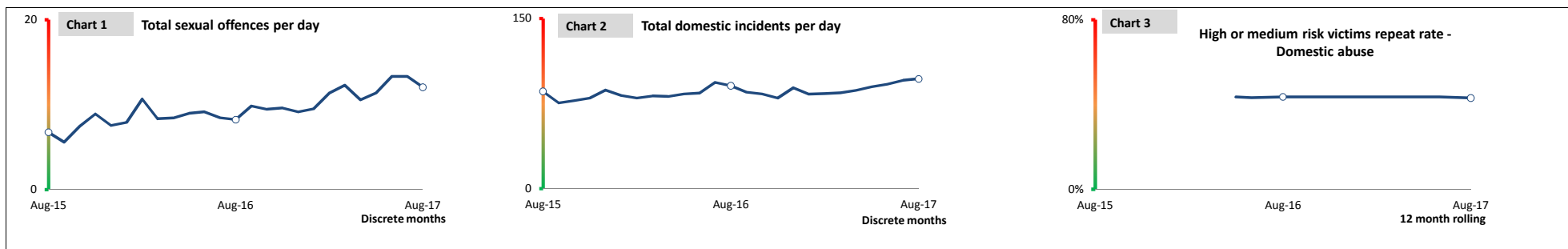


APPENDIX 1

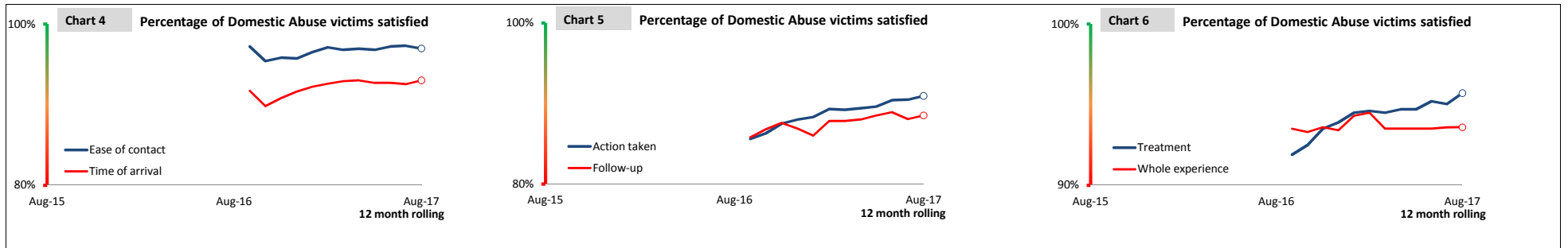
**Domestic and Sexual Abuse**

A reduction in sexual and domestic abuse		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
1	Recorded sexual offences	9 per day	Apr to August 2016	10 per day	2016/17	12 per day	Apr to August 2017	● <sup>24</sup>	1	Equivalent to a 27% increase from 2016/17. The Force is ranked 6th in its MSG and 34th nationally, based on data for the 12 months to July 2017.
2	Recorded domestic abuse incidents	87 per day	Apr to August 2016	85 per day	2016/17	92 per day	Apr to August 2017		2	Equivalent to a 8% increase from 2016/17.
3	Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent incident or crime			43%	12 months to August 2016	43%	12 months to August 2017		3	
4	Percentage of high or medium risk victims of sexual abuse who have suffered a subsequent incident or crime					N/A				Definition being agreed.
5	Level of reduction in domestic abuse RFG score of MATAc subjects					65%	Nov 2015 to Mar 2017			Among those perpetrators subjected to MATAc interventions, average rates of domestic abuse offences per month declined by 65% force wide. From the 326 perpetrators managed since November 2015, the average recorded DA offences reduced to 0.3 per month after being discharged from MATAc from 0.7 offences per month pre-MATAc involvement.



An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
6	Percentage of domestic abuse victims satisfied with the policing response provided:									
	6a) Ease of contact					97%	12 months to +/- 1.4 August 2017		4	600 surveys completed per annum.
	6b) Time of arrival					93%	12 months to +/- 1.9 August 2017		4	As above.
	6c) Action taken					91%	12 months to +/- 2.1 August 2017	● <sup>11</sup>	5	As above.
	6d) Follow-up					89%	12 months to +/- 2.3 August 2017	● <sup>11</sup>	5	As above.
	6e) Treatment					96%	12 months to +/- 1.5 August 2017	● <sup>11</sup>	6	As above.
	6f) Whole experience					94%	12 months to +/- 1.8 August 2017		6	As above.
7	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. This exercise was repeated in March 2017 and 98% had a satisfactory plan in place that addressed victim vulnerabilities.
8	Establish a baseline assessment of our response to Adolescent to Parent Violence and Abuse					N/A				

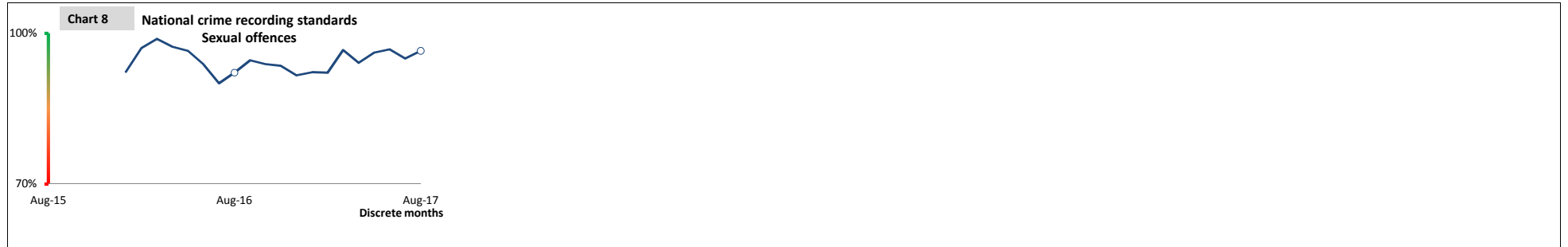
●<sup>9</sup> - Direction of travel and the number of months



More confidence in the reporting of domestic and sexual abuse		Previous YTD Value	Previous Period	Current Value	Current Period	Direction of Travel	Chart Number	Notes
9 Percentage of victims who are confident to report further abuse to the police again								
9a) Domestic abuse				96%	12 months to August 2017		7	600 surveys completed per annum.
9b) Sexual abuse				N/A				



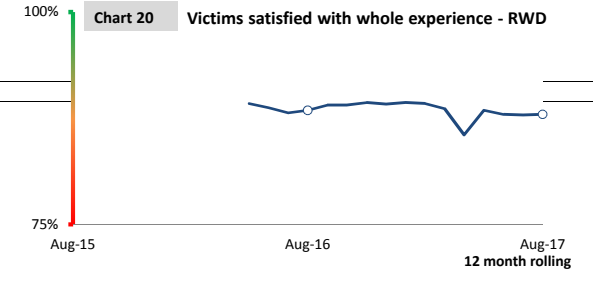
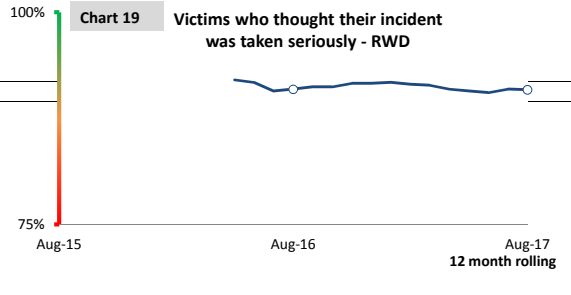
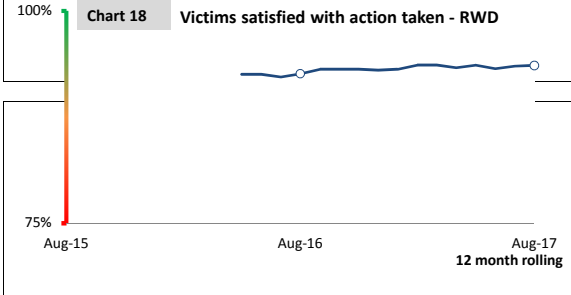
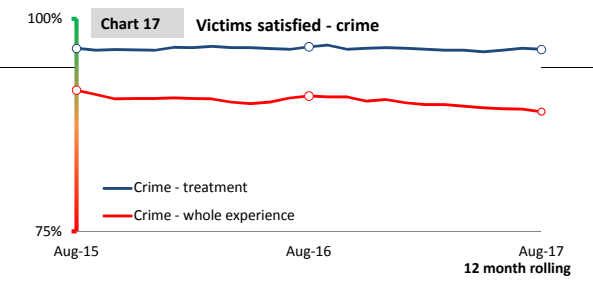
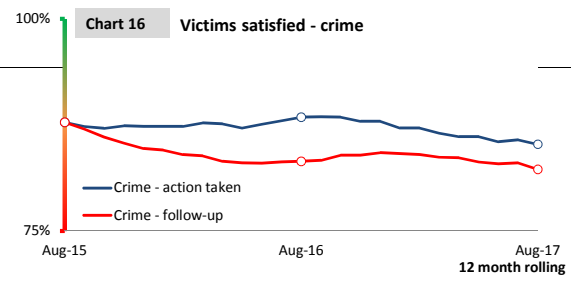
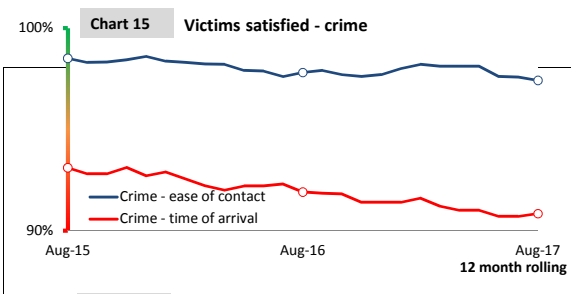
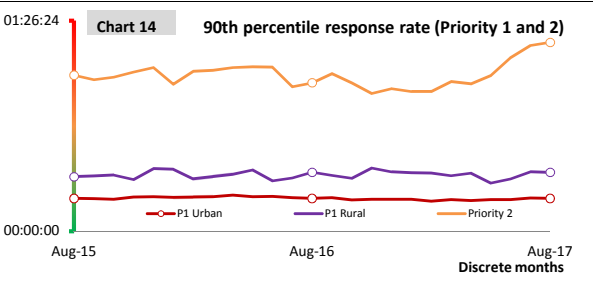
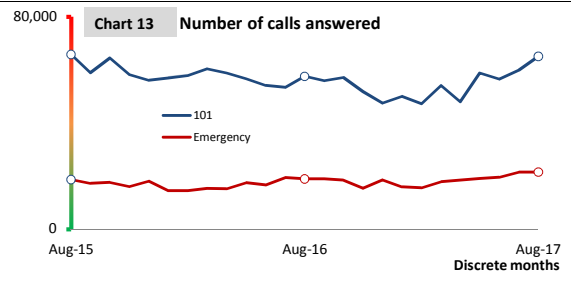
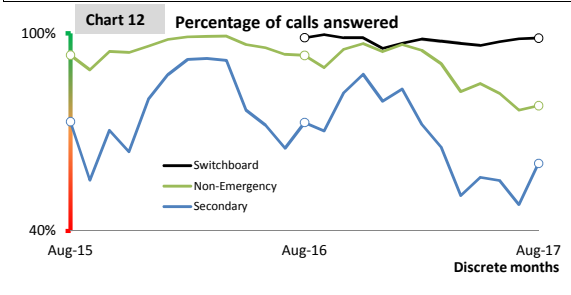
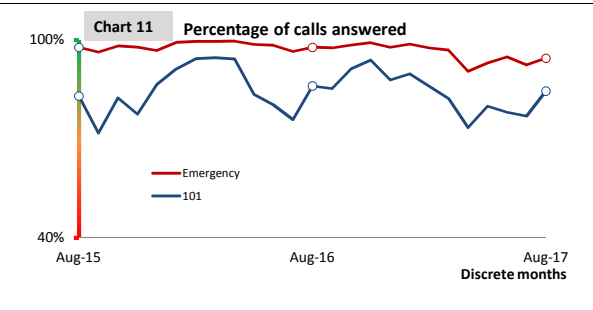
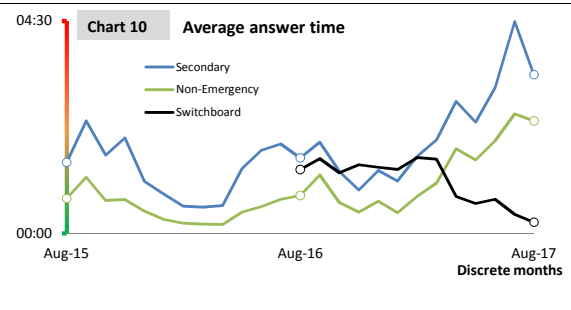
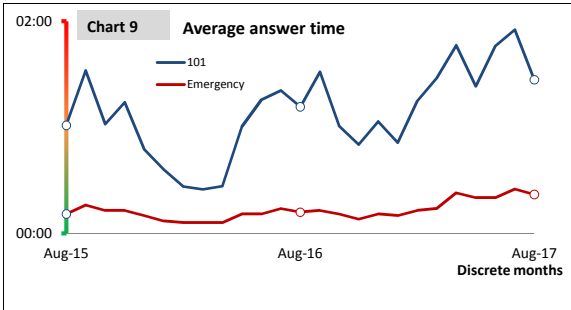
More accurate recording of domestic and sexual abuse		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
10	Percentage of sexual offences that comply with National Crime Recording Standards	94%	Apr to August 2016	94%	2016/17	96%	Apr to August 2017		8	See also indicator 31.
11	Percentage of rape offences recorded within 24 hours	86%	Apr to August 2016	89%	2016/17	93%	Apr to August 2017			
12	Percentage of cancelled crimes for sexual offences appropriately cancelled			98%	2016/17	91%	April to July 2017			100% audit of all rape and sexual offences cancelled for 2017. 2016/17 sample based upon 20 rape and 20 sexual offences.
13	Percentage of domestic abuse incidents that meet incident recording standards					N/A				



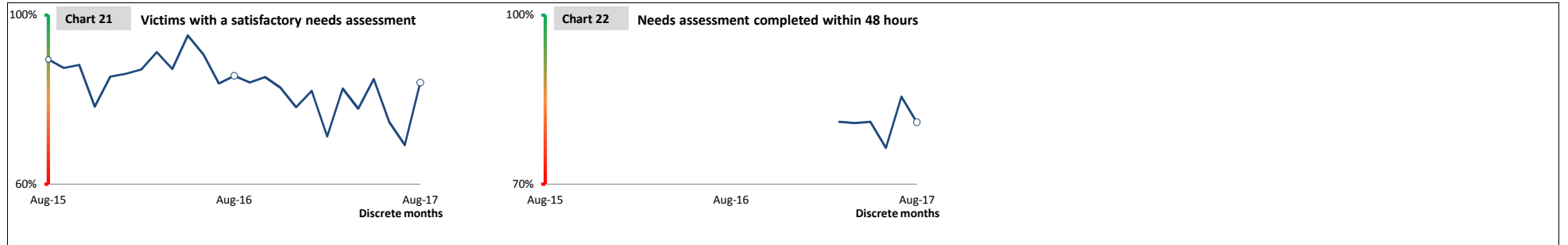
## Putting Victims First

Improved victim satisfaction and police response	Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
	Value	Period	Value	Period	Value	Period			
<b>14</b> Percentage of calls dealt with meeting call handling standards:									
<b>14a)</b> Correct greeting and overall politeness	93%	May 2016	96%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>14b)</b> An explanation of response was given	46%	May 2016	58%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>14c)</b> All information was recorded	78%	May 2016	80%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>14d)</b> Contact handler reassured the caller	76%	May 2016	88%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>14e)</b> Contact handler related with the caller	78%	May 2016	90%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>14f)</b> Contact handler resolved the caller's request	88%	May 2016	93%	Feb 2017	N/A				Next assessment to commence in October 2017.
<b>15</b> Average time to answer calls									
<b>15a)</b> Emergency calls	0m 11s	Apr to August 2016	0m 11s	2016/17	0m 22s	Apr to August 2017	● <sup>7</sup>	9	
<b>15b)</b> 101 calls	1m 02s	Apr to August 2016	1m 06s	2016/17	1m 39s	Apr to August 2017	● <sup>1</sup>	9	
<b>15c)</b> Non-Emergency calls	0m 34s	Apr to August 2016	0m 41s	2016/17	2m 04s	Apr to August 2017	● <sup>7</sup>	10	
<b>15d)</b> Secondary calls	1m 23s	Apr to August 2016	1m 24s	2016/17	3m 07s	Apr to August 2017	● <sup>7</sup>	10	
<b>15e)</b> Switchboard calls			1m 27s	Aug 2016 to Mar 2017	0m 30s	Apr to August 2017	● <sup>5</sup>	10	
<b>16</b> Percentage of calls answered									
<b>16a)</b> Emergency calls	98%	Apr to August 2016	98%	2016/17	93%	Apr to August 2017	● <sup>7</sup>	11	
<b>16b)</b> 101 calls	84%	Apr to August 2016	86%	2016/17	79%	Apr to August 2017	● <sup>1</sup>	11	
<b>16c)</b> Non-Emergency calls	95%	Apr to August 2016	94%	2016/17	80%	Apr to August 2017	● <sup>7</sup>	12	
<b>16d)</b> Secondary calls	76%	Apr to August 2016	76%	2016/17	53%	Apr to August 2017	● <sup>9</sup>	12	
<b>16e)</b> Switchboard calls			98%	Aug 2016 to Mar 2017	98%	Apr to August 2017	● <sup>3</sup>	12	
<b>17</b> Number of calls answered									
<b>16a)</b> Emergency calls	87,150	Apr to August 2016	207,227	2016/17	99,336	Apr to August 2017		13	
<b>16b)</b> 101 calls	280,071	Apr to August 2016	643,106	2016/17	287,849	Apr to August 2017		13	
<b>16c)</b> Non-Emergency calls	115,067	Apr to August 2016	274,656	2016/17	126,177	Apr to August 2017			
<b>16d)</b> Secondary calls	152,701	Apr to August 2016	280,552	2016/17	51,083	Apr to August 2017			
<b>16e)</b> Switchboard calls			87,898	Aug 2016 to Mar 2017	137,908	Apr to August 2017			
<b>18</b> Attendance rate for priority 1 incidents (Urban)	13m 56s	Apr to August 2016	13m 23s	2016/17	13m 1s	Apr to August 2017		14	
<b>19</b> Attendance rate for priority 1 incidents (Rural)	23m 14s	Apr to August 2016	23m 25s	2016/17	22m 47s	Apr to August 2017		14	
<b>20</b> Attendance rate for priority 2 incidents	1 h 3m 56s	Apr to August 2016	1 h 1m 22s	2016/17	1 h 9m 48s	Apr to August 2017		14	

<b>21</b> Percentage of crime victims satisfied with the policing response provided:								
<b>21a)</b> Ease of contact		98% +/- 0.7	12 months to August 2016	97% +/- 0.8	12 months to August 2017		15	1,800 surveys completed per annum.
<b>21b)</b> Time of arrival		92% +/- 1.2	12 months to August 2016	91% +/- 1.5	12 months to August 2017	● <sup>25</sup>	15	As above.
<b>21c)</b> Action taken		88% +/- 1.3	12 months to August 2016	85% +/- 1.4	12 months to August 2017		16	As above.
<b>21d)</b> Follow-up		83% +/- 1.5	12 months to August 2016	82% +/- 1.6	12 months to August 2017		16	As above.
<b>21e)</b> Treatment		97% +/- 0.7	12 months to August 2016	96% +/- 0.8	12 months to August 2017		17	As above.
<b>21f)</b> Whole experience		91% +/- 1.1	12 months to August 2016	89% +/- 1.3	12 months to August 2017		17	As above.
<b>22</b> Percentage of victims satisfied with the RWD policing response provided:								
<b>22a)</b> Action taken		92% +/- 2.1	Feb to August 2016	94% +/- 1.8	12 months to August 2017		18	600 surveys completed per annum.
<b>22b)</b> Victim thought their incident was taken seriously		91% +/- 2.2	Feb to August 2016	91% +/- 2.0	12 months to August 2017		19	As above.
<b>22c)</b> Whole experience		88% +/- 2.4	Feb to August 2016	88% +/- 2.2	12 months to August 2017		20	As above.
<b>23</b> Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims				N/A				



Victims are supported to cope and recover from their experience of crime		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
24	Percentage of victims with a satisfactory needs assessment	87%	Apr to August 2016	83%	2016/17	81%	Apr to August 2017		21	
25	Percentage of needs assessments completed within 48 hours			81%	Mar 2017	81%	Apr to August 2017		22	Data pre front-end crime recording is not comparable.

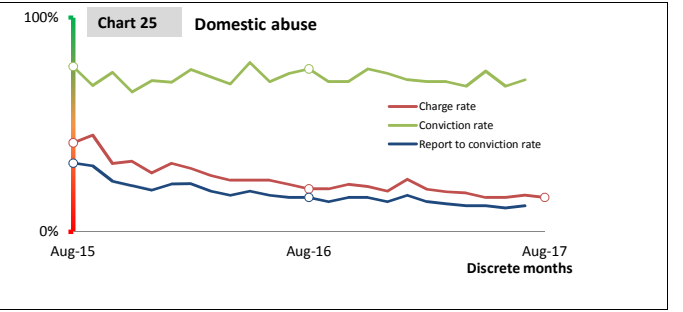
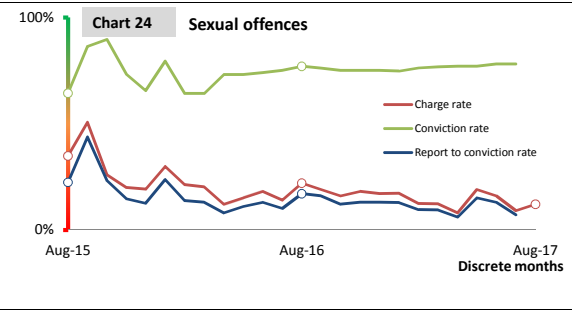
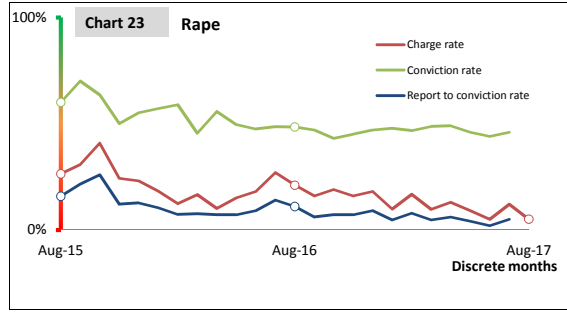


The most vulnerable are recognised and receive an enhanced service		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
26	A qualitative and quantitative assessment of compliance with the Victims' Code of Practice									Assessment conducted; 9 areas assessed with 3 assessed as non-compliant and 5 assessed as partially compliant.
27	Percentage of calls correctly assessed for vulnerability, threat, risk and harm (THRIVE)	94%	May 2016	97%	Feb 2017	N/A				Next assessment to commence in October 2017.
28	Percentage of incidents allocated the most appropriate response (THRIVE)	80%	May 2016	87%	Feb 2017	N/A				Next assessment to commence in October 2017.
29	Attendance rates at incidents with vulnerable victims (priority 2)	1 h 25m 6s	Apr to August 2016	1 h 13m 47s	2016/17	1 h 13m 20s	Apr to August 2017			
30	Percentage of rape offences recorded within 24 hours	86%	Apr to August 2016	89%	2016/17	93%	Apr to August 2017			

### Effective Criminal Justice System

Improved reporting and recording of rape, sexual offences and domestic abuse.		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
31	Percentage of rape and sexual offences that comply with national crime recording standards	94%	Apr to August 2016	94%	2016/17	96%	Apr to August 2017		8	See also indicator 10

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse	Previous YTD Value	Previous Period	Previous Value	Previous Period	Current Value	Current Period	Direction of Travel	Chart Number	Notes
<b>32</b> Charge rates for:									
<b>32a) Rape</b>	17%	Apr to August 2016	15%	2016/17	9%	Apr to August 2017	● <sup>24</sup>	23	The Force ranked 2nd in its MSG and 3rd nationally, 12 months to July 2017.
<b>32b) Sexual offences</b>	15%	Apr to August 2016	15%	2016/17	12%	Apr to August 2017		24	The Force ranked 3rd in its MSG and 11th nationally, 12 months to July 2017.
<b>32c) Domestic abuse</b>	23%	Apr to August 2016	22%	2016/17	17%	Apr to August 2017	● <sup>24</sup>	25	
<b>33</b> Conviction rate for:									
<b>33a) Rape</b>	53%	Apr to July 16	48%	2016/17	48%	Apr to July 17		23	
<b>33b) Sexual offences</b>	73%	Apr to July 16	75%	2016/17	77%	Apr to July 17		24	
<b>33c) Domestic abuse</b>	74%	Apr to July 16	72%	2016/17	71%	Apr to July 17		25	
<b>34</b> Report to conviction rate for:									
<b>34a) Rape</b>	9%	Apr to July 16	7%	2016/17	4%	Apr to July 17	● <sup>24</sup>	23	
<b>34b) Sexual offences</b>	11%	Apr to July 16	11%	2016/17	10%	Apr to July 17		24	
<b>34c) Domestic abuse</b>	17%	Apr to July 16	16%	2016/17	12%	Apr to July 17	● <sup>24</sup>	25	
<b>35</b> Assessment of file accreditation standards					N/A				
<b>36</b> Number of post-charge failures			82 per month	2016/17	77 per month	Apr to August 2017			





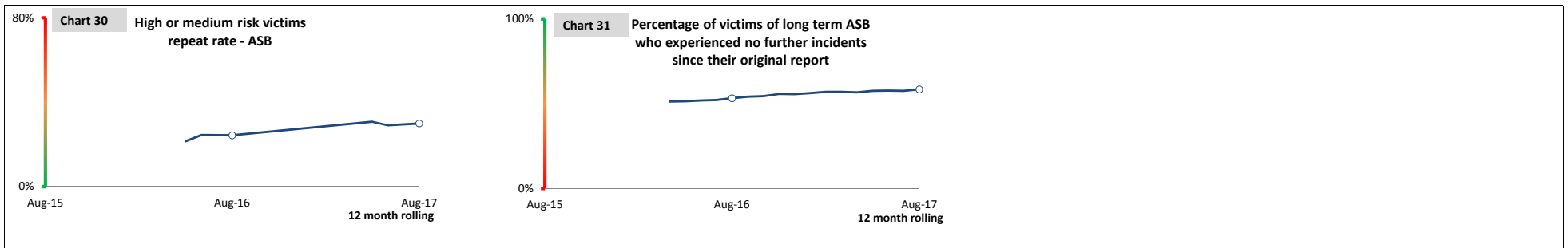
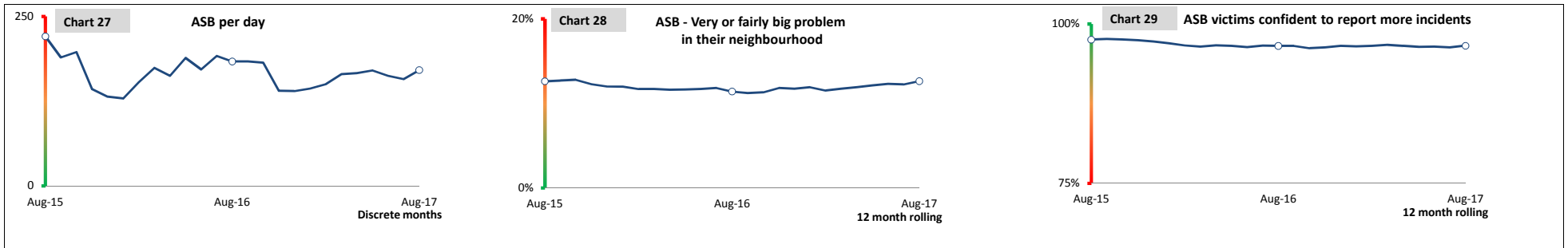
Increased number of guilty pleas at first hearing		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
37	Percentage of guilty pleas at first hearing	63%	Apr to July 16	63%	2016/17	64%	Apr to July 17		26	



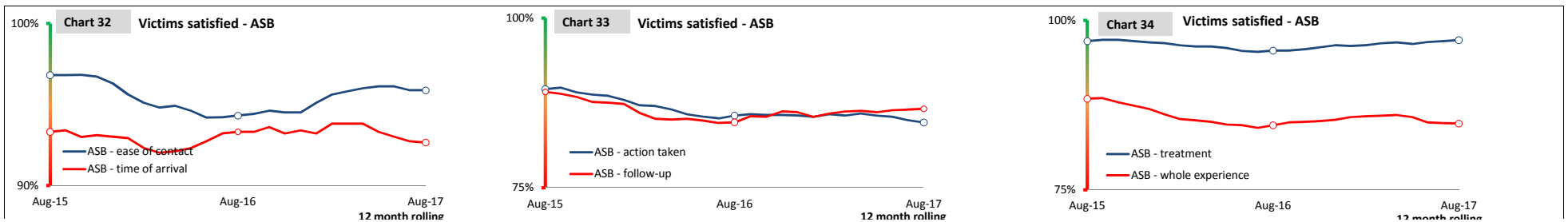
Prevention of first time and repeat offending		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
38	Evaluate the implementation of the out of court disposal framework, including an assessment of its effectiveness in reducing reoffending					N/A				The out of court disposal framework will be monitored internally and independently evaluated to assess its effectiveness.
39	Appropriate use of out of court disposals where a charge is the normal outcome			60%	2016/17	69%	Apr to June 2017			The sample uses the selection criteria adopted by the Out of Court Disposal Scrutiny Panel. This is a focus on serious offences and persistent offenders when a charge is the expected outcome.
40	Percentage of subjects through Integrated Offender Management who have reduced offending					N/A				Measure to be reported in December
41	Monitor first time offending rates					N/A				
42	Outstanding volume within the Digital Forensic Unit			150 jobs	as at February 2017	55 jobs	as at August 2017	● <sup>5</sup>		There are no high risk jobs over 6 months old.

## Reducing Anti-Social Behaviour

Fewer victims of ASB – though we will continue to encourage reporting		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
43	Recorded levels of anti-social behaviour incidents	180 per day	Apr to August 2016	167 per day	2016/17	165 per day	Apr to August 2017		27	Equivalent to a 1% decrease from 2016/17.
44	Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood			12% +/- 0.8	12 months to August 2016	13% +/- 0.8	12 months to August 2017		28	1,560 surveys completed per annum.
45	Percentage of ASB victims who are confident to report further incidents to the police again			97% +/- 0.8	12 months to August 2016	97% +/- 0.8	12 months to August 2017		29	As above.
46	Percentage of high or medium risk ASB victims who have suffered a subsequent incident (of any category of ASB or crime)			24%	12 months to August 2016	30%	12 months to August 2017	● <sup>15</sup>	30	
47	Percentage of victims of long term ASB who experienced no further incidents since their original report			53% +/- 3.6	12 months to August 2016	58% +/- 3.9	12 months to August 2017		31	600 surveys completes per annum.



Improved satisfaction for victims of ASB		Previous YTD Value	Previous Period	Current Value	Current Period	Direction of Travel	Chart Number	Notes
<b>48</b>	Percentage of ASB victims satisfied with the policing response provided:							
	<b>48a)</b> Ease of contact		94% +/- 1.0 12 months to August 2016	96% +/- 0.9	12 months to August 2017	↗ 9	32	1,560 surveys completed per annum.
	<b>48b)</b> Time of arrival		93% +/- 1.5 12 months to August 2016	93% +/- 1.7	12 months to August 2017		32	As above.
	<b>48c)</b> Action taken		86% +/- 1.7 12 months to August 2016	85% +/- 1.9	12 months to August 2017		33	As above.
	<b>48d)</b> Follow-up		85% +/- 1.8 12 months to August 2016	87% +/- 1.8	12 months to August 2017		33	As above.
	<b>48e)</b> Treatment		96% +/- 1.1 12 months to August 2016	97% +/- 0.9	12 months to August 2017		34	As above.
	<b>48f)</b> Whole experience		85% +/- 1.6 12 months to August 2016	85% +/- 1.7	12 months to August 2017		34	As above.



↗ 9 - Direction of travel and the number of months

Those most vulnerable will receive a service that better meets their needs		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
49	Satisfaction levels for those vulnerable victims of anti-social behaviour					N/A				

Action will be taken against offenders		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
50	Assessment of the use and effectiveness of police powers to tackle anti-social behaviour and evaluate problem solving approaches					N/A				

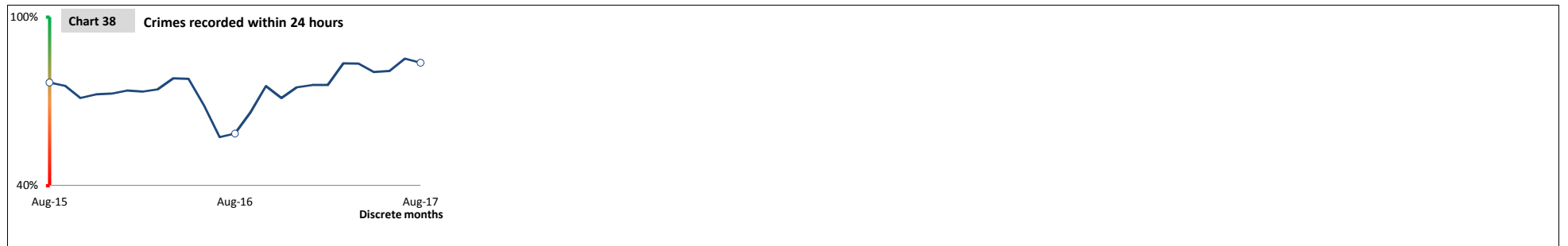
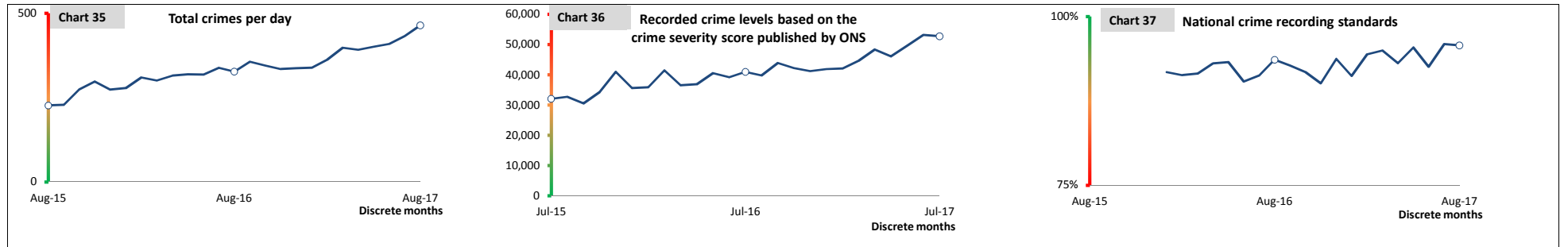
## Cutting Crime

Improved police and partnership response to specific crimes		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
51	Assessment of investigative standards									
	51a) Volume crime					A review of 376 volume crime offences has been completed. 71% of investigations assessed as good or outstanding.				
	51b) 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.	N/A			Review of hate crimes to be conducted in October 2017.
	51c) Serious offences and domestic abuse					A review of 100 domestic abuse related crimes has been completed, together with a desktop review of 54 rape cases. Overall standards of investigations were high for rape offences, with 86 of domestic abuse related crimes assessed as good or outstanding.				
52	Evaluate problem solving approaches for those crimes that cause most harm					N/A				

Specific intervention and response to alcohol related crime and disorder		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
53	Assess the appropriateness of outcomes and use of rehabilitative pathways					N/A				The out of court disposal framework will be monitored internally and independently evaluated to assess its effectiveness.

Safer night-time economy		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
54	Perceptions of safety of those that use the night time economy					90% +/-3.5	June to August 2017			Findings based on a sample of 1,240 surveys (measure based on 280 responses).
55	Recorded crime levels in night time economy areas					N/A				Next assessment to commence in October 2017.

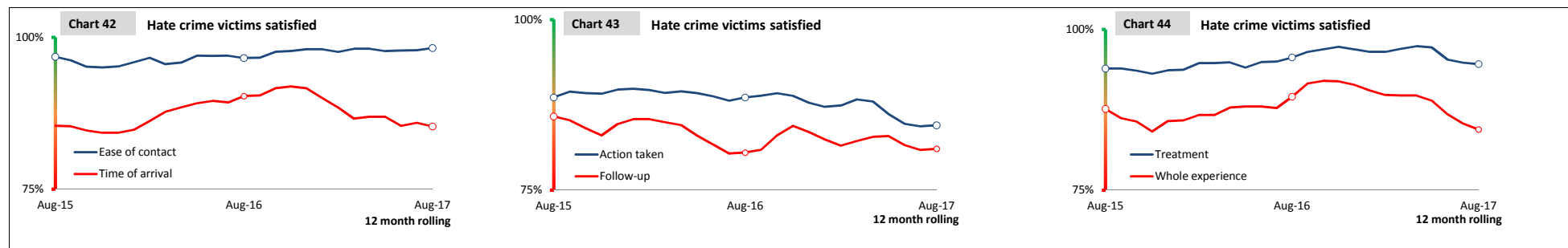
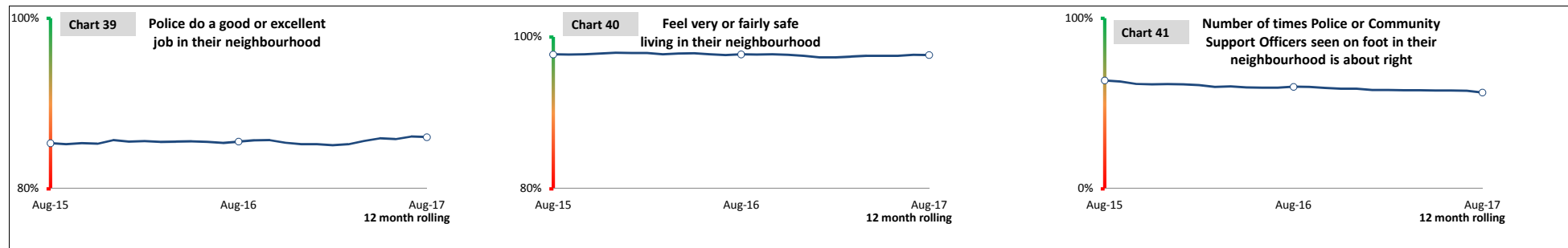
		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
56	Recorded crime	323 per day	Apr to August 2016	340 per day	2016/17	419 per day	Apr to August 2017	● <sup>24</sup>	35	Equivalent to a 23% increase from 2016/17. The Force is ranked 5th in its MSG and 38th nationally, based on data for the 12 months to July 2017.
57	Recorded crime levels based on the crime severity score published by ONS	39,446	Apr to August 2016	41,759	2016/17	50,895	Apr to August 2017	● <sup>24</sup>	36	Equivalent to a 22% increase from 2016/17. The Force is ranked 3rd in its MSG and 30th nationally, based on data for 12 months to July 2017.
58	Compliance with National Crime Recording Standards	92%	Apr to August 2017	93%	2016/17	95%	Apr to August 2017		37	
59	Percentage of crimes recorded within 24 hours	68%	Apr to August 2016	72%	2016/17	83%	Apr to August 2017	● <sup>13</sup>	38	



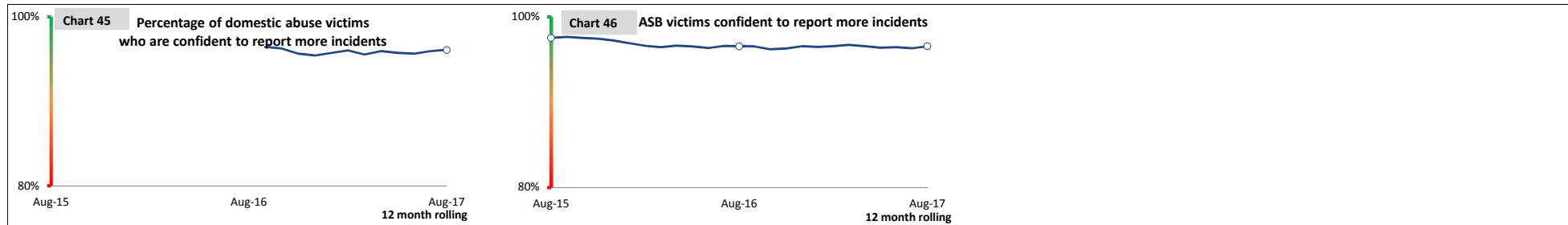
		Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes
		Value	Period	Value	Period	Value	Period			
60	Monitor the number of offenders given a conditional caution referred to substance abuse intervention					N/A				The out of court disposal framework will be monitored internally and independently evaluated to assess its effectiveness. The number of
61	Percentage of people who feel that cyber-crime is a very or fairly big problem					94% +/-1.4	June to August 2017			Findings based on a sample of 1,240 surveys.
62	Perceptions and awareness of the community regarding exploitation (e.g. sexual, labour and benefit)					79% +/-2.3	June to August 2017			As above.
63	Perceptions of road safety, including drink driving and use of mobile phones					84% +/-2.1	June to August 2017			As above.

## Community Confidence

	Previous YTD		Previous		Current		Direction of Travel	Chart Number	Notes	
	Value	Period	Value	Period	Value	Period				
<b>64</b> Percentage of people who believe the police do a good or excellent job in their neighbourhood			85%	12 months to August 2016	+/- 1.0	86%	12 months to August 2017	+/- 0.9	39	6,000 surveys completed per annum.
<b>65</b> Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims						N/A				
<b>66</b> Percentage of people who feel safe in their local area			98%	12 months to August 2016	+/- 0.4	98%	12 months to August 2017	+/- 0.4	40	6,000 surveys completed per annum.
<b>67</b> Percentage of people who believe that the level of visibility in their neighbourhood is about right			60%	12 months to August 2016	+/- 1.3	56%	12 months to August 2017	+/- 1.3	41	As above.
<b>68</b> Percentage of hate crime victims satisfied with the policing response provided:										
<b>68a</b> Ease of contact			97%	12 months to August 2016	+/- 2.5	98%	12 months to August 2017	+/- 1.7	42	Approx. 300 hate crime victims surveyed per annum.
<b>68b</b> Time of arrival			90%	12 months to August 2016	+/- 3.8	85%	12 months to August 2017	+/- 4.4	42	As above.
<b>68c</b> Action taken			89%	12 months to August 2016	+/- 4.0	85%	12 months to August 2017	+/- 4.2	43	As above.
<b>68d</b> Follow-up			81%	12 months to August 2016	+/- 5.0	81%	12 months to August 2017	+/- 4.5	43	As above.
<b>68e</b> Treatment			96%	12 months to August 2016	+/- 2.5	95%	12 months to August 2017	+/- 2.6	44	As above.
<b>68f</b> Whole experience			90%	12 months to August 2016	+/- 3.8	84%	12 months to August 2017	+/- 4.1	44	As above.



More people connecting with the police to report local concerns and crimes and reporting confidence in the police response	Previous YTD Value	Previous Period	Previous Value	Previous Period	Current Value	Current Period	Direction of Travel	Chart Number	Notes
69 Percentage of victims that have confidence to report further incidents in the future:									
69a) Domestic abuse					97% +/- 1.4	12 months to August 2017		45	600 surveys completed per annum.
69b) Anti-social behaviour			97% +/- 0.8	12 months to August 2016	97% +/- 0.8	12 months to August 2017		46	1,560 surveys completed per annum.
69c) Crime					N/A				



Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf	Previous YTD Value	Previous Period	Previous Value	Previous Period	Current Value	Current Period	Direction of Travel	Chart Number	Notes
70 Percentage of public who agree the PCC talks to people to understand the needs of local communities			41% +/- 1.4	12 months to August 2016	46% +/- 1.4	12 months to August 2017		47	6,000 surveys completed per annum.
71 Percentage of public who agree the PCC holds Northumbria Police to account on behalf of the public			57% +/- 1.5	12 months to August 2016	65% +/- 1.4	12 months to August 2017		48	As above.
72 Evaluate the delivery of training and awareness of the code of ethics					N/A				
73 Evaluate the impact of learning inputs, which have been identified during complaint and conduct investigations					N/A				
74 Number of live complaints being managed	192	As at 31st August 2016	193	As at 31st March 2017	226	As at 31st August 2017	● <sup>19</sup>	49	
75 Monitor level and type of allegations:									Number of allegations includes both those complaints managed by Professional Standards and those managed by the Triage Team.
75a) Incivility, impoliteness or intolerance	37 per month	Apr to August 2016	34 per month	2016/17	27 per month	Apr to August 2017		50	YTD 2017/18 is 17 per month excluding triage. In FY16/17 this was 16 per month, equivalent to 57 allegations per 1,000 officers; lower than the national average of 75 allegations per 1,000 officers.
75e) Other assault	16 per month	Apr to August 2016	16 per month	2016/17	17 per month	Apr to August 2017		51	YTD 2017/18 is 15 per month excluding triage. In FY16/17 this was 15 per month, equivalent to 54 allegations per 1,000 officers; higher than the national average of 42 allegations per 1,000 officers.
75f) Other neglect or failure in duty	64 per month	Apr to August 2016	61 per month	2016/17	55 per month	Apr to August 2017		52	YTD 2017/18 is 33 per month excluding triage. In FY16/17 this was 36 per month, equivalent to 132 allegations per 1,000 officers; lower than the national average of 224 allegations per 1,000 officers.
76 Percentage of appeals made	13%	Apr to August 2016	13%	2016/17	18%	Apr to August 2017		53	
77 Percentage of appeals upheld - Overall	21%	Apr to August 2016	21%	2016/17	20%	Apr to August 2017		54	
78 Percentage of appeals upheld - Force investigated	21%	Apr to August 2016	15%	2016/17	8%	Apr to August 2017		54	24 appeals with 2 upheld. 18% national (April to June 2017)
79 Percentage of appeals upheld - Force locally resolved	0%	Apr to August 2016	0%	2016/17	0%	Apr to August 2017		54	17% national (April to June 2017)
80 Percentage of appeals upheld - IPCC investigated	38%	Apr to August 2016	39%	2016/17	31%	Apr to August 2017		54	13 appeals with 4 upheld. 39% national (April to June 2017)
81 Percentage of appeals upheld - IPCC non-recording	13%	April to August 2016	17%	2016/17	34%	Apr to August 2017		54	37% national (April to June 2017)

