

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Call management											
Average time to answer 999 calls	0m 11s	April to June 2015	0m 11s	2015/16	0m 09s	April to June 2016					
Average time to answer 101 calls	1m 18s	April to June 2015	1m 4s	2015/16	0m 54s	April to June 2016					
Percentage of calls answered -999	98%	April to June 2015	98%	2015/16	98%	April to June 2016					
Percentage of calls answered -101	76%	April to June 2015	79%	2015/16	83%	April to June 2016					
Percentage of calls dealt with in a professional manner											
Correct greeting and overall politeness					93%	April to May 2016					
An explanation of response was given					46%	April to May 2016					
All information was recorded					78%	April to May 2016					
Contact handler reassured the caller					76%	April to May 2016					
Contact handler related with the caller					78%	April to May 2016					
Contact handler resolved the caller's request					88%	April to May 2016					
Assessment of vulnerability											
Percentage of calls correctly assessed for vulnerability, threat, risk and harm					94%	April to May 2016					
Decision making and standards											
Percentage of incidents allocated the most appropriate response					80%	April to May 2016					
Compliance with National Crime Recording Standards	83%	April to June 2015	90%	2015/16	94%	April to June 2016					
Percentage of crimes recorded within 24 hours	74%	April to June 2015	74%	2015/16	75%	April to June 2016	●				
Percentage of sexual offences recorded within 24 hours			78%	2015/16	82%	April to June 2016					Includes those crimes where it is reasonable to record after 24 hours
Compliance with National Standards for Incident Recording											
Satisfaction											
Percentage of victims satisfied with ease of contact - Crime			99%	12mths to June 2015	98%	12mths to June 2016	●	1st	1st		User satisfaction survey - Crime
Percentage of victims satisfied with ease of contact - Burglary Dwelling			99%	12mths to June 2015	99%	12mths to June 2016					User satisfaction survey - Crime
Percentage of victims satisfied with ease of contact - ASB			97%	12mths to June 2015	94%	12mths to June 2016	●				ASB survey
Percentage of callers satisfied where their call did not result in the creation of an incident log											

Putting victims first

Proud to serve

Initial contact (slides 3-7)

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Putting victims first Proud to serve Response (slides 8-9)	Response										
	90th percentile allocation rate - Priority 1	3m 25s	April to June 2015	3m 34s	2015/16	3m 36s	April to June 2016				
	90th percentile allocation rate - Priority 2	32m 34s	April to June 2015	35m 12s	2015/16	37m 54s	April to June 2016				
	90th percentile response rate - Priority 1 (Urban)	13m 4s	April to June 2015	13m 29s	2015/16	14m 21s	April to June 2016	●			
	90th percentile response rate - Priority 1 (Rural)	22m 7s	April to June 2015	22m 48s	2015/16	23m 3s	April to June 2016	●			
	90th percentile response rate - Priority 2	57m 44s	April to June 2015	1 h 2m 6s	2015/16	1 h 7m 6s	April to June 2016	●			
	Resourcing										
	Delayed incidents - Percentage	23%	April to June 2015	16%	2015/16	16%	April to June 2016				
	Delayed incidents - Median length	31m 41s	April to June 2015	28m 46s	2015/16	27m 11s	April to June 2016				
	Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	April to June 2015	17%	2015/16	17%	April to June 2016	●			
	Percentage of unavailable officer time (duty states 1 and 8) - NPT	20%	April to June 2015	21%	2015/16	21%	April to June 2016	●			
	Median waiting time in custody (arrival to detention authorised)	19m 53s	April to May 2015	21m 3s	2015/16	21m 26s	April to May 2016				
	Assessment of vulnerability										
	Percentage of victims with a satisfactory needs assessment	95%	April 2015	87%	2015/16	87%	April 2016				
	Satisfaction										
	Percentage of victims satisfied with time of arrival - Crime			93%	12mths to June 2015	92%	12mths to June 2016				User satisfaction survey - Crime
	Percentage of victims satisfied with time of arrival - Burglary Dwelling			95%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
	Percentage of victims satisfied with time of arrival - ASB			93%	12mths to June 2015	92%	12mths to June 2016				ASB survey

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Putting victims first	Proud to serve	Standards of investigation										
		Proportionate investigation - Percentage of volume crimes finalised within 14 days	47%	April to June 2015	53%	2015/16	62%	April to June 2016	●			
		Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	3%	April to June 2015	5%	2015/16	16%	April to June 2016	●			
		Assessment of the quality of investigative standards (volume crime)										
		File quality - number of pre-charge failures			104 per month	January to March 2016	96	April to May 2016				
		File quality - number of post-charge failures			163 per month	January to March 2016	58	April to May 2016				
		Re-bail rate	36%	April to June 2015	31%	2015/16	31%	April to June 2016				
		Percentage of bails concluded in more than 28 days	71%	April to June 2015	62%	2015/16	62%	April to June 2016				
		Percentage of bails granted with conditions										
		Offender management										
IOM re-offending rate.												
Satisfaction												
			89%	12mths to June 2015	88%	12mths to June 2016		1st	5th	User satisfaction survey - Crime		
			92%	12mths to June 2015	92%	12mths to June 2016				User satisfaction survey - Crime		
			90%	12mths to June 2015	86%	12mths to June 2016	●			ASB survey		
			92%	February to March 2016	94%	April to June 2016				RWD survey		
			89%	12mths to June 2015	83%	12mths to June 2016	●	1st	3rd	User satisfaction survey - Crime		
			90%	12mths to June 2015	87%	12mths to June 2016				User satisfaction survey - Crime		
			89%	12mths to June 2015	85%	12mths to June 2016	●			ASB survey		

Investigation (slides 10-11)

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Criminal justice											
Percentage of guilty pleas at first hearing		69%	April 2015	65%	2015/16	63%	April 2016				
Conviction rate at Magistrates Court		84%	April 2015	84%	2015/16	82%	April 2016				
Appropriate use of out of court disposals where a charge is the normal outcome				42%	January to March 2016	47%	January to April 2016				
Appropriate use of cancelled crimes				89%	January to March 2016	94%	April to May 2016				
Monitor the use of charge for a lesser offence											
Satisfaction											
Percentage of victims satisfied with treatment - Crime				97%	12mths to June 2015	96%	12mths to June 2016		1st	2nd	User satisfaction survey - Crime
Percentage of victims satisfied with treatment - Burglary Dwelling				98%	12mths to June 2015	97%	12mths to June 2016				User satisfaction survey - Crime
Percentage of victims satisfied with treatment - ASB				97%	12mths to June 2015	96%	12mths to June 2016				ASB survey
Percentage of victims who thought their incident was taken seriously - RWD				92%	February to March 2016	91%	April to June 2016				RWD survey
Percentage of victims satisfied with whole experience - Crime				92%	12mths to June 2015	90%	12mths to June 2016	●	1st	1st	User satisfaction survey - Crime
Percentage of victims satisfied with whole experience - Burglary Dwelling				94%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
Percentage of victims satisfied with whole experience - ASB				89%	12mths to June 2015	84%	12mths to June 2016	●			ASB survey
Percentage of victims satisfied with whole experience - RWD				90%	February to March 2016	87%	April to June 2016				RWD survey
Percentage of ASB victims who are confident to report further incidents to the police again				98%	12mths to June 2015	96%	12mths to June 2016	●			ASB survey

Putting victims first

Proud to serve

Outcome (slides 12-13)

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Domestic and sexual abuse	Proud to serve	Resourcing									
		Assessment of whether capacity and capability match projected demand									
		Satisfaction									
		Assessment of quality of service following survey of domestic abuse victims									
		Percentage of hate victims satisfied									
		Ease of contact									
		Time of arrival									
		Action taken									
		Follow-up									
		Treatment									
Whole experience											

Prepare (slide 15)

		97%	12mths to June 2015	97%	12mths to June 2016					User satisfaction survey - Crime
		86%	12mths to June 2015	90%	12mths to June 2016					User satisfaction survey - Crime
		89%	12mths to June 2015	89%	12mths to June 2016					User satisfaction survey - Crime
		85%	12mths to June 2015	82%	12mths to June 2016					User satisfaction survey - Crime
		95%	12mths to June 2015	95%	12mths to June 2016					User satisfaction survey - Crime
		89%	12mths to June 2015	88%	12mths to June 2016			2nd	7th	User satisfaction survey - Crime

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Evaluation of initiatives											
Evaluations of initiatives and plans											
Number of referrals into domestic abuse perpetrator programmes		3 referrals	April to June 2015	442 referrals	2015/16	109 referrals	April to June 2016				
Sunderland BIG programme		1	April to June 2015	135	2015/16	32	April to June 2016				
South Tyneside programme		1	April to June 2015	86	2015/16	20	April to June 2016				
Newcastle programme		1	April to June 2015	63	2015/16	19	April to June 2016				
Northumberland BIPP programme		-	April to June 2015	39	2015/16	25	April to June 2016				
Gateshead DETER programme		-	April to June 2015	119	2015/16	Not applicable					
North Tyneside programme		-	April to June 2015	-	2015/16	13	April to June 2016				
Management of orders											
Number of DVPO applications to court		17 per month	April to June 2015	19 per month	2015/16	11 per month	April to June 2016	●			April to June 2016 - 32 DVPO applications
Percentage substantiated		78%	April to June 2015	79%	2015/16	91%	April to June 2016	●			
Number of arrests for breached DVPOs		4 per month	April to June 2015	4 per month	2015/16	4 per month	April to June 2016				April to June 2016 - 11 arrests for breached DVPOs
Percentage of breached DVPOs charged or escorted to court		83%	April to June 2015	94%	2015/16	82%	April to June 2016				5 x charge, 4 x escort to court, 2 x NFA
Number of Sexual Harm Prevention Orders (SHPOs) issued											
Number of applications to magistrates courts for Sexual Risk Orders (SROs)											
Percentage of breached Child Abduction Warning Notices (CAWNs)											
Management of offenders											
Percentage of subjects through MATAAC who have reduced offending						68%	November 2015 to June 2016				120 people have been managed through the MATAAC process. Offending rate based upon Recency, Frequency, Gravity (RFG) scoring.
Track a defined MAPPA cohort to monitor rehabilitation/offending rates											
Disrupting and targeting offenders ensuring investigative opportunities				Overall in Operation Sanctuary, 67 persons have been charged, with 273 charges between them; there have not been any new charges identified in this period (Operation Sanctuary South). To date, there have been 254 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations; 6 new potential complainants have been identified in this period. Disruption work continues to prevent offending within the taxi community (Operation Shield).							

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Assessment of vulnerability												
Percentage of victims not referred to VFN when they ought to have been		3%	April to May 2015	5%	2015/16	9%	April to May 2016				Not statistically significant	
Safeguarding												
Assessment of the effectiveness of harm reduction plans for vulnerable victims		A review of 50 harm reduction plans identified the majority of domestic abuse cases to be of a good standard, with some organisational learning to consider. All the hate crime and ASB plans reviewed range from good to outstanding.										
Assessment of the quality of investigations into missing and absent children.												
Assessment of the quality of investigations into hate crime.		54 hate crimes were reviewed. 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.										
Measures to be determined (MARAC)												
Measures to be determined (MSET)												
Section 136 detentions taken to custody		1	April to June 2015	2	2015/16	2	April to June 2016					
Confidence in reporting												
Percentage of domestic abuse victims who are confident to report further abuse to the police again												
Repeat victimisation												
Percentage of high or medium risk victims who have suffered a subsequent incident:												
Domestic Violence				47%	12mths to June 2015	49%	12mths to June 2016					The number of repeat victims of DV increased from 3,435 to 3,700
Crime				35%	12mths to June 2015	41%	12mths to June 2016					The number of repeat victims of crime increased from 429 to 827
Anti-social behaviour				24%	12mths to June 2015	25%	12mths to June 2016					The number of repeat victims of ASB increased from 71 to 111
Hate				63%	12mths to June 2015	45%	12mths to June 2016					The number of repeat victims of hate increased from 25 to 27
Overall				44%	12mths to June 2015	46%	12mths to June 2016					The number of repeat victims increased from 3,800 to 4,403

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Domestic and sexual abuse	Proud to serve	Criminal Justice										
		Charge rate - Rape	17%	April to June 2015	21%	2015/16	15%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016
		Conviction rate - Rape	75%	April 2015	58%	2015/16	56%	April 2016				
		Report to conviction rate - Rape	13%	YTD	12%	2015/16	8%	YTD				
		Charge rate - Sexual offences	21%	April to June 2015	24%	2015/16	17%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016
		Conviction rate - Sexual offences	86%	April 2015	72%	2015/16	73%	April 2016				
		Report to conviction rate - Sexual offences	18%	YTD	18%	2015/16	12%	YTD				
		Charge rate - Domestic abuse	44%	April to June 2015	36%	2015/16	25%	April to June 2016	●			
		Conviction rate - Domestic abuse	70%	April 2015	71%	2015/16	69%	April 2016	●			
		Report to conviction rate - Domestic abuse	31%	YTD	25%	2015/16	17%	YTD	●			
		Charge rate - Hate	29%	April to June 2015	25%	2015/16	19%	April to June 2016				
		Conviction rate - Hate	74%	April 2015	78%	2015/16	79%	April 2016				
		Report to conviction rate - Hate	21%	YTD	19%	2015/16	15%	YTD				
		Percentage of DV MG5s assessed as satisfactory			74%	January to March 2016	59%	April to May 2016				
		Increase the conviction rate for domestic abuse to 75% of cases charged	70%	April 2015	71%	2015/16	69%	April 2016	●			
Assessment of the quality and standards of file preparation and investigation of serious offences	A review of 148 investigations has been completed for hate crime, sexual offences and domestic abuse. The majority of hate crime and sexual offences were assessed to be of a good or outstanding standard whilst the majority of domestic abuse investigations were assessed as good, with some organisational learning.											

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead	Officer visibility										
		Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	April to June 2015	48%	2015/16	49%	April to June 2016	●			
		See Police or Community Support Officers at least once a week			24%	12mths to June 2015	17%	12mths to June 2016	●			Safer community survey
		Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			64%	12mths to June 2015	59%	12mths to June 2016	●			Safer community survey
		Police in their neighbourhood can be relied on to be there when needed			92%	12mths to June 2015	91%	12mths to June 2016	●			Safer community survey
		Volunteering										
		Measures to be determined										
		Engagement and awareness										
		The percentage of respondents who are aware of local meetings			64%	12mths to June 2015	62%	12mths to June 2016	●			Safer community survey
		Community tension assessments										
Police & Crime Commissioner talks to people to understand the needs of local communities			43%	12mths to June 2015	41%	12mths to June 2016				Safer community survey		
Police in this area understand the issues that affect this community			74%	12mths to Dec 2014	78%	12mths to Dec 2015		1st	3rd	Crime survey for England and Wales Next update due 21 July 2016		

Community confidence

Proud to lead

Engagement & understanding (slides 28-29)

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead Prevent (slide 30)	Crime and ASB										
		Total crime	222 per day	1 April to 5 July 2015	257 per day	2015/16	318 per day	1 April to 5 July 2016	●	3rd	33rd	+24% increase (+25% reported last month)
		Signal crimes - Burglary dwelling	8 per day	1 April to 5 July 2015	9 per day	2015/16	8 per day	1 April to 5 July 2016		1st	14th	-5% reduction (-7% reported last month)
		ASB	218 per day	1 April to 5 July 2015	184 per day	2015/16	173 per day	1 April to 5 July 2016				-6% reduction (-6% last month)
		Measures in support of the Force control strategy										
		Percentage of victims of long term ASB who experienced no further incidents since their original report			51%	May 2015 to Mar 2016	54%	April to June 2016				Long term ASB survey
		The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime			4%	12mths to Dec 2014	3%	12mths to Dec 2015		3rd	13th	Crime survey for England and Wales Next update due 21 July 2016
		The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			11%	12mths to Dec 2014	9%	12mths to Dec 2015		1st	7th	Crime survey for England and Wales Next update due 21 July 2016
		Public perceptions										
		Crime is a very or fairly big problem in their neighbourhood			8%	12mths to June 2015	6%	12mths to June 2016	●			Safer community survey
ASB is a very or fairly big problem in their neighbourhood			13%	12mths to June 2015	12%	12mths to June 2016	●			Safer community survey		

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead Treatment (slide 31)	Use of powers										
		Percentage of Stop & Searches resulting in an arrest / outcome other than NFA			32%	Oct to Dec 2015	24%	Jan to Mar 2016				
		Percentage of Stop & Searches with sufficient grounds recorded			62%	Oct to Dec 2015	68%	Jan to Mar 2016				
		Conduct and standards										
		Measures to be determined										
		Public perceptions										
		Police in their neighbourhood treat everyone fairly, regardless of who they are			96%	12mths to June 2015	96%	12mths to June 2016				Safer community survey
		Police in this area would treat you with respect if you had contact with them for any reason			88%	12mths to Dec 2014	89%	12mths to Dec 2015		2nd	8th	Crime survey for England and Wales Next update due 21 July 2016

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
		Value	Period	Value	Period	Value	Period				
Management of complaints											
Community confidence Proud to lead Overall service (slide 32)	Finalise 50% of complaint cases within 50 days	78%	April to June 2015	70%	2015/16	70%	April to June 2016				
	Number of allegations relating to incivility, impoliteness or intolerance	21 per month	April to June 2015	19 per month	2015/16	20 per month	April to June 2016				
	Number of allegations relating to breach of Code C PACE	14 per month	April to June 2015	9 per month	2015/16	9 per month	April to June 2016				
	Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	April to June 2015	100%	2015/16	99%	April to June 2016				
	Number of live complaints being managed	178	As at June 2015	135	As at 31st March 2016	177	As at 30th June 2016	●			
	Percentage of complainants who are satisfied with the way their complaint was dealt with										
	Percentage of appeals made	16%	April to June 2015	18%	2015/16	14%	April to June 2016				
	Percentage of appeals upheld - Overall	22%	April to June 2015	30%	2015/16	26%	April to June 2016				
	Percentage of appeals upheld - Force investigated	14%	April to June 2015	16%	2015/16	25%	April to June 2016				
	Percentage of appeals upheld - Force locally resolved	0%	April to June 2015	6%	2015/16	0%	April to June 2016				
	Percentage of appeals upheld - IPCC investigated	29%	April to June 2015	53%	2015/16	60%	April to June 2016				
	Percentage of appeals upheld - IPCC non-recording	63%	April to June 2015	41%	2015/16	6%	April to June 2016	●			
	Public perceptions										
Police do a good or excellent job in their neighbourhood			85%	12mths to June 2015	85%	12mths to June 2016					Safer community survey
Feel very or fairly safe living in their neighbourhood			97%	12mths to June 2015	98%	12mths to June 2016					Safer community survey
Police and local council are dealing with the ASB and crime issues that matter in their area			75%	12mths to June 2015	73%	12mths to June 2016					Safer community survey