

POLICE & CRIME PLAN

QUARTERLY PERFORMANCE REPORT

Building safer communities and effective Justice

September 2019

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Response

- Attendance to priority 1 incidents (rural and urban) has deteriorated slightly for 12 months to September 2019 compared to the previous period.
- Attendance to priority 2 incidents continues to be below the agreed thresholds; 69% of incidents are attended within 60 minutes, 90% were attended within 2 hours 48 minutes.
- Changes to the Force's operating model were implemented on 4 November 2019; these changes better align resources to meet demand, and include the creation of a Response Policing Team to solely respond to priority 1 and 2 incidents.



Call Handling

- 100% of emergency calls have been answered in the 12 months to September 2019, and on average within 10 seconds.
- 89% of non-emergency 101 calls have been answered, with the average time taken to answer 101 calls slightly above the threshold of one minute.
- There are a significant number of 101 calls received which are not policing matters. Examples of the types of calls received include, requests for medical assistance (due to the nature of these calls they can be quite time consuming), calls relating to vehicle obstruction and customer dissatisfaction over products and services purchased on-line.
- A review of command and control is taking place as part of the wider change programme. This will ensure a sustainable structure is in place that better aligns capacity to demand and maximises the use of technology to provide the best possible service for the public.



Victims' Code of Practice

- The Ministry of Justice has introduced a new Victims' Code of Practice performance framework that identifies five key entitlements that matter most to victims. This is managed through the Local Criminal Justice Board (LCJB).
- In the 12 months to September 2019, 88% of victims received a satisfactory needs assessment; this is above the threshold of 85%.
- Similarly, the percentage of victim needs assessments completed in 48 hours is also above the threshold (84%).
- The percentage of victims who state they received notification that a crime was recorded is 57%, slightly lower than the position for the previous 12 month period.
- The percentage of victims updated when a suspect is arrested, charged or bailed is identified as a priority area for LCJB.
- An improvement plan has been introduced to improve compliance with the code.



Victim Satisfaction

- Satisfaction with initial contact is very high at 95%, whilst there has been a slight reduction in satisfaction with response times, from 89% to 87% in the 12 months to September 2019.
- The reduction in satisfaction for response reflects a gradual fall in satisfaction levels over time, and can be linked to the increase in the time taken to respond to incidents, particularly priority 2 incidents.
- Satisfaction for follow-up and action taken continue to be areas for improvement. Victim experience is expected to improve with the introduction of the new Force operating model,

and improved compliance with the victims' code of practice.

- Satisfaction levels for the whole experience remain consistent at 82%, although slightly below the threshold set.



Primary Investigation Centre

- A Primary Investigation Centre (PIC) was introduced in April 2019, as part of the first phase of the Force's operating model.
- Currently, the PIC is investigating approximately 50% of total recorded crime, equivalent to 36,385 crimes without allocation to frontline or specialist resource for further investigation. This allows those crimes that require further investigation to be allocated to the appropriate investigative resource.
- A monitoring application has been developed to manage the workload of teams, ensuring crimes are allocated to the correct team, as well as monitoring overall response times to incidents.
- Overall, the satisfaction levels of victims that have their crime managed through the PIC are high.
- 75% of victims were satisfied with the overall service, with 84% of victims satisfied with the action taken and 81% indicating that they considered their crime was taken seriously.



Problem Solving

- A range of activity is taking place to improve problem solving including: highlighting and sharing good practice; creation of a central repository of products; plans and toolkits; greater reward and recognition; neighbourhood officer training; and a plan to establish multi-agency neighbourhood hubs.
- A new approach to problem solving is being introduced within neighbourhood teams. Each neighbourhood team will identify three vulnerable victims, three offenders and three locations to receive a targeted problem solving approach. This will ensure neighbourhood officers focus on priority areas which are causing the most harm.



ASB Incidents

- Recorded levels of anti-social behaviour continue to reduce. For the 12 months to September 2019 there were 47,383 recorded incidents; a 9% reduction compared to the previous 12 months.
- Despite reductions in recorded incidents, the perception of anti-social behaviour (ASB) being a problem in neighbourhoods has increased. This is a statistically significant increase.
- The percentage of survey respondents who stated that they were victims of longer-term ASB problems, and reported no further incidents, has reduced. This is a statistically significant change, with 39% of victims reporting that they had not been subject of a further incident in the 12 months to September 2019, compared to 47% in the previous year.
- Overall, the percentage of respondents who felt confident to report a further ASB incident remained consistent at 81%.



Victim Satisfaction

- Satisfaction levels of victims of ASB have reduced.
- With the exception of initial contact, the other service areas (response, action taken, follow-up and treatment) have reduced and are below the threshold.
- To improve service delivery, two ASB pilots are being run in Northern area command, including an enhanced service for personal ASB victims and an early intervention pilot with partners, which involves PSCOs and partners attending an offender's address to provide inputs and offer services.



Total Recorded Crime

- Total recorded crime has reduced by 2% for the 12 months to September 2019, compared to the previous 12 months.
- Northumbria has the 37th highest level of recorded crime in England and Wales per 1,000 population (as at July 19); the Force's position is comparable to many of its most similar family of forces.
- The risk¹ of personal crime in Northumbria is the lowest in the country (5.8%). The risk of household crime in Northumbria is the 4th lowest in the country (6.1%).



Other Crime

- Violence against the person has increased by 2% for the 12 months to September 2019, compared to the previous 12 months. This compares with a 15% increase nationally.
- Vehicle crime has increased in the 12 months to September by 10%. This compares to a national increase of 3%.
- Crime has reduced for all other categories:
 - Burglary (-8%)
 - Theft and handling (-4%)
 - Criminal damage (-7%)
 - Sexual offences (-2%)
 - Other crime, such as drug crime (-1%) and public disorder (-6%)
- All Area Commands coordinate a Burglary Suppression Group meeting which monitors performance against a Burglary Prevention Plan. Each group directs resources, police tactics and crime prevention activity, as well as engaging with partners and local media.



Night-Time Economy Crime

- Crimes in the night-time economy have reduced by 4% for the 12 months to September 2019, compared to the previous 12 months. Crimes are predominantly made up of less serious violence against the person, assault without injury and other theft and handling; these make up 74% of all crimes in the night-time economy.
- Officers are working in close partnership with Street Pastors, Taxi Marshalls, North East Ambulance Service and local authorities to deliver a safe and enjoyable environment alongside licensed premises and other venues in city centres.
- The neighbourhood team has introduced 'Operation Cloak', which involves plain clothed staff observing individual and crowd behaviour, and intervening following identification of potentially high-risk scenarios.
- Operations are in place to combat serious violence and drug supply within the night-time economy.

¹ The estimated percentage risk of an adult/household being a victim once or more in the previous 12 months of a personal/household crime (excluding sexual offences) as measured by the Crime Survey for England and Wales (CSEW)



Sexual offences

- The number of sexual offences remains consistent, with a 2% reduction for 12 months to September 2019 compared to the previous year.
- A range of activities have been undertaken to improve service provision, including recruitment of additional resources, the embedding of rape scrutiny panels and victim surveys, improved victim support pathways and safety planning for repeat victims, and partnership work to maximise prevention opportunities.



Domestic Abuse

- There has been a 7% increase in the number of reported domestic abuse incidents for 12 months to September 2019.
- The charge rate for 12 months to September 2019 is 12%, compared to 14% for the 12 months to September 2018.
- The conviction rate domestic abuse is below the threshold and slightly lower than the position reported for the previous 12 month period, whilst the report to conviction rate is 9% compared to 10% for the 12 months to July 2018.
- There has been an uplift in body worn video equipment, resulting in a significant increase in usage during domestic incidents. Where body worn video has been used the charge rate is 13%, compared to 8% where it has not been used.
- In 2017, evidential footage was retained for 16% of domestic abuse crimes. This has increased to 32% in the 12 months to September 2019.
- A domestic abuse cyber stalking and harassment project has resulted in an increase in reporting.
- All frontline officers have received 'Raising Investigative Standards' training aimed at improving response, investigation and customer service principles.
- A series of events have been held to raise awareness of adolescent to parent abuse which has received OPCC funding.



Victim satisfaction

- Satisfaction levels for domestic abuse victims remain high.
- Whilst satisfaction with follow-up contact and actions taken are higher than other victim types, they remain areas for improvement – specifically keeping victims updated and setting expectations.
- Work is being undertaken to improve compliance with the Victims' Code of Practice for all victims of crime, which includes improvements to areas such as follow-up contact and victim support.



Investigation

- The Force's overall resolved rate (previously referred to as a detection rate) has remained consistent over time.
- The resolved rate for total recorded crime is 16%; this compares to the average resolved rate for England and Wales to August of 13%.
- For the majority of offences, the resolved rate for the 12 month period to September 2019 is consistent with the position in the previous 12 month period.
- The percentage of post charge failures has improved (28% for the 12 months to September 2019) compared to the previous period (35%), and is better than the threshold set.
- Changes to the Force's operating model were implemented on 4 November 2019; these changes include the introduction of a dedicated investigative function, the Secondary investigation Unit.
- Domestic abuse leads are working with the new Secondary Investigation Unit to ensure safeguarding professional practice is embedded.
- Investigative quality was a focus of the 'Raising Investigative Standards' training which has been delivered to all officers across the Force.



Charge Rates

- The charge rates for rape, sexual offences and domestic abuse are below the thresholds.
- The charge rate for rape offences has improved (8%) compared to the previous 12 months, and is above the average for England and Wales (5%).
- The Force's charge rate for sexual offences remains above the average for England and Wales (8%). The charge rate for the 12 months to September 2019 is slightly lower than the position reported in the previous 12 months; however, there has been an improving trajectory in the last two quarters.
- The charge rate for domestic abuse has been consistent over time; however, is below the rate for the 12 months to September 2018.



Conviction Rates

- The conviction rates for rape and domestic abuse are below the threshold and lower than the position reported for the previous 12 month period.
- The conviction rate for sexual offences (84%) is above the threshold of (83%) and above the position reported in the 12 month period to July 2018.
- The conviction rate for sexual offences are above the average for England and Wales, while rape and domestic abuse are below.
- Overall, the report to conviction rate for rape, sexual offences and domestic abuse is consistent with the previous year's performance.
- Activity to improve criminal justice outcomes is underway including the recruitment of police staff investigators, improved partnership working with CPS to improve evidential quality, personal issue body worn video, court disclosure training and the delivery of 'Raising Investigative Standards' programme.



Entrants into CJS

- The number of first time entrants has reduced by 4% in the 12 months to March 2019 compared to the 12 months to March 2018.

- Northumbria is ranked 10th highest nationally for 12 months to March 2019 for the number of first time entrants into the criminal justice system.



Public Confidence

- Nationally, the Force is placed in first or second for seven of the eight public confidence measures compared to the 43 police forces in England and Wales.
- The Force is placed first nationally for reliability, fairness and dealing with community priorities.
- Whilst public confidence, measured using the Local Community Survey, has reduced slightly, feelings of safety in local neighbourhoods remains very high at 96%.



Hate Crime

- A hate crime awareness week took place during October 2019, which focused on raising awareness of its prevalence and challenging prejudice and stigma. This has received positive support from the public.
- Activities have taken place across a wide range of partners and third sector organisations to continue to promote awareness of hate crime, improve reporting and challenge perceptions.
- At Force level, hate crime victim satisfaction with the whole experience remains consistent with 84% satisfied in 12 months to September 2019, despite a significant increase in reported crimes. 93% of victims state that they have confidence to report a further crime in the future.
- There have been reductions in satisfaction for action taken and follow-up; this reflects reductions in satisfaction levels for other victim groups for action taken and follow-up. Work to improve compliance with the victims' code is being done to improve the experience of all victims of crime.



Complaints

- The number of allegations have increased in the 12 months to September 2019 for both allegations of 'incivility, impoliteness and intolerance' (+13%) and 'other neglect or failure in duty' (+45%).
- The proportions of complaints falling into these two categories are in-line with national and most similar force trends. 'Other neglect or failure in duty' remains the top recorded allegation type (39% of all allegations).
- The increase can be partly explained by the number of allegations made by repeat and complex complainants. This has a significant influence on the number of allegations made in top categories such as incivility and neglect. These are being actively managed.
- Analysis of new allegations has identified opportunities for organisational learning around investigative opportunities, the management of victim expectations and updates during investigation.
- A working group is in place to oversee implementation of the new integrity act reforms, which seek to improve the response to complaints and the overall standard of service through learning and prevention.
- The new Force operating model and work around improving compliance with the Victims' Code of Practice should also improve standards of service.

Forcewide

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average	
Total crime	156,745	153,340	-3,405	- 2%
Violence against the person	47,544	48,710	+1,166	+ 2%
Violence against the person - With injury	13,416	13,572	+ 156	+ 1%
Violence against the person - Without injury	34,128	35,138	+1,010	+ 3%
Other violence	2,541	2,358	- 183	- 7%
Harassment & assault	31,587	32,780	+1,193	+ 4%
Robbery	820	852	+ 32	+ 4%
Sexual offences	4,807	4,718	- 89	- 2%
Rape	1,834	1,702	- 132	- 7%
Other serious sexual offences	2,148	2,092	- 56	- 3%
Other sexual offences	825	924	+ 99	+ 12%
Vehicle crime	7,984	8,795	+ 811	+ 10%
Criminal damage	24,543	22,856	-1,687	- 7%
Burglary	9,104	8,406	- 698	- 8%
Theft and handling	33,419	32,067	-1,352	- 4%
Shoplifting	13,900	13,608	- 292	- 2%
Theft from the person	1,307	1,525	+ 218	+ 17%
Theft of a pedal cycle	2,017	1,771	- 246	- 12%
Other theft and handling	16,195	15,163	-1,032	- 6%
Drug crime	3,187	3,169	- 18	- 1%
Fraud and forgery	423	261	- 162	- 38%
Public disorder	22,932	21,615	-1,317	- 6%
Miscellaneous crime	1,982	1,891	- 91	- 5%

Recorded crime by local authority area (Note – Comparison with most similar CSP relates to the period 12 months to August 2019)

Sunderland	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average	Comparison with most similar CSP		
				Per 1,000 population	MSG (CSP) average	Rank 1 = fewest
Total crime	32,585	32,320	- 265 - 1%	117.8	124.7	8
Violence against the person	9,803	9,955	+ 152 + 2%	35.6	44.8	4
Violence against the person - With injury	2,699	2,611	- 88 - 3%	9.3	13.1	2
Violence against the person - Without injury	7,104	7,344	+ 240 + 3%	26.3	31.7	4
Other violence	481	415	- 66 - 14%	1.4	2.5	2
Harassment & assault	6,623	6,929	+ 306 + 5%	24.9	29.2	6
Robbery	130	165	+ 35 + 27%	0.6	1.4	3
Sexual offences	925	864	- 61 - 7%	3.2	3.8	4
Rape	350	303	- 47 - 13%	1.1	1.4	3
Other serious sexual offences	406	388	- 18 - 4%	1.5	1.6	9
Other sexual offences	169	173	+ 4 + 2%	0.7	0.9	3
Vehicle crime	1,947	1,788	- 159 - 8%	6.5	9.1	4
Criminal damage	5,204	5,174	- 30 - 1%	19.1	16.7	12
Burglary	1,883	1,834	- 49 - 3%	6.9	8.2	6
Theft and handling	6,590	6,650	+ 60 + 1%	24.2	22.3	12
Shoplifting	2,855	2,944	+ 89 + 3%	10.4	9.1	12
Theft from the person	165	265	+ 100 + 61%	1.0	1.1	9
Theft of a pedal cycle	352	270	- 82 - 23%	1.1	1.3	9
Other theft and handling	3,218	3,171	- 47 - 1%	11.8	10.8	14
Drug crime	504	555	+ 51 + 10%	2.0	2.8	4
Fraud and forgery	70	44	- 26 - 37%	0.2	0.2	10
Public disorder	5,112	4,903	- 209 - 4%	18.1	13.8	13
Miscellaneous crime	417	388	- 29 - 7%	1.4	1.7	4

Sunderland (Figures shown are rolling 12 months)

Hate Crime	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change
	439	431	-8 -2%	298	273	-25 -8%	41	32	-9 -22%	64	63	-1 -2%	6	8	+2 +33%	30	55	+25 +83%

South Tyneside

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average	Comparison with most similar CSP		
				Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes
Total crime	15,768	15,900	+ 132 + 1%	107.6	117.7	5
Violence against the person	5,146	5,613	+ 467 + 9%	36.6	41.5	6
Violence against the person - With injury	1,329	1,483	+ 154 + 12%	9.6	11.9	3
Violence against the person - Without injury	3,817	4,130	+ 313 + 8%	27.0	29.6	6
Other violence	244	272	+ 28 + 11%	1.6	2.5	4
Harassment & assault	3,573	3,858	+ 285 + 8%	25.4	27.1	7
Robbery	47	65	+ 18 + 38%	0.4	1.6	1
Sexual offences	496	475	- 21 - 4%	3.3	3.4	10
Rape	183	191	+ 8 + 4%	1.2	1.3	9
Other serious sexual offences	219	181	- 38 - 17%	1.4	1.4	9
Other sexual offences	94	103	+ 9 + 10%	0.7	0.8	8
Vehicle crime	736	723	- 13 - 2%	5.0	9.2	2
Criminal damage	2,738	2,579	- 159 - 6%	17.7	15.8	11
Burglary	766	700	- 66 - 9%	4.8	8.8	2
Theft and handling	2,961	2,862	- 99 - 3%	20.1	20.7	9
Shoplifting	1,188	1,218	+ 30 + 3%	8.5	8.9	11
Theft from the person	68	97	+ 29 + 43%	0.7	0.9	4
Theft of a pedal cycle	200	181	- 19 - 10%	1.2	1.0	11
Other theft and handling	1,505	1,366	- 139 - 9%	9.7	9.9	7
Drug crime	267	257	- 10 - 4%	1.7	2.7	2
Fraud and forgery	31	25	- 6 - 19%	0.2	0.1	12
Public disorder	2,402	2,397	- 5 - 0%	16.4	12.1	12
Miscellaneous crime	178	204	+ 26 + 15%	1.5	1.7	7

South Tyneside (Figures shown are rolling 12 months)

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change
Hate Crime	191	222	+31 +16%	119	136	+17 +14%	6	18	+12 +200%	27	18	-9 -33%	11	4	-7 -64%	28	46	+18 +64%

Gateshead

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	21,092	20,198	- 894	- 4%	102.9	117.2	3
Violence against the person	6,244	6,379	+ 135	+ 2%	31.8	42.4	2
Violence against the person - With injury	1,666	1,716	+ 50	+ 3%	8.7	11.8	1
Violence against the person - Without injury	4,578	4,663	+ 85	+ 2%	23.1	30.6	2
Other violence	360	347	- 13	- 4%	1.6	2.1	5
Harassment & assault	4,218	4,316	+ 98	+ 2%	21.6	28.6	2
Robbery	135	88	- 47	- 35%	0.5	1.2	1
Sexual offences	625	702	+ 77	+ 12%	3.5	3.6	9
Rape	237	259	+ 22	+ 9%	1.3	1.3	8
Other serious sexual offences	269	310	+ 41	+ 15%	1.5	1.5	10
Other sexual offences	119	133	+ 14	+ 12%	0.7	0.8	4
Vehicle crime	1,290	1,479	+ 189	+ 15%	7.3	8.1	8
Criminal damage	3,395	3,066	- 329	- 10%	15.5	16.1	7
Burglary	1,386	1,136	- 250	- 18%	5.9	7.8	3
Theft and handling	4,236	4,063	- 173	- 4%	21.5	20.5	10
Shoplifting	1,660	1,735	+ 75	+ 5%	9.0	8.6	10
Theft from the person	125	133	+ 8	+ 6%	0.8	1.0	3
Theft of a pedal cycle	146	177	+ 31	+ 21%	0.9	1.1	6
Other theft and handling	2,305	2,018	- 287	- 12%	10.8	9.8	10
Drug crime	422	439	+ 17	+ 4%	2.2	2.8	4
Fraud and forgery	58	37	- 21	- 36%	0.2	0.1	10
Public disorder	3,019	2,519	- 500	- 17%	13.2	12.8	8
Miscellaneous crime	282	290	+ 8	+ 3%	1.4	1.6	7

Gateshead (Figures shown are rolling 12 months)

	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Sep-18	Sep-19	Change		Sep-18	Sep-19	Change		Sep-18	Sep-19	Change		Sep-18	Sep-19	Change		Sep-18	Sep-19	Change		Sep-18	Sep-19	Change	
Hate Crime	372	423	+51	+14%	235	231	-4	-2%	64	92	+28	+44%	27	43	+16	+59%	8	10	+2	+25%	38	47	+9	+24%

North Tyneside

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average		Comparison with most similar CSP		
					Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	19,817	20,414	+ 597	+ 3%	101.3	97.5	9
Violence against the person	6,230	6,804	+ 574	+ 9%	33.1	34.0	9
Violence against the person - With injury	1,581	1,755	+ 174	+ 11%	8.2	10.1	2
Violence against the person - Without injury	4,644	5,049	+ 405	+ 9%	24.9	23.8	10
Other violence	328	342	+ 14	+ 4%	1.6	1.8	8
Harassment & assault	4,316	4,707	+ 391	+ 9%	23.3	22.0	10
Robbery	92	101	+ 9	+ 10%	0.4	1.1	1
Sexual offences	591	578	- 13	- 2%	2.9	3.0	7
Rape	232	207	- 25	- 11%	1.1	1.1	8
Other serious sexual offences	246	233	- 13	- 5%	1.1	1.3	5
Other sexual offences	113	138	+ 25	+ 22%	0.7	0.7	9
Vehicle crime	924	1,284	+ 360	+ 39%	5.9	7.5	5
Criminal damage	3,059	2,814	- 245	- 8%	14.1	12.5	12
Burglary	1,068	1,054	- 14	- 1%	5.4	6.8	3
Theft and handling	3,886	4,024	+ 138	+ 4%	20.2	19.0	9
Shoplifting	1,692	1,887	+ 195	+ 12%	9.2	8.1	12
Theft from the person	78	107	+ 29	+ 37%	0.6	1.0	2
Theft of a pedal cycle	248	246	- 2	- 1%	1.2	1.7	8
Other theft and handling	1,868	1,784	- 84	- 4%	9.2	8.3	12
Drug crime	306	294	- 12	- 4%	1.6	3.0	2
Fraud and forgery	45	30	- 15	- 33%	0.2	0.1	12
Public disorder	3,369	3,181	- 188	- 6%	16.2	9.0	15
Miscellaneous crime	247	250	+ 3	+ 1%	1.2	1.4	4

North Tyneside (Figures shown are rolling 12 months)

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change
Hate Crime	256	363	+107 +42%	158	229	+71 +45%	12	16	+4 +33%	42	52	+10 +24%	9	8	-1 -11%	35	58	+23 +66%

Newcastle

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average	Comparison with most similar CSP		
				Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	42,025	39,902	-2,123 - 5%	138.6	123.0	13
Violence against the person	11,828	11,598	- 230 - 2%	39.4	40.6	7
Violence against the person - With injury	3,737	3,676	- 61 - 2%	12.5	12.9	7
Violence against the person - Without injury	8,091	7,922	- 169 - 2%	27.0	27.6	8
Other violence	769	634	- 135 - 18%	2.2	2.7	6
Harassment & assault	7,322	7,288	- 34 - 0%	24.8	25.0	8
Robbery	324	349	+ 25 + 8%	1.2	2.0	4
Sexual offences	1,300	1,330	+ 30 + 2%	4.5	3.9	11
Rape	546	495	- 51 - 9%	1.7	1.5	12
Other serious sexual offences	590	619	+ 29 + 5%	2.1	1.7	14
Other sexual offences	164	216	+ 52 + 32%	0.7	0.7	7
Vehicle crime	1,941	2,319	+ 378 + 19%	8.0	9.0	6
Criminal damage	5,705	5,300	- 405 - 7%	18.5	14.2	14
Burglary	2,284	2,112	- 172 - 8%	7.6	8.5	7
Theft and handling	11,081	9,880	-1,201 - 11%	34.6	26.4	14
Shoplifting	4,704	3,837	- 867 - 18%	13.5	10.1	11
Theft from the person	777	802	+ 25 + 3%	2.7	2.5	11
Theft of a pedal cycle	856	731	- 125 - 15%	2.5	2.9	7
Other theft and handling	4,744	4,510	- 234 - 5%	15.8	10.8	14
Drug crime	1,314	1,281	- 33 - 3%	4.6	4.0	12
Fraud and forgery	136	53	- 83 - 61%	0.2	0.2	10
Public disorder	5,607	5,275	- 332 - 6%	18.4	12.3	14
Miscellaneous crime	505	405	- 100 - 20%	1.4	1.9	5

Newcastle (Figures shown are rolling 12 months)

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change
Hate Crime	1053	1023	-30 -3%	780	677	-103 -13%	60	84	+24 +40%	98	150	+52 +53%	20	31	+11 +55%	95	81	-14 -15%

Northumberland

	12 months to September 2018	12 Months to September 2019	Change compared to 2018/19 average	Comparison with most similar CSP		
				Per 1,000 population	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	25,458	24,606	- 852 - 3%	79.4	72.4	12
Violence against the person	8,293	8,361	+ 68 + 1%	26.5	27.6	7
Violence against the person - With injury	2,404	2,331	- 73 - 3%	7.4	8.7	5
Violence against the person - Without injury	5,889	6,030	+ 141 + 2%	19.1	18.9	8
Other violence	354	348	- 6 - 2%	1.1	1.4	6
Harassment & assault	5,535	5,682	+ 147 + 3%	18.0	17.5	8
Robbery	92	84	- 8 - 9%	0.3	0.3	7
Sexual offences	870	769	- 101 - 12%	2.4	2.7	7
Rape	286	247	- 39 - 14%	0.8	0.9	6
Other serious sexual offences	418	361	- 57 - 14%	1.2	1.2	8
Other sexual offences	166	161	- 5 - 3%	0.5	0.6	3
Vehicle crime	1,146	1,202	+ 56 + 5%	4.1	3.6	10
Criminal damage	4,442	3,923	- 519 - 12%	12.9	10.4	14
Burglary	1,717	1,570	- 147 - 9%	5.3	4.6	10
Theft and handling	4,665	4,588	- 77 - 2%	14.7	13.5	12
Shoplifting	1,801	1,987	+ 186 + 10%	6.0	5.7	11
Theft from the person	94	121	+ 27 + 29%	0.4	0.4	8
Theft of a pedal cycle	215	166	- 49 - 23%	0.6	1.0	8
Other theft and handling	2,555	2,314	- 241 - 9%	7.7	6.4	13
Drug crime	374	343	- 31 - 8%	1.1	2.3	1
Fraud and forgery	83	72	- 11 - 13%	0.2	0.1	13
Public disorder	3,423	3,340	- 83 - 2%	10.7	6.1	15
Miscellaneous crime	353	354	+ 1 + 0%	1.2	1.3	6

Northumberland (Figures shown are rolling 12 months)

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change	Sep-18	Sep-19	Change
Hate Crime	232	313	+81 +35%	126	164	+38 +30%	11	13	+2 +18%	50	83	+33 +66%	1	11	+10 +1000%	44	42	-2 -5%

Putting Victims First									
	Threshold	Quarterly data					12 months to...		
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19	
1	Attendance rate for priority 1 incidents (Urban)	10 minutes	14 mins 53 secs ● <small>69% attended within threshold</small>	15 mins 22 secs ● <small>67% attended within threshold</small>	15 mins 39 secs ● <small>64% attended within threshold</small>	15 mins 27 secs ● <small>66% attended within threshold</small>	16 mins 07 secs ● <small>63% attended within threshold</small>	14 mins 09 secs ● <small>72% attended within threshold</small>	15 mins 40 secs ● <small>65% attended within threshold</small>
2	Attendance rate for priority 1 incidents (Rural)	20 minutes	27 mins 30 secs ● <small>75% attended within threshold</small>	27 mins 31 secs ● <small>77% attended within threshold</small>	26 mins 04 secs ● <small>79% attended within threshold</small>	25 mins 50 secs ● <small>79% attended within threshold</small>	28 mins 50 secs ● <small>73% attended within threshold</small>	26 mins 27 secs ● <small>77% attended within threshold</small>	27 mins 08 secs ● <small>76% attended within threshold</small>
3	Attendance rate for priority 2 incidents	60 minutes	2 hr 31 mins ● <small>72% attended within threshold</small>	2 hr 24 mins ● <small>73% attended within threshold</small>	2 hr 31 mins ● <small>71% attended within threshold</small>	2 hr 42 mins ● <small>69% attended within threshold</small>	3 hr 35 mins ● <small>64% attended within threshold</small>	1 hr 35 mins ● <small>81% attended within threshold</small>	2 hr 48 mins ● <small>69% attended within threshold</small>
Average time to answer calls:									
4	Emergency calls	0 mins 10 secs	0 mins 15 secs ●	0 mins 9 secs ●	0 mins 07 secs ●	0 mins 11 secs ●	0 mins 14 secs ●	0 mins 13 secs ●	0 mins 10 secs ●
5	101 – Non-Emergency calls	1 min 0 secs	1 min 10 secs ●	0 mins 55 secs ●	0 mins 35 secs ●	1 mins 22 secs ●	2 min 02 secs ●	1 min 05 secs ●	1 min 14 secs ●
Percentage of calls answered:									
6	Emergency calls	98% and above	99% ● <small>63,895 calls</small>	100% ● <small>60,509 calls</small>	100% ● <small>54,988 calls</small>	100% ● <small>61,958 calls</small>	100% ● <small>68,268 calls</small>	98% ● <small>232,609 calls</small>	100% ● <small>245,723 calls</small>
7	101 – Non-Emergency calls	90% and above	89% ● <small>81,820 calls</small>	91% ● <small>77,574 calls</small>	95% ● <small>79,145 calls</small>	88% ● <small>81,439 calls</small>	84% ● <small>80,911 calls</small>	91% ● <small>335,914 calls</small>	89% ● <small>319,069 calls</small>
8	Percentage of victims with a satisfactory needs assessment	85% and above	84% ● <small>of 28,764 victims</small>	85% ● <small>of 28,156 victims</small>	86% ● <small>of 25,584 victims</small>	88% ● <small>of 26,296 victims</small>	88% ● <small>of 26,293 victims</small>	83% ● <small>of 111,634 victims</small>	88% ● <small>of 106,329 victims</small>
9	Percentage of needs assessments completed within 48 hours	80% and above	86% ● <small>of 28,764 victims</small>	86% ● <small>of 28,156 victims</small>	89% ● <small>of 25,584 victims</small>	76% ● <small>of 26,296 victims</small>	83% ● <small>of 26,293 victims</small>	87% ● <small>of 111,634 victims</small>	84% ● <small>of 106,329 victims</small>

	Threshold	Rolling 12 month data to...			12 months to...	
		Dec-18	Mar-19	Jun-19	Sep-18	Sep-19
10	Percentage of victims who state they received a CID88 (notification that a crime was recorded)	61% of 1,895 victims	61% of 2,060 victims	60% of 1,932 victims	60% of 1,694 victims	57% of 1,819 victims
Percentage of crime victims satisfied with the policing response provided: (2,100 surveys completed per annum)						
This survey was revised in August 2017 and does not include crimes resolved by the Telephone Investigation Unit.						
11	Initial contact	95% ● +/- 1.0%	96% ● +/- 0.9%	96% ● +/- 1.0%	96% ● +/- 1.0%	95% ● +/- 1.1%
12	Response time	88% ● +/- 1.4%	88% ● +/- 1.3%	88% ● +/- 1.4%	89% ● +/- 1.4%	87% ● +/- 1.5%
13	Action taken	82% ● +/- 1.7%	81% ● +/- 1.6%	80% ● +/- 1.7%	83% ● +/- 1.7%	79% ● +/- 1.8%
14	Follow-up	69% ● +/- 2.6%	69% ● +/- 2.6%	65% ● +/- 2.8%	70% ● +/- 2.6%	67% ● +/- 2.9%
15	Treatment	94% ● +/- 1.0%	94% ● +/- 1.0%	93% ● +/- 1.1%	94% ● +/- 1.1%	94% ● +/- 1.1%
16	Whole experience	83% ● +/- 1.6%	84% ● +/- 1.5%	82% ● +/- 1.6%	83% ● +/- 1.7%	82% ● +/- 1.7%
Percentage of victims satisfied with the Primary Investigation Centre (PIC) policing response provided: (1,200 surveys completed per annum)						
17	Action taken			84% +/- 10.6%		84% +/- 5.6%
18	Victim thought their incident was taken seriously			76% +/- 10.7%		81% +/- 5.2%
19	Whole experience			69% +/- 11.6%		75% +/- 5.7%

Reducing Anti-social behaviour

Fewer victims of ASB - though we will continue to encourage reporting

	Threshold	Quarterly data					12 months to...	
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19
20	Recorded levels of anti-social behaviour incidents	13,325 145 per day	11,172 121 per day	10,871 121 per day	12,299 135 per day	13,041 142 per day	51,814 142 per day	47,383 130 per day
	Threshold	Rolling 12 month data			12 months to...			
		Dec-18	Mar-19	Jun-19	Sep-18	Sep-19		
21	Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (4,000 Surveyed annually)	17% +/- 1.1% ●	17% +/- 1.1% ●	18% +/- 1.2% ●	16% +/- 1.1% ●	18% +/- 1.2% ●		
22	Percentage of ASB victims who are confident to report further incidents to the police again. (1,300 surveyed)	79% +/- 2.2% ●	80% +/- 2.2% ●	80% +/- 2.2% ●	79% +/- 2.1% ●	81% +/- 2.2% ●		
23	Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed)	46% +/- 3.3% ●	47% +/- 3.3% ●	47% +/- 3.4% ●	47% +/- 3.5% ●	39% +/- 2.8% ●		
Percentage of victims of ASB satisfied with the service provided: (1,300 surveys completed per annum)								
24	Initial contact	94% +/- 1.3% ●	94% +/- 1.3% ●	93% +/- 1.4% ●	93% +/- 1.3% ●	92% +/- 1.5% ●		
25	Response time	89% +/- 2.4% ●	88% +/- 2.6% ●	85% +/- 2.8% ●	90% +/- 2.2% ●	86% +/- 2.7% ●		
26	Action taken	83% +/- 2.9% ●	81% +/- 3.1% ●	79% +/- 3.3% ●	86% +/- 2.6% ●	79% +/- 3.3% ●		
27	Follow-up	64% +/- 5.6% ●	62% +/- 6.3% ●	59% +/- 6.6% ●	68% +/- 5.1% ●	59% +/- 6.4% ●		
28	Treatment	95% +/- 1.6% ●	95% +/- 1.7% ●	95% +/- 1.7% ●	96% +/- 1.4% ●	94% +/- 1.8% ●		
29	Whole experience	82% +/- 2.1% ●	81% +/- 2.1% ●	80% +/- 2.2% ●	81% +/- 2.0% ●	79% +/- 2.3% ●		

Cutting Crime								
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19
30	Recorded levels in night time economy areas	1,445 16 per day	1,691 18 per day	1,422 16 per day	1,348 15 per day	1,308 14 per day	5,970 16 per day	5,739 16 per day
31	Total recorded crime	40,328 438 per day	39,419 426 per day	37,870 422 per day	37,943 417 per day	38,108 414 per day	156,745 429 per day	153,340 420 per day
32	Violence against the person	12,471 136 per day	12,019 131 per day	12,027 136 per day	12,300 135 per day	12,364 134 per day	47,544 130 per day	48,710 133 per day
33	Sexual offences	1,197 13 per day	1,165 13 per day	1,194 13 per day	1,168 13 per day	1,191 13 per day	4,807 13 per day	4,718 13 per day
34	Burglary	2,391 26 per day	2,377 26 per day	2,062 23 per day	1,964 22 per day	2,003 22 per day	9,104 25 per day	8,406 23 per day
35	Theft and handling	8,370 91 per day	8,448 92 per day	7,989 89 per day	7,768 85 per day	7,862 86 per day	33,419 92 per day	32,067 88 per day
36	Vehicle crime	2,101 23 per day	2,292 25 per day	2,061 23 per day	2,189 24 per day	2,253 24 per day	7,984 22 per day	8,795 24 per day
37	Criminal damage	6,030 66 per day	5,896 64 per day	5,790 63 per day	5,618 62 per day	5,552 60 per day	24,543 67 per day	22,856 63 per day
38	Other crime (such as drug crime, public disorder and miscellaneous crime)	7,767 84 per day	6,974 76 per day	6,564 73 per day	6,755 75 per day	6,643 72 per day	28,769 79 per day	26,693 74 per day
	Threshold	Rolling 12 month data			12 months to...			
		Dec-18	Mar-19	Jun-19	Sep-18	Sep-19		
39	Perceptions of safety of those that use the night time economy (4,000 surveyed annually)	90% +/- 2.1%	89% +/- 2.0%	88% +/- 2.2%	90% +/- 1.9%	87% +/- 2.4%		

Domestic and Sexual Abuse								
	Threshold	Quarterly data				12 months to...		
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19
40	Recorded sexual offences	1,197 13 per day	1,165 13 per day	1,194 13 per day	1,168 13 per day	1,191 13 per day	4,807 13 per day	4,718 13 per day
41	Recorded domestic abuse incidents	9,294 101 per day	9,200 100 per day	9,017 100 per day	9,267 102 per day	9,676 105 per day	34,864 96 per day	37,160 102 per day
	Threshold	Dec-18	Rolling 12 month data to... Mar-19	Jun-19	12 months to... Sep-18 Sep-19			
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)								
42	Initial contact	95% and above 97% +/- 1.6% ●	98% +/- 1.3% ●	99% +/- 0.9% ●	97% +/- 1.6% ●	99% +/- 1.0% ●		
43	Response time	90% and above 92% +/- 2.3% ●	92% +/- 2.4% ●	92% +/- 2.3% ●	91% +/- 2.4% ●	92% +/- 2.4% ●		
44	Action taken	90% and above 88% +/- 2.6% ●	89% +/- 2.6% ●	89% +/- 2.6% ●	88% +/- 2.6% ●	87% +/- 2.8% ●		
45	Follow-up	90% and above 87% +/- 2.7% ●	89% +/- 2.6% ●	87% +/- 2.8% ●	87% +/- 2.8% ●	85% +/- 3.0% ●		
46	Treatment	95% and above 94% +/- 1.7% ●	95% +/- 1.8% ●	95% +/- 1.7% ●	95% +/- 1.7% ●	95% +/- 1.9% ●		
47	Whole experience	90% and above 92% +/- 2.1% ●	92% +/- 2.2% ●	91% +/- 2.3% ●	92% +/- 2.1% ●	89% +/- 2.6% ●		
48	Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above 94% +/- 1.9% ●	96% +/- 1.6% ●	95% +/- 1.8% ●	94% +/- 1.9% ●	94% +/- 2.1% ●		

Effective Criminal Justice System								
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19
49	Percentage of post-charge failures	32% and below 478 failures	32% 394 failures	29% 359 failures	30% 320 failures	22% 256 failures	35% 2026 failures	28% 1329 failures
50	Resolved rate for total recorded crime	16%	16%	16%	15%	15%	17%	16%
Charge rates:								
51	Rape	9% and above 24 charges	5% 44 charges	10% 28 charges	7% 23 charges	6% 34 charges	8% 100 charges	8% 129 charges
52	Sexual offences	12% and above 77 charges	11% 73 charges	10% 67 charges	9% 55 charges	7% 65 charges	8% 297 charges	9% 260 charges
53	Domestic Abuse	22% and above 872 charges	13% 758 charges	11% 855 charges	12% 778 charges	11% 727 charges	14% 3,330 charges	12% 3,118 charges
		Threshold	Rolling 12 month data			12 months to...		
			Jun-18	Sep-18	Dec-18	Mar-18	Mar-19	
54	Monitor the number of first time entrants to the criminal justice system	Monitor	2,943	2,888	2,840	2,846	2,731	
		Threshold	Rolling 12 month data			12 months to...		
			Dec-18	Mar-19	Jun-19	Jul-18	Jul-19	
Conviction rates:								
55	Rape	58% and above	60%	59%	53%	57%	52%	
56	Sexual offences	83% and above	84%	84%	85%	83%	84%	
57	Domestic Abuse	76% and above	70%	71%	71%	72%	71%	
Report to conviction rates:								
58	Rape	5% and above	4%	4%	4%	3%	3%	
59	Sexual offences	10% and above	8%	8%	8%	8%	7%	
60	Domestic Abuse	17% and above	9%	9%	9%	10%	9%	
61	Non-conviction rate (due to victims and witnesses as measured at LCJB)	Monitor	37%	37%	37%	38%	36%	

Community Confidence									
	Threshold	Quarterly data					12 months to...		
		2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	2019/20 – Q2	Sep-18	Sep-19	
62	Allegations of 'Incivility, impoliteness or intolerance'	35 or below per month	87 29 per month	82 27 per month	106 35 per month	125 42 per month	126 42 per month	387 32 per month	439 37 per month
63	Allegations of 'Other assault'	20 or below per month	42 14 per month	35 12 per month	58 19 per month	54 18 per month	47 16 per month	191 16 per month	194 16 per month
64	Allegations of 'Other neglect or failure in duty'	67 or below per month	242 81 per month	183 61 per month	332 112 per month	407 136 per month	288 96 per month	835 70 per month	1210 101 per month
	Threshold	Rolling 12 month data			12 months to...				
		Dec-18	Mar-19	Jun-19	Sep-18	Sep-19			
65	Percentage of people who believe the police do a good or excellent job in their neighbourhood (4,000 surveyed annually)	85% and above	82% +/- 1.3%	81% +/- 1.3%	79% +/- 1.4%	83% +/- 1.2%	79% +/- 1.4%		
66	Percentage of people who feel safe in their local area (4,000 surveyed annually)	95% and above	97% +/- 0.5%	96% +/- 0.6%	96% +/- 0.6%	97% +/- 0.5%	96% +/- 0.6%		
67	Percentage of people who believe that the level of visibility in their neighbourhood is about right (4,000 surveyed annually)	55% and above	48% +/- 1.6%	47% +/- 1.6%	44% +/- 1.6%	50% +/- 1.6%	44% +/- 1.7%		
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)									
68	Initial Contact	95% and above	96% +/- 2.1%	96% +/- 2.2%	96% +/- 2.5%	95% +/- 2.0%	96% +/- 2.3%		
69	Response Time	90% and above	89% +/- 3.2%	90% +/- 3.2%	90% +/- 3.4%	89% +/- 3.0%	88% +/- 3.6%		
70	Action Taken	90% and above	86% +/- 3.5%	84% +/- 3.8%	85% +/- 4.0%	86% +/- 4.0%	83% +/- 4.1%		
71	Follow-up	90% and above	74% +/- 5.3%	74% +/- 5.5%	73% +/- 6.0%	76% +/- 5.0%	73% +/- 6.1%		
72	Treatment	95% and above	95% +/- 2.2%	95% +/- 2.2%	94% +/- 2.6%	94% +/- 2.0%	94% +/- 2.6%		
73	Whole Experience	90% and above	85% +/- 3.6%	84% +/- 3.8%	85% +/- 3.9%	84% +/- 4.0%	84% +/- 4.0%		
74	Percentage of victims that have confidence to report further volume crime in the future (2,100 surveyed annually)	90% and above	92% +/- 1.1%	92% +/- 1.1%	91% +/- 1.2%	92% +/- 1.2%	91% +/- 1.2%		