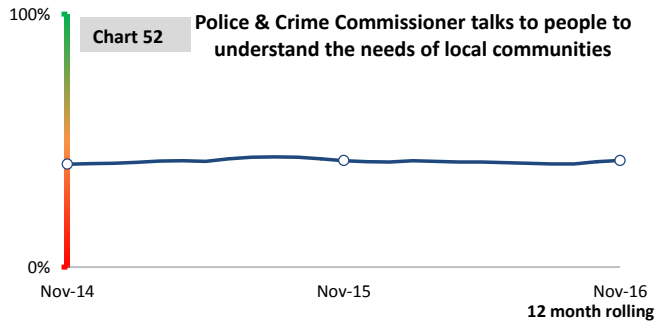
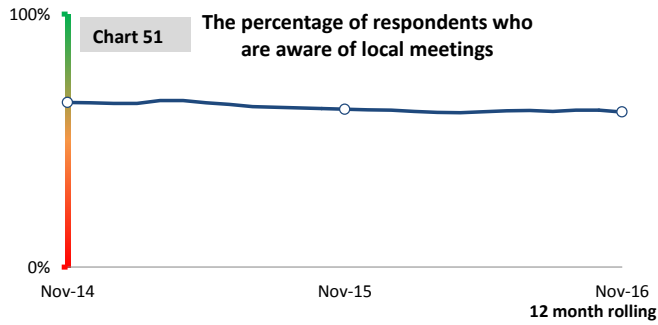
Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

Volunteering

94 Measures to be determined

Engagement and awareness

95 The percentage of respondents who are aware of local meetings		63%	12mths to Nov 2015	61%	12mths to Nov 2016				51	Safer community survey
96 Community tension assessments										
97 Police & Crime Commissioner talks to people to understand the needs of local communities		42%	12mths to Nov 2015	42%	12mths to Nov 2016				52	Safer community survey
98 Police in this area understand the issues that affect this community		75%	12mths to Jun 2015	77%	12mths to Jun 2016		1st	8th	53	Crime survey for England and Wales Next update due 19 January 2017

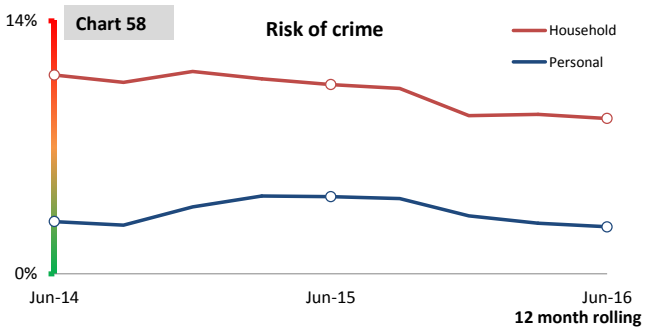
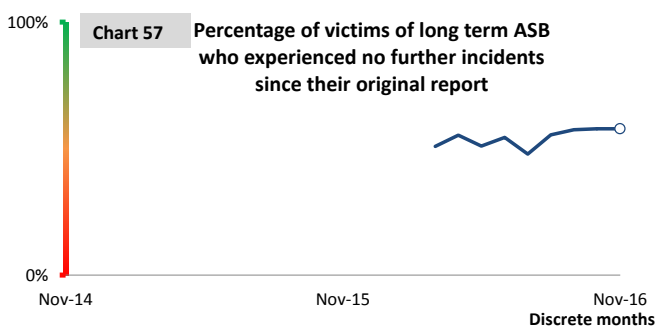
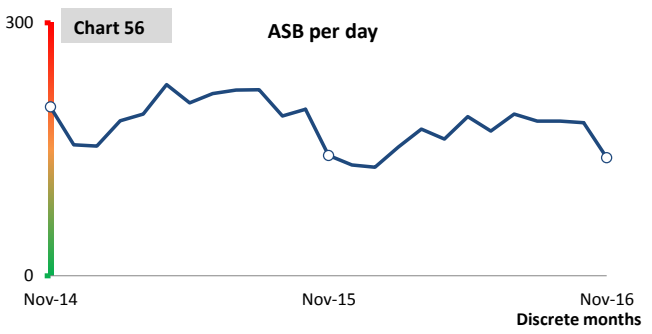
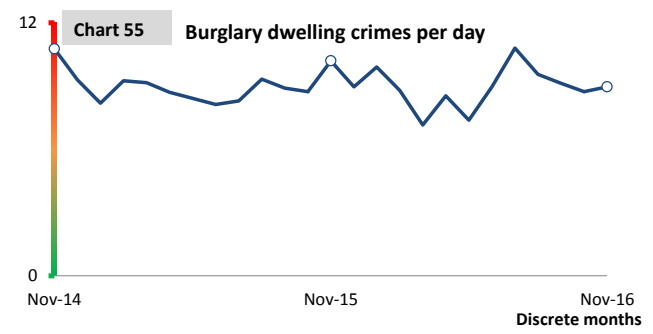
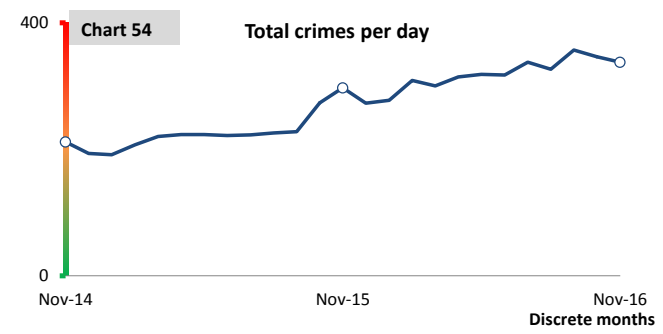


Community confidence
Proud to lead

Engagement & understanding (slide 19)

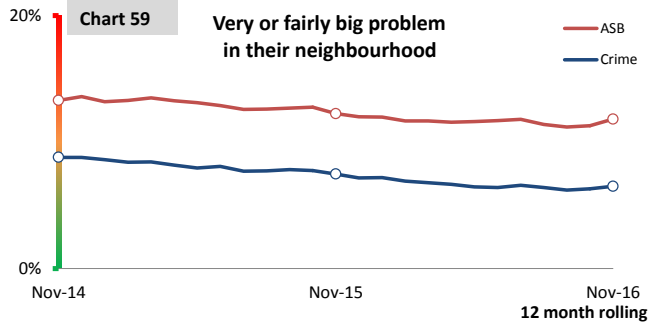
Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
Crime and ASB											
99 Total crime	240 per day	1 Apr to 7 Dec 2015	256 per day	2015/16	332 per day	1 Apr to 7 Dec 2016	● ²²	6th	38th	54	+29% increase (+29% reported last month)
100 Signal crimes - Burglary dwelling	9 per day	1 Apr to 7 Dec 2015	9 per day	2015/16	9 per day	1 Apr to 7 Dec 2016		1st	14th	55	+3% increase (+3% reported last month)
101 ASB	200 per day	1 Apr to 7 Dec 2015	184 per day	2015/16	174 per day	1 Apr to 7 Dec 2016				56	-5% reduction (-3% last month)
102 Measures in support of the Force control strategy											
103 Percentage of victims of long term ASB who experienced no further incidents since their original report			51%	May 2015 to Mar 2016	58%	Apr to Nov 2016				57	Long term ASB survey
104 The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime			4%	12mths to Jun 2015	3%	12mths to Jun 2016	● ⁷	2nd	3rd	58	Crime survey for England and Wales Next update due 19 January 2017
105 The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			11%	12mths to Jun 2015	9%	12mths to Jun 2016	● ²⁴	1st	10th	58	Crime survey for England and Wales Next update due 19 January 2017

Community confidence
Proud to lead
Prevent (slide 20)



●⁹ - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Public perceptions												
Community confidence Proud to lead Prevent (slide 20)	106	Crime is a very or fairly big problem in their neighbourhood		8%	12mths to Nov 2015	7%	12mths to Nov 2016	● ²⁴			59	Safer community survey
	107	ASB is a very or fairly big problem in their neighbourhood		12%	12mths to Nov 2015	12%	12mths to Nov 2016	● ²⁴			59	Safer community survey



●²⁴ - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Use of powers												
108	Percentage of Stop & Searches resulting in an arrest / outcome other than NFA			24%	Jan to Mar 2016	26%	Jul to Oct 2016					
109	Percentage of Stop & Searches with sufficient grounds recorded			68%	Jan to Mar 2016	72%	Jul to Oct 2016					
Conduct and standards												
110	Measures to be determined											
Public perceptions												
111	Police in their neighbourhood treat everyone fairly, regardless of who they are			96%	12mths to Oct 2015	96%	12mths to Nov 2016				60	Safer community survey Statistically significant
112	Police in this area would treat you with respect if you had contact with them for any reason			87%	12mths to Jun 2015	90%	12mths to Jun 2016		1st	6th	61	Crime survey for England and Wales Next update due 19 January 2017
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p>Chart 60 Police in their neighbourhood treat everyone fairly, regardless of who they are</p> <p>100% 80%</p> <p>Nov-14 Nov-15 Nov-16 12 month rolling</p> </div> <div style="width: 45%;"> <p>Chart 61 Police in this area would treat you with respect if you had contact with them for any reason</p> <p>100% 80%</p> <p>Jun-14 Jun-15 Jun-16 12 month rolling</p> </div> </div>												

Community confidence
Proud to lead
Treatment (side 21)

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Public perceptions												
Overall service (slides 22-23)	125			85%	12mths to Nov 2015	85%	12mths to Nov 2016				68	Safer community survey
	126			98%	12mths to Nov 2015	98%	12mths to Nov 2016				69	Safer community survey
	127			75%	12mths to Nov 2015	71%	12mths to Nov 2016	● -10			70	Safer community survey

Chart 68 Police do a good or excellent job in their neighbourhood

Period	Value
Nov-14	83%
Nov-15	85%
Nov-16	85%

Chart 69 Feel very or fairly safe living in their neighbourhood

Period	Value
Nov-14	95%
Nov-15	95%
Nov-16	95%

Chart 70 Police and local council are dealing with the ASB and crime issues that matter in their area

Period	Value
Nov-14	70%
Nov-15	72%
Nov-16	70%

● - Direction of travel and the number of months