



POLICE & CRIME PLAN

QUARTERLY PERFORMANCE REPORT

Building Safer Communities and Effective
Justice

Quarter 1, 2019/20

Domestic and Sexual Abuse

Key points

- Increasing reported domestic abuse incidents.
- High domestic abuse satisfaction.

Pages 2 to 3

Putting Victims First

Key points

- Recent deterioration in 101 calls answered and time taken to answer.
- Improved quality of call handling.
- Time taken to attend incidents, particularly grade 2.
- Reducing volume crime victim satisfaction with action taken and follow up.

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Effective Criminal Justice System

Key points

- Improving post-charge failure rate.
- Rape charge and conviction rate below agreed thresholds improvement plan now in place.
- Domestic Abuse charge and conviction rate below agreed thresholds and improvement plan now in place.

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Reducing Anti-Social Behaviour

Key points

- Increasing community perceptions of ASB.
- Seasonal increase in ASB.
- Reducing ASB satisfaction

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Cutting Crime

Key points

- Activity against serious and organised crime and drug supply.
- Slight reduction in crimes related to the Night Time Economy, and high perceptions of safety.
- Range of activity to raise investigative standards.

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Community Confidence

Key points

- Reduction in community confidence, but safety perception remains high.
- Hate crime – follow-up and action taken satisfaction is a focus for improvement.
- Recent increase in allegations of Other neglect or failure in duty.

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Domestic and Sexual Abuse

A reduction in sexual and domestic abuse						Domestic and Sexual Abuse		
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
1. Recorded sexual offences	Monitor	1,319 14 per day	1,211 13 per day	1,170 13 per day	1,219 14 per day	1,200 13 per day	4,743 13 per day	4,800 13 per day
2. Recorded domestic abuse incidents	Monitor	8,766 96 per day	9,294 101 per day	9,200 100 per day	9,017 100 per day	9,261 102 per day	34,104 93 per day	36,772 101 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent domestic abuse incident or crime	Monitor	43% 3,474 repeat victims	43% 3,506 repeat victims	42% 3,578 repeat victims	43% 3,447 repeat victims	42% 3,699 repeat victims
4. Percentage of victims of sexual abuse who have suffered a subsequent sexual abuse crime	Monitor	9% 255 repeat victims	9% 249 repeat victims	9% 260 repeat victims	9% 258 repeat victims	9% 264 repeat victims

	Threshold	Rolling 12 month data to...			12 months to...	
		April 2018	July 2018	October 2018	January 2018	January 2019
5. Reduction in the level of domestic abuse harm caused by domestic abuse offenders ¹	New measure	75% (141/188)	69% (123/179)	70% (136/195)	71% (138/194)	70% (137/197)

¹ Level of reduction in domestic abuse RFG score of MATAC (Multi Agency Tasking and Co-ordinating). An RFG score is calculated for each offender based on Recent, Gravity, and Frequency of their offending to give an indication of the current level of harm caused, also taking into account the number of victims offended against.

Sexual Offences

The number of sexual offences recorded remains consistent in the 12 months to June 2019 compared the 12 months to June 2018 at 13 per day (measure 1). Represented as a rate per 1,000 population, the Force recorded the 7th highest sexual offence rate in England and Wales during the 12 months to March 2019 and the 4th highest for rape.

All victims reporting two or more sexual offences are risk assessed and reviewed by safeguarding specialists to ensure interventions and referrals to support agencies have been undertaken.

In response to predicted increases in both domestic and sexual abuse reporting, Northumbria Police has planned investment in its investigative capacity, including initial investment of Police Staff Investigators.

Rape Victim Survey

For the 12 months to June 2019, satisfaction amongst victims of rape with the overall service provided is 89%.

Recent feedback from victims to improve the service provided includes responding to the report sooner or keeping the victim updated on when a response will be, as well as keeping victims more up to date with the investigation.

Positive feedback from victims of rape included officers putting the victim at ease and explaining everything clearly.

Domestic Abuse (DA)

During the 12 months to June 2019, the Force responded to an average of 101 reports about DA each day, this is an increase from an average of 93 per day during the 12 months to June 2018 (measure 2); equating to an increase of 8%.

The Domestic Abuse Improvement Plan and the Rape and Serious Sexual Offence Improvement Plan have been developed to improve both the victim experience and criminal justice outcomes. They are discussed in more detail in the Effective Criminal Justice Section.

Multi-Agency Tasking and Co-ordinating Conference (MATAC)

The MATAC process continues to determine the most harmful and serial DA perpetrators and ensures agencies work in partnership to reduce their offending.

During the 12 months to January 2019, 197 subjects were discharged from MATAC. After six months of being discharged the level of DA offending is assessed using the RFG score. Of the 197, the offending score is lower for 70% (137 offenders).

The project funding for the Barnardo's programmes came to an end at the end of March 2019. From August 2019, all local authorities will be funding the main Barnardo's Domestic Abuse prevention programmes. Funding is in place for 12 months for the 1:1 programmes linked to MATAC perpetrators.

An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse **Domestic and Sexual Abuse**

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum)						
6. Initial contact	95% and above	97% ● +/- 1.6	97% ● +/- 1.6	98% ● +/- 1.3	96% ● +/- 1.7	99% ● +/- 0.9
7. Response time	90% and above	91% ● +/- 2.4	92% ● +/- 2.3	92% ● +/- 2.4	91% ● +/- 2.4	92% ● +/- 2.3
8. Action taken	90% and above	88% ● +/- 2.6	88% ● +/- 2.6	89% ● +/- 2.6	87% ● +/- 2.7	89% ● +/- 2.6
9. Follow-up	90% and above	87% ● +/- 2.8	87% ● +/- 2.7	89% ● +/- 2.6	85% ● +/- 3.0	87% ● +/- 2.8
10. Treatment	95% and above	95% ● +/- 1.7	94% ● +/- 1.7	95% ● +/- 1.8	94% ● +/- 1.8	95% ● +/- 1.7
11. Whole experience	90% and above	92% ● +/- 2.1	92% ● +/- 2.1	92% ● +/- 2.2	92% ● +/- 2.2	91% ● +/- 2.3

More confidence in the reporting of domestic and sexual abuse **Domestic and Sexual Abuse**

12. Percentage of domestic abuse victims who are confident to report further abuse to the police again	95% and above	94% ● +/- 1.9	94% ● +/- 1.9	96% ● +/- 1.6	93% ● +/- 2.1	95% ● +/- 1.8
13. Percentage who felt safer following police response	Monitor	66% +/-3.9%	66% +/-3.9%	69% +/-3.9%	NA	66% +/- 4.1

Domestic Abuse victims continue to have high levels of satisfaction with 91% satisfied, and many victims providing positive feedback about the support received from officers.

Satisfaction with the actions taken has marginally improved from 87% to 89%, as has follow-up from 85% to 87%; however, both remain

below the agreed threshold of 90%. Common reasons for dissatisfaction are: expecting a quicker response, a perceived lack of action or appropriate intervention against the offender and a lack of updates throughout the investigation. Improving follow-up satisfaction is a performance priority for the Force.

Two-thirds (66%) of DA victims felt safer following police response and confidence in reporting DA remains high at 95%.

More accurate recording of domestic and sexual abuse **Domestic and Sexual Abuse**

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
14. Percentage of sexual offences that comply with National Crime Recording Standards	95% and above	97% ● 35 under recorded	95% ● 61 under recorded	98% ● 28 under recorded	98% ● 27 under recorded	96% ● 47 under recorded	97% ● 164 under recorded	97% ● 162 under recorded
15. Percentage of rape offences recorded within 24 hours <small>Revised methodology from Jun-19 onwards*</small>	90% and above	89% ● 386 within 24 hours	89% ● 399 within 24 hours	88% ● 362 within 24 hours	88% ● 381 within 24 hours	90% ● 356 within 24 hours	89% ● 1,379 within 24 hours	89% ● 1,498 within 24 hours
16. Percentage of inappropriately cancelled crimes for sexual offences	95% and above	75% ● 7 inappropriately cancelled	81% ● 6 inappropriately cancelled	92% ● 3 inappropriately cancelled	86% ● 7 inappropriately cancelled	90% ● 4 inappropriately cancelled	88% ● 12 inappropriately cancelled	88% ● 20 inappropriately cancelled

* From June 2019, the methodology for this measure changed from reviewing all reported rapes to a 50% sample, therefore estimated volumes are used after from this date.

At 97%, NCRS compliance for sexual offences remains above the threshold (measure 14). The timeliness of recording rape offences has remained consistent with 89% recorded within 24 hours, but remains below the 90% threshold (measure 15).

The Force Crime Registrar reviews and approves all cancelled sexual offences to ensure compliance and provides feedback to officers when required. There were 20 inappropriately cancelled crimes in the 12 months to June 2019 (13 were administration errors and 7 were

non-compliant cancelling); compliance of 88% is lower than the 95% threshold (measure 16). In addition to direct feedback, guidance on the cancellation process has been provided and further training is planned.

Putting Victims First

Improved victim satisfaction and police response (1 of 3)							Putting Victims First	
	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
17. Attendance rate for priority 1 incidents (Urban)	10 minutes	14 mins 0 secs ● 71% attended within threshold	14 mins 50 secs ● 69% attended within threshold	15 mins 19 secs ● 67% attended within threshold	15 mins 39 secs ● 64% attended within threshold	15 mins 20 secs ● 66% attended within threshold	13 mins 47 secs ● 73% attended within threshold	15 mins 15 secs ● 66% attended within threshold
18. Attendance rate for priority 1 incidents (Rural)	20 minutes	25 mins 30 secs ● 79% attended within threshold	27 mins 43 secs ● 75% attended within threshold	27 mins 21 secs ● 77% attended within threshold	26 mins 07 secs ● 79% attended within threshold	25 mins 50 secs ● 79% attended within threshold	25 mins 38 secs ● 79% attended within threshold	26 mins 46 secs ● 77% attended within threshold
19. Attendance rate for priority 2 incidents	60 minutes	1 hr 37 mins ● 81% attended within threshold	2 hrs 32 mins ● 72% attended within threshold	2 hrs 24 mins ● 73% attended within threshold	2 hr 31 mins ● 71% attended within threshold	2 hr 40 mins ● 69% attended within threshold	1 hr 19 min ● 84% attended within threshold	2 hr 33 mins ● 71% attended within threshold
Percentage of calls dealt with meeting call handling standards: 2018/19 - Q2 is based on a sample of 349, 2018/19 – Q4 is based on a sample of 276, and 2019/20 – Q1 is based on a sample of 340								
20. Correct greeting and overall politeness	95% and above	No data	99% ●	No data	99% ●	98% ●		
21. An explanation of response was given	73% and above		78% ●		63% ●	59% ●		
22. All information was recorded	87% and above		89% ●		91% ●	95% ●		
23. Contact handler reassured the caller	90% and above		92% ●		92% ●	96% ●		
24. Contact handler resolved the caller's request	90% and above		94% ●		95% ●	99% ●		

Attendance rates for priority 1 and 2 incidents remain an area of focus as attendance rates continue to increase. The increasing time can be largely attributed to a reduction in resource and an increase in demand.

- There has been a 9% reduction in the number of resources available to attend to incidents (officers within response) from 1,196 as at June 2018 to 1,092 as at June 2019 (full time equivalents).

- There has been a 10% increase in demand from an average of 510 priority 1 and 2 incidents per day in the 12 months to June 2018 to 563 per day in the 12 months to June 2019. This is partly through improvements in identification of vulnerability and the revision to the grading system to remove priority 3.
- Future demand of priority 1 and 2 incidents is predicted to increase by 2% annually.
- The Force's new operating model will be introduced in November 2019 and will maximise the use of resources, its impact on attendance rates will be closely monitored.

- The Force is also increasing investment in mobile technology to improve officer efficiency including greater availability of laptops and body worn video to frontline officers.

Measure 21, an explanation of response was given has reduced to 59% and is below the threshold. This reduction can be attributed to staff adjusting to considerable changes to Force processes with introduction of PIC and removal of priority 3 as well as deteriorating priority 2 attendance performance.

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
Average time to answer calls								
25. Emergency calls	0 mins 10 secs	0 mins 13 secs ●	0 mins 15 secs ●	0 mins 09 secs ●	0 mins 07 secs ●	0 mins 11 secs ●	0 mins 16 secs ●	0 mins 10 secs ●
26. 101 – Non-Emergency calls	1 min 0 secs	0 mins 42 secs ●	1 min 10 secs ●	0 mins 55 secs ●	0 mins 35 secs ●	1 min 22 secs ●	1 min 23 sec ●	1 min 01 secs ●
27. 101 – Secondary calls	1 min 0 secs	1 mins 21 secs ●	2 mins 12 secs ●	0 mins 37 secs ●	0 mins 28 secs ●	1 mins 22 secs ●	2 min 10 secs ●	1 mins 21 secs ●
Percentage of calls answered								
28. Emergency calls	98% and above	99% ● 58,645 calls	99% ● 63,895 calls	100% ● 60,509 calls	100% ● 54,988 calls	100% ● 61,958 calls	97% ● 230,833 calls	99% ● 241,350 calls
29. 101 – Non-Emergency calls	90% and above	95% ● 88,184 calls	89% ● 81,820 calls	91% ● 77,574 calls	95% ● 79,145 calls	88% ● 81,439 calls	88% ● 336,763 calls	91% ● 319,978 calls
30. 101 – Secondary calls	90% and above	90% ● 23,322 calls	82% ● 12,799 calls	89% ● 5,988 calls	95% ● 7,275 calls	82% ● 5,120 calls	75% ● 76,167 calls	86% ● 31,182 calls*

*Please note the secondary calls have reduced in volume as the Customer Services Centre has been implemented and reduced demand

Call handling performance has improved from the position 12 months ago; with reduced average answer times and increased answer rates. However, performance in 2019/20 Q1 deteriorated compared to the previous two quarters and the comparative Q1 in 2018/19; especially for 101 calls.

Increased seasonal demand is a known risk to performance during the summer. Resources are used dynamically during busy periods to prioritise the service to 999 calls. The Force has implemented new processes to speed up flexing of contact handlers to meet these demand fluctuations. In 2019/20 Q1 performance for emergency calls improved significantly in comparison to 2018/19 Q1; despite 3,313 more emergency calls answered, the average answer time was 11

seconds compared to 13 seconds. A negative consequence of this is the impact on 101 call handling performance.

A number of process changes introduced in 2019/20 Q1 have lengthened the average call handling time from just under 7 minutes per call to 7 minutes 30 seconds.

- Staff have needed to become familiar with the revision from five priority grades to four, it is anticipated the additional call duration will gradually reduce.
- The introduction of the Primary Investigation Centre has generated demand on contact handlers to identify appropriate appointments and populate schedules.
- The introduction of the Primary Investigation Centre has also generated demand on contact handlers to identify whether

forensic opportunities exist that could be lost while awaiting a Telephone Investigation Unit (TIU) appointment.

Opportunities exist to improve performance by addressing inefficiencies in processes, reducing demand and providing alternative means of communication with the public, such as social media.

The Force is considering options for a more flexible approach to the recruitment of contact handlers and resource controllers. National benchmarking identified that all forces struggle to balance comparatively high turnover of control room staff compared to other police staff roles and significant timescales required to train contact handlers.

Improved victim satisfaction and police response (3 of 3)					Putting Victims First	
	Threshold	Rolling 12 month data (since October 2017) to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
31. Satisfaction levels for victims of crime, with a specific sample for those that are considered repeat victims	New measure	No data, survey commenced June 2018			N/A	77% +/-4.0%
Percentage of crime victims satisfied with the policing response provided: (2,400 surveys completed per annum) This survey was revised in August 2017 and does not include crimes resolved by the Telephone Investigation Unit.						
32. Initial contact	95% and above	96% ● +/- 1.0	95% ● +/-1.0	96% ● +/-0.9	96% ● +/- 1.1	96% ● +/- 1.0
33. Response time	90% and above	89% ● +/- 1.4	88% ● +/- 1.4	88% ● +/- 1.3	90% ● +/- 1.6	88% ● +/- 1.4
34. Action taken	85% and above	83% ● +/- 1.7	82% ● +/- 1.7	81% ● +/- 1.6	84% ● +/- 1.9	80% ● +/- 1.7
35. Follow-up	85% and above	70% ● +/- 2.6	69% ● +/- 2.6	69% ● +/- 2.6	72% ● +/- 2.8	65% ● +/- 2.8
36. Treatment	90% and above	94% ● +/- 1.1	94% ● +/- 1.0	94% ● +/- 1.0	95% ● +/- 1.5	93% ● +/- 1.1
37. Whole experience	85% and above	83% ● +/- 1.7	83% ● +/- 1.6	84% ● +/- 1.5	84% ● 1.8	82% ● +/- 1.6
Percentage of victims satisfied with the Resolution Without Deployment (RWD) policing response provided: (600 surveys completed per annum) A new Telephone Investigation Unit (TIU) was introduced in April 2019. This replaces the RWD survey and will be reported next quarter once a reliable sample is achieved.						
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	April 2018	April 2019
38. Action taken	90% and above	90% ● +/- 2.7	90% ● +/- 2.8	90% ● +/- 2.8	92% ● +/- 2.4	89% ● +/- 2.9
39. Victim thought their incident was taken seriously	90% and above	85% ● +/- 2.8	86% ● +/- 2.8	86% ● +/- 2.8	88% ● +/-2.7	86% ● +/- 2.8
40. Whole experience	85% and above	83% ● +/- 2.9	83% ● +/- 3.0	83% ● +/- 3.0	85% ● +/- 2.7	83% ● +/- 3.0

Initial findings from the repeat victim survey show that 77% of victims were satisfied with the overall service provided (measure 31). Positively, 83% of repeat victims felt their report was taken seriously and 84% were happy with police support. Feedback from victims regarding what could have been done to prevent repeat victimisation includes installing prevention equipment, such as CCTV, and more visible patrols in the affected area.

The volume crime survey provides detailed information about the victim experience. 'Action taken' and 'follow-up' continue to be identified as areas for improvement (80% and 65% respectively; measures 34 and 35). Analysis of victim surveys identified victim experience could be improved by:

- Managing victim expectations more effectively, including when the report will be responded to and what action will be taken.
- Agreeing and recording how often, and by what means, victims would like to be updated, and keeping to the commitment.

Improving follow-up for volume crime victims is a priority for the Force, and is monitored across a number of Operation Delivery Groups.

Resolution Without Deployment (RWD) Satisfaction

The Telephone Investigation Unit (TIU) was introduced in April 2019, which replaces RWD and deals with a higher proportion of crime. The Primary Investigation Centre (PIC) provides a face to face /

telephone response to all incident types (and, where applicable, related crimes), where an assessment has been applied and the threat / harm/risk is low and the likelihood or reoccurrence is also assessed to be low, thus meaning that an immediate or prioritised response is not required. Results provided to April 2019 are for RWD service only. Initial satisfaction results for TIU will be reported in the next quarter.

Whole experience satisfaction (measure 40) has been decreasing since March 2017 and is currently at 83% compared to 85%, previously. Actions taken (measure 38) has also reduced, from 92% to 89%, and victims agreeing their incident was taken seriously (measure 39), from 88% to 86%.

Victims are supported to cope and recover from their experience of crime

Putting Victims First

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
41. Percentage of victims with a satisfactory needs assessment	85% and above	83% ● of 28,895 victims	84% ● of 28,764 victims	85% ● of 28,156 victims	86% ● of 25,584 victims	88% ● of 26,296 victims	84% ● of 110,870 victims	87% ● of 108,800 victims
42. Percentage of needs assessments completed within 48 hours.	80% and above	86% ● of 28,895 victims	86% ● of 28,764 victims	86% ● of 28,156 victims	89% ● of 25,584 victims	76% ● of 26,296 victims	87% ● of 110,870 victims	85% ● of 108,800 victims

The percentage of victims with a satisfactory needs assessment has improved since last year (measure 41). However, the timeliness of conducting a needs assessment has decreased (measure 42), with the most recent quarter falling below the threshold.

The introduction of the TIU has increased the number of victims spoken to through a scheduled telephone call; this is sometimes outside the 48 hour window to conduct a needs assessment. As the TIU matures and becomes more efficient, this effect is expected to lessen.

The most vulnerable are recognised and receive an enhanced service

Putting Victims First

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19 - Q4	2019/20 - Q1	June 2018	June 2019
43. Attendance rates at incidents with vulnerable victims (priority 2)	60 minutes	1 hr 25 mins ● 82% attended within threshold	2 hr 12 mins ● 70% attended within threshold	2 hr 21 mins ● 71% attended within threshold	2 hr 36 mins ● 67% attended within threshold	2 hr 48 mins ● 65% attended within threshold	1 hr 13 mins ● 85% attended within threshold	2 hr 32 mins ● 68% attended within threshold
Percentage of calls dealt with meeting call handling standards: 2018/19 - Q2 is based on a sample of 349, 2018/19 - Q4 is based on a sample of 276, and 2019/20 - Q1 is based on a sample of 340								
44. Correctly assessed for vulnerability, threat, risk and harm AND rationale recorded	90% and above	No data	92% ●	No data	89% ●	92% ●		
45. Allocated the most appropriate response	90% and above		90% ●		73% ●	93% ●		

As reported on page 4, attendance rates remain beyond the 60 minute threshold. The attendance rate to priority 2 incidents where the victim is vulnerable (measure 43) is lower than the overall attendance rate in the last two quarters (measure 19).

This is not the case for each type of incident. Reports of vulnerable missing persons receive a quicker response than non-vulnerable missing persons; concerns for public safety and welfare receive the

same response rate, irrespective of vulnerability; but vulnerable victims of crime receive a slower response than non-vulnerable victims of crime.

In 2019/20 Q1, 37% of priority 2 incidents were assigned a vulnerability marker. The profile of these incidents is different from the overall priority 2 profile. Concerns for safety account for 24% of all priority 2 incidents, but 37% for those flagged as vulnerable. Missing person

incidents account for 10% of priority 2 incidents but account for 19% of those flagged as vulnerable.

Effective Criminal Justice System

Increased number of guilty pleas at first hearing							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
46. Percentage of guilty pleas at first hearing	70% and above	67% ● 1,705 guilty pleas	66% ● 1,604 guilty pleas	66% ● 1,703 guilty pleas	66% ● 1,600 guilty pleas	65% ● 1,429 guilty pleas	63% ● data unavailable	66% ● 6,336 guilty pleas

The percentage of guilty pleas at first hearing (measure 46) is 66%; an improvement on the previous 12 months, but lower than the threshold of 70%.

In order to increase the number of guilty pleas at first court appearance, the Local Criminal Justice Board (LCJB) Performance

sub-group is working with criminal justice agencies to reduce the volume of fail to appear (FTA) cases.

Prevention of first time and repeat offending							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
47. Appropriate use of out of court disposals where a charge is the normal outcome*	Monitor	54%	58%	55%	68%	61%	63%	61%

	Threshold	Rolling 12 month data to...			12 months to...	
		March 2018	June 2018	September 2018	December 2017	December 2018
48. Monitor the number of first time entrants to the criminal justice system**	Monitor	2,861	2,952	2,896	2,767	2,847

* 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.

** The Criminal Justice Statistics Bulletin defines a first time entrant to the criminal justice system as an offender residing in England and Wales at the time of the offence, who has been recorded on the Police National Computer by an English or Welsh police force as having received their first conviction, caution or youth caution. Offences resulting in a Penalty Notice for Disorder are not counted as first offences.

Out of Court Disposals (OCD)

For the period April to June 2019, a total of 50 conditional cautions have been issued, compared to 82 conditional cautions the previous year, with 92% of offenders completing the course. The table below shows that Women's Hub, V Aware and Alcohol/Drugs Triage continue to be the best performing pathways.

Compliance Rates: Finalised during April to June 2019

Women's Hub	100% (+15%)
Veterans	None finalised
ABC Course	None finalised
Triage – Alcohol/Drugs	91% (+26%)
V Aware – (interactive programme)	83% (no change)
Unpaid Work	None issued
Force	92% (+19%)

Northumbria University has finalised an independent evaluation of the Revised Conditional Caution Framework with findings expected in the next quarter.

First Time Entrants to the Criminal Justice System

The number of first time entrants to the criminal justice system has increased by 3% over the past 12 months. Seven forces have reported an increase, but the overall national trend is a reduction (-10%). The rate per 1,000 population is 2nd highest in the Force's Most Similar Group (MSG), and 9th highest nationally.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse							Effective Criminal Justice System	
	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
49. Percentage of post-charge failures	32% and below	33% ● 453 failures	33% ● 478 failures	32% ● 394 failures	29% ● 359 failures	30% ● 320 failures	No data, data only available since September 2017	31% ● 1,551 failures

	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
Charge rate for:								
50. Rape	9% and above	5% ● 23 charges	5% ● 24 charges	10% ● 44 charges	7% ● 28 charges	5% ● 22 charges	6% ● 114 charges	7% ● 118 charges national charge rate: 4%
51. Sexual offences	12% and above	7% ● 57 charges	11% ● 79 charges	10% ● 76 charges	8% ● 67 charges	7% ● 60 charges	10% ● 283 charges	9% ● 282 charges national charge rate: 8%
52. Domestic abuse	22% and above	14% ● 861 charges	13% ● 875 charges	11% ● 756 charges	12% ● 860 charges	12% ● 798 charges	13% ● 3,215 charges	12% ● 3,289 charges national charge rate: 15%

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
Conviction rate for:						
53. Rape	58% and above	58% ●	60% ●	59% ●	58% ●	53% ● national conviction rate: 64%
54. Sexual offences	83% and above	81% ●	84% ●	84% ●	82% ●	85% ● national conviction rate: 82%
55. Domestic abuse	76% and above	70% ●	70% ●	71% ●	71% ●	71% ● national conviction rate: 77%
Report to conviction rate for:						
56. Rape	5% and above	3% ●	4% ●	4% ●	4% ●	4% ●
57. Sexual offences	10% and above	8% ●	8% ●	8% ●	8% ●	8% ●
58. Domestic abuse	17% and above	9% ●	9% ●	9% ●	9% ●	8% ●

* Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.

Post Charge Failures

Performance data for file quality shows a post charge failure rate below the threshold for the last three quarters (measure 49).

Plans to continue to improve post charge failures continue into the next quarter and include:

- The launch of the Digital Case File application.
- Further training for sergeants.

- A process to improve Crown Court case file before review.
- Inspector briefings on file quality.

Rape Charge Rate

The current charge rate (7%) is under the threshold of 9% and has decreased since last quarter; however Northumbria remains above the national average of 4% (measure 50). The national charge rates for rape and sexual offences have reduced over the past five years:

National charge rates

	Rape	Sexual Offences
2013/14	21%	25%
2014/15	15%	19%
2015/16	16%	17%
2016/17	11%	14%
2017/18	7%	11%
2018/19	4%	8%

Domestic Abuse Charge Rate

The reporting and recording of domestic abuse crimes has increased and the current charge rate is at 12%, which is under the threshold of 22%, the national rate of 15% and is a reduction from the previous year (measure 52).

Improving our Response

Northumbria Police has Improvement Plans for Domestic Abuse and Rape and Serious Sexual Offences.

Across both domestic abuse and rape and serious sexual offences the Force is working to improve criminal justice outcomes by improving investigative standards, supervisory oversight and file quality. The Raising Investigative Standards Programme includes a focus on:

- Increasing the arrest rate.
- Improving the effective use of body worn videos and seeking more evidence led prosecutions.

- Continued close working with CPS to review referral and prosecution rates.

A key focus is understanding why victims do not always support an investigation after reporting it and at what stage the victim is likely to withdraw to see what additional support can be offered.

Rape and Serious Sexual Offences actions include:

- Increasing awareness of sexual violence in the community.
- Improving support for victims including victim pathway mapping to identify areas for increased effectiveness.
- Identifying priority areas and working jointly with criminal justice agencies to improve outcomes.
- Continuing to improve the service and support to vulnerable and complex people at risk of sexual exploitation, abuse and involvement in sex work.
- Dedicated crime and performance analysts working across both DA and Rape and Serious and Sexual offences

Further information about the Raising Investigative Standards Programme is summarised in the 'Cutting Crime' section of this report.

Rape, Sexual Offences and Domestic Abuse Conviction Rate

The conviction rates for rape have been consistently meeting threshold, however the most recent rate has dropped below threshold of 58% (measure 53). The conviction rates for other sexual offences have improved since last year (measures 54) and is above threshold and national average. The conviction rate for offences of domestic abuse has remained the same as last year and continues to be below the threshold (measure 55).

The successful prosecution of offenders requires an effective joined up response across the criminal justice system. Northumbria Police and CPS hold bi-monthly review panels and the Local Criminal Justice Board brings together a range of agencies.

Reducing Anti-Social Behaviour

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

Reducing Anti-Social Behaviour

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
59. Recorded levels of anti-social behaviour incidents	Monitor	14,093 155 per day	13,325 145 per day	11,172 121 per day	10,871 121 per day	12,299 135 per day	53,116 146 per day	47,667 131 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
60. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed annually)	15% and below	16% ● +/- 1.1	17% ● +/- 1.1	17% ● +/- 1.1	15% ● +/- 1.0	18% ● +/- 1.2
61. Percentage of ASB victims who are confident to report further incidents to the police again (1,300 surveyed, commenced Sept 2017)	85% and above	79% ● +/- 2.1	79% ● +/- 2.2	80% ● +/- 2.2	No data, survey commenced September 2017	80% ● +/- 2.2
62. Percentage of victims of long term ASB who experienced no further incidents since their report (600 surveyed)	50% and above	47% ● +/- 3.5	46% ● +/- 3.3	47% ● +/- 3.3	50% ● +/- 3.8	47% ● +/- 3.4

The number of reported ASB incidents has decreased (measure 59). Although the number of ASB incidents in 2019/20 - Q1 is higher than the previous two quarters, this is due to the seasonal nature of ASB and is lower than the same quarter last year.

Perceptions of ASB have increased in local neighbourhoods according to local resident surveys; from 15% to 18% (measure 60), taking it above the threshold.

The majority who comment that ASB is a problem have either experienced or witnessed it themselves. Some say they are aware of it happening locally as it has happened to people they know or to a lesser degree from what they have read or heard in local news and social media.

The percentage of people experiencing no further incidents following a report of ASB (measure 62) has decreased from 50% to 47%, however, confidence in reporting (measure 61) has improved over time to 80%, but is not yet achieving the threshold of 85%.

A new approach to ASB is being piloted in Northern Area Command (North Tyneside and Northumberland), to improve the service delivered to vulnerable and repeat victims of anti-social behaviour. This launched in May 2019, and involves PCSOs reviewing all incidents to ensure the appropriate response has been provided, including a call back with the victim.

The call back will take a Vulnerable, Investigation and Problem Solving (VIP) approach which includes explaining what activity the

Neighbourhood Team are undertaking, intelligence gathering, expectation setting and other support.

A survey of victims subject to this new approach is being conducted, with results expected after September 2019 to understand the impact on victims.

Improved satisfaction for victims of ASB

Reducing Anti-Social Behaviour

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2018	June 2018	June 2019
Percentage of ASB victims satisfied with the policing response provided: (1,300 completed per annum) This is a new survey that was launched in September 2017 so there is no previous year's comparison						
63. Initial contact	90% and above	93% ● +/- 1.3	94% ● +/- 1.3	94% ● +/- 1.3	No data, survey commenced September 2017	93% ● +/- 1.4
64. Response time	90% and above	90% ● +/- 2.2	89% ● +/- 2.4	88% ● +/- 2.6		85% ● +/- 2.8
65. Action taken	85% and above	86% ● +/- 2.6	83% ● +/- 2.9	81% ● +/- 3.1		79% ● +/- 3.3
66. Follow-up	85% and above	68% ● +/- 5.1	64% ● +/- 5.6	62% ● +/- 6.3		59% ● +/- 6.6
67. Treatment	95% and above	96% ● +/- 1.4	95% ● +/- 1.6	95% ● +/- 1.7		95% ● +/- 1.7
68. Whole experience	85% and above	81% ● +/- 2.0	82% ● +/- 2.1	81% ● +/- 2.1		80% ● +/- 2.2

Providing follow-up contact remains a key area for improvement according to victim feedback (measure 66) with fewer victims satisfied with this aspect of service (59%) and further reductions seen since the last quarterly update. There has also been a general deterioration in response time and actions taken, which have caused a slight reduction in whole experience satisfaction.

Reasons for dissatisfaction include the timeliness of response, a perceived lack of action and a desire for more updates.

Safer night-time economy Cutting Crime

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
69. Recorded crime levels in night time economy areas	Monitor	1,471 16 per day	1,461 16 per day	1,699 18 per day	1,429 16 per day	1,364 15 per day	6,054 17 per day	5,953 16 per day

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
70. Perceptions of safety of those that use the night time economy (5,000 surveyed annually)	Monitor	90% +/- 1.9	90% +/- 1.9	89% +/- 2.0	90% +/- 1.9	88% +/- 2.2

The measure of night time economy (NTE) is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the Force with a night time economy. Recorded crime in NTE areas has reduced by 2% from an average of 17 to 16 crimes per day (measure 69).

Perceptions of safety amongst those who use the NTE remain high, with 88% feeling safe whilst out on an evening (measure 70). Whilst this has seen a two percentage point reduction year-on-year, the change is not statistically significant.

The Force continues to collaborate effectively with partners in tackling NTE related crime and disorder. Officers work in close partnership with Street Pastors, Taxi Marshalls, North East

Ambulance Service, NE1 BID and the local authority to deliver a safe and enjoyable environment alongside licensed premises and other venues in the city. The night time levy income for the most recent period was finalised as £196,000 and this money is utilised to support street pastors, taxi marshals, the Safe Haven (alongside the NEAS support) and policing operations with a focus on visibility and prevention.

Northumbria Police is working in partnership with the local authority and universities to address licences who continue to serve alcohol to intoxicated people. Problem locations have been identified and issues resolved; the activity will continue throughout Freshers' week.

The use of new technology continues to be utilised including within education and engagement activities. A virtual reality programme takes the participant through a NTE scenario and points out vulnerability and risk which they may have missed. This is planned for use during Freshers' events and during public engagements.

Operations are also running to combat serious violence (knife crime) and drug supply within the NTE. Recent drug seizures have been valued at £130,000 and related to organised supply to the student population.

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
71. Recorded crime	Monitor	40,815 449 per day	40,963 445 per day	40,102 436 per day	38,475 428 per day	38,692 425 per day	156,902 430 per day	158,232 434 per day
72. Recorded crime levels based on the crime severity score published by ONS*	Monitor	59,774	57,737	54,525	53,114	54,287	55,166	55,229
73. Compliance with National Crime Recording Standards	95% and above	97% ● 1,176 under recorded	95% ● 2,086 under recorded	95% ● 2,226 under recorded	97% ● 1,031 under recorded	96% ● 1,417 under recorded	97% ● 5,693 under recorded	96% ● 6,923 under recorded
74. Percentage of crimes recorded within 24 hours**	90% and above	86% ● 36,225 within 24 hours	85% ● 35,540 within 24 hours	86% ● 35,884 within 24 hours	87% ● 33,914 within 24 hours	85% ● 33,247 within 24 hours	86% ● 140,787 within 24 hours	86% ● 138,585 within 24 hours

* The crime severity score is an alternative measure of total recorded crime where more severe offences are given a larger weighting.

** The denominator used in the calculation of crimes recorded within 24 hours is slightly higher than the number of recorded crimes, as it also includes crimes subsequently cancelled.

Long term increases in total recorded crime (measure 71) and the related crime severity score (measure 72) have stopped and are starting to show small reductions. Appendices 1 and 2 show the change in recorded crime by offence type and trends.

The Crime Survey for England and Wales (CSEW) provides an alternative measure of crime by asking members of the public about their experiences of crime over the last 12 months. This includes crimes that may not have been reported to the police. According to the survey, the risks of personal and household crime in Northumbria continue to reduce. The Force is second lowest in the country (8.1%) for risk of personal crime and the risk of household crime (5.3%).

Rural Crime

Operation Checkpoint is a multi-force operation that uses the support of other agencies and volunteers to target offenders who operate in rural areas, largely committing acquisitive crime. Using an intelligence led approach, possible offenders are proactively identified and targeted. Wildlife crime and increasing feelings of safety are also a priority in rural areas.

Serious and Organised Crime (SOC)

Northumbria Police tackle SOC under the 4P approach of Protect, Pursue, Prepare and Prevent.

Protect

Operation Sentinel is now embedded as the Force’s multi agency approach to combatting SOC, bringing partners together in

coordinating operational activity. A media campaign has been delivered to provide crime prevention advice about organised acquisitive crime to the public to inform about methods used in courier frauds.

Pursue

A range of activity is ongoing to pursue those involved in organised crime. Notable outcomes include six arrests in connection with Operation Hydra, tackled courier fraud which involved 109 victims and £100,000 cash. Operation Antidote saw a number of arrests in relation to ‘county lines’ drug supply activity. 93% of the local community surveyed, agreed that the police activity was effective in dealing with drug use and supply.

Prepare

Preparation for Brexit continues, particularly in relation to the disruption to intelligence sharing and enforcement mechanisms.

Funding has been obtained from the private sector which allows expansion of Automatic Number Plate Recognition capacity and infrastructure in Northumberland. At least 18 new cameras will be installed, funded through a variety of third party and private sector organisations including local authorities, two private residential developers, and a coalition of landowners.

Prevent

Diversion work continues to develop and key to this is the ‘Get Connected’ programme – which is designed to divert the siblings of

Organised Crime Group (OCG) members and their close associates who are at significant risk of being drawn into Serious Organised Crime.

The Get Connected programme has now completed five workshops attended by over 50 people from 30 Newcastle based organisations. Topics included identifying Serious and Organised Crime, Gangs, County Lines and understanding the voice of the child and adverse child experiences.

Raising Investigative Standards (RIS)

The ‘Raising Investigative Standards’ programme of work continues activity includes:

- The introduction of a Digital Case File .
- Training to all constables, sergeants, inspectors and relevant police staff.
- The Force has implemented the new Primary Investigation Centre which aims to improve the allocation, quality of recording, and efficiency in ensuring the most appropriate resource is allocated from the outset of a crime.
- Improvements in THRIVE assessments have increased the number of incidents which are correctly identified as vulnerable.
- Increasing the use of body worn cameras in domestic abuse incidents. As a result, use has increased from 43% to 72% as of April 2019. The volume of arrests has also increased along with victim satisfaction.

Areas for continued improvement include increased supervisory oversight following the initial response, increased recording standards, providing agreed updates to victims and a planned approach to reduce victim attrition.

	Threshold	Quarterly data					12 months to...	
		2018/19 – Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/20 – Q1	June 2018	June 2019
75. Monitor the number of offenders given a conditional caution referred to substance abuse intervention ⁷	Monitor	25	17	9	13	17	156*	56

⁷ New pathways of intervention including Triage assessment (drugs and/or alcohol) and Alcohol Behaviour Change Programme (ABC) were introduced in October 2017.

* Conditional cautions were launched in October 2017, figures to June 2018 relate to nine months October 2017 to June 2018.

Out of Court Disposals (OCCD)

Northumbria Police continue to tackle the root cause of offending behaviour by using conditional cautions where appropriate. In the last 12 months, there have been 56 referrals for substance abuse interventions to drug or alcohol triage and the Alcohol Behaviour Change (ABC) programme.

Cutting Drug Use

Northumbria Police has continued to target the supply and use of illegal drugs. Recent examples include:

- Operation Kola – the arrests of two drugs couriers connected to a Tyneside Organised Crime Group which involved £110, 000 cash, six kilograms of cocaine, amphetamine and cannabis.
- Operation Corvette – supply of class A drugs from Liverpool to the Northumbria Police area. Two kilograms of cocaine was seized along with £80,000 cash.

The Serious Organised Crime Divert Project incorporates a ‘Schools Voice’ element which is used to better safeguard young people. The areas discussed with young people include organised crime, gangs, drugs, violence, exploitation, social media and online gaming

Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide				Community Confidence		
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
76. Percentage of people who believe the police do a good or excellent job in their neighbourhood (5,000 surveyed annually)	85% and above	83% ● +/- 1.2	82% ● +/- 1.3	81% ● +/- 1.3	85% ● +/- 1.2	79% ● +/- 1.4
77. Percentage of people who feel safe in their local area (5,000 surveyed annually)	95% and above	97% ● +/- 0.5	97% ● +/- 0.5	96% ● +/- 0.6	97% ● +/- 0.5	96% ● +/- 0.6
78. Percentage of people who believe that the level of visibility in their neighbourhood is about right (5,000 surveyed annually)	55% and above	50% ● +/- 1.6	48% ● +/- 1.6	47% ● +/- 1.6	52% ● +/- 1.5	44% ● +/- 1.6
Percentage of hate crime victims satisfied with the policing response provided: (approximately 300 surveys completed per annum)						
79. Initial contact	95% and above	95% ● +/- 2.3	96% ● +/- 2.1	96% ● +/- 2.2	97% ● +/- 2.0	96% ● +/- 2.5
80. Response time	90% and above	89% ● +/- 3.2	89% ● +/- 3.2	90% ● +/- 3.2	88% ● +/- 3.4	90% ● +/- 3.4
81. Action taken	90% and above	86% ● +/- 3.5	86% ● +/- 3.5	84% ● +/- 3.8	86% ● +/- 3.6	85% ● +/- 4.0
82. Follow-up	90% and above	76% ● +/- 5.0	74% ● +/- 5.3	74% ● +/- 5.5	76% ● +/- 5.0	73% ● +/- 6.0
83. Treatment	95% and above	94% ● +/- 2.3	95% ● +/- 2.2	95% ● +/- 2.2	94% ● +/- 2.4	94% ● +/- 2.6
84. Whole experience	90% and above	84% ● +/- 3.7	85% ● +/- 3.6	84% ● +/- 3.8	82% ● +/- 3.9	85% ● +/- 3.9

The percentage of people who believe the police do a good job has reduced statistically, from 85% to 79%, and is below the threshold of 85% (measure 76). It is likely this is linked to public awareness of police funding cuts as participants frequently comment about this. Feelings of safety remain high at 96% (measure 77).

Whilst there have been local reductions in measure 76, the Crime Survey for England and Wales, which compares 43 forces across a range of public confidence measures, places Northumbria Police in the top five forces for public confidence, and first for reliability and dealing with community priorities.

The percentage of people who believe the level of visibility is 'about right' has continued to reduce statistically, from 52% to 44% and is below the threshold of 55% (measure 78). In most cases, residents feel that a police presence would act as a deterrent or reassurance rather than in response to a specific neighbourhood problem.

Hate Crime

Recorded hate crime has increased by 7% over the past 12 months; with largest increases in homophobic and transphobic crimes, although there have been higher recorded volumes of race crime.

	12 months to June 2018	12 months to June 2019	Change	
Racial	1709	1726	+17	+1%
Faith	211	227	+16	+8%
Sexual Orientation	291	405	+114	+39%
Transgender	54	75	+21	+39%
Disability	286	296	+10	+3%
Total hate crime	2551	2729	+178	+7%

Hate crime satisfaction has shown recent improvement from the 82% in the previous period to 85% currently (measure 84). However, most aspects of service remain below the thresholds. The most common reasons for dissatisfaction is the time taken to respond and not being kept up to date on the investigation.

A number of initiatives to improve the response to hate crime are ongoing.

Northumbria Police has provided hate crime awareness sessions to schools. This includes the extended roll out of the Hate Crime Champion Scheme to students (both secondary and university).

Training has been undertaken with all sergeants regarding enhanced service standards for victims of Hate Crime.

Northumbria Police is working with Victims First Northumbria to increase referrals and provide dedicated support to victims of hate crime, improve victim care with the aim of reducing attrition rates. Funding has now been secured to provide a dedicated hate crime worker.

The Workplace Hate Crime Champion Scheme continues to increase representatives from both public and private sectors. Further work is ongoing to expand the network into GP surgeries.

More people connecting with the police to report local concerns and crimes and reporting confidence in the police response					Community Confidence	
	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
85. Percentage of victims that have confidence to report further crime in the future (2,400 surveyed annually)	90% and above	92% ● +/-1.2	92% ● +/-1.1	92% ● +/-1.1	No data, survey commenced October 2017	91% ● +/-1.2

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
86. Perceptions of road safety (5,000 surveyed annually)	Monitor	83% +/- 1.2	84% +/- 1.1	83% +/- 1.2	84% +/- 1.1	83% +/- 1.3

Confidence amongst victims to report further crimes remains high at 91% (measure 85).

Public perceptions that roads are safe remain high at 83% (measure 86). The use of mobile phones is the biggest public concern, followed by speeding and dangerous driving, whilst drink driving is less of a public concern.

Cybercrime and Fraud

In response to the HMICFRS 'Time to Choose' report and recommendations released in April 2019, key stakeholders have been consulted and a fraud working group created to identify current gaps and to devise and implement an improvement plan. A plan is in place to improve the service provided to those victims who are dealt with by Action Fraud to ensure vulnerable victims are

identified at an early stage, with a focus on reducing repeat victimisation.

Improve the complaints process, reduce appeals and increase satisfaction with how complaints against the force are managed

Community Confidence

	Threshold	Quarterly data					12 months to...	
		2018/19 - Q1	2018/19 – Q2	2018/19 – Q3	2018/19 – Q4	2019/2020 – Q1	June 2018	June 2019
Monitor level and type of allegations								
87. Incivility, impoliteness or intolerance	35 or below per month	99 Allegations ● 33 per month	87 Allegations ● 29 per month	82 Allegations ● 27 per month	106 Allegations ● 35 per month	125 Allegations ● 42 per month	365 Allegations ● 30 per month	400 Allegations ● 33 per month
88. Other assault	20 or below per month	51 Allegations ● 17 per month	42 Allegations ● 14 per month	36 Allegations ● 12 per month	58 Allegations ● 19 per month	54 Allegations ● 18 per month	201 Allegations ● 17 per month	190 Allegations ● 16 per month
89. Other neglect or failure in duty	67 or below per month	222 Allegations ● 74 per month	242 Allegations ● 81 per month	180 Allegations ● 60 per month	336 Allegations ● 112 per month	408 Allegations ● 136 per month	728 Allegations ● 61 per month	1,166 Allegations ● 97 per month

	Threshold	Rolling 12 month data to...			12 months to...	
		September 2018	December 2018	March 2019	June 2018	June 2019
Appeals made and upheld						
90. Percentage of appeals made	Monitor	29% 230 appeals	26% 194 appeals	24% 174 appeals	30% 232 appeals	27% 188 appeals
91. Percentage of appeals upheld - Overall	32% or below	22% ● 45 upheld	22% ● 40 upheld	28% ● 44 upheld	18% ● 40 upheld	32% ● 53 upheld
92. Percentage of appeals upheld - Force investigated	13% to 23%	17% ● 14 upheld	12% ● 8 upheld	9% ● 4 upheld	16% ● 13 upheld	21% ● 11 upheld
93. Percentage of appeals upheld - Force locally resolved	9% to 14%	13% ● 3 upheld	14% ● 4 upheld	9% ● 2 upheld	9% ● 2 upheld	21% ● 11 upheld
94. Percentage of appeals upheld – Independent Office of Police Conduct (IOPC) investigated	21% to 39%	38% ● 15 upheld	47% ● 16 upheld	55% ● 17 upheld	20% ● 7 upheld	60% ● 18 upheld
95. Percentage of appeals upheld - Independent Office of Police Conduct (IOPC) non-recording	22% to 38%	23% ● 12 upheld	23% ● 11 upheld	35% ● 20 upheld	29% ● 18 upheld	40% ● 19 upheld
96. Number of live complaints being managed	210 or below	217 ●	181 ●	221 ●	171 ●	215 ●

Complaints

Northumbria Police consistently performs better (FY 2018/19) than the Force’s MSG and national average for timeliness data in respect of the recording and investigation of complaints.

The Force has received an increasing number of allegations concerning ‘Other neglect or failure in duty’ (measure 89), particularly in April and May 2019. The increase relates to both triaged allegations and recordable complaints. Some of the increase relates to a number of complaints comprising of a larger than normal number of allegations (each complaint can be made up of several individual allegations). There has not been any significant change in the departments that are subject of these allegations.

Raising Awareness

Presentations have been delivered to key partners about indicators of corruption, abuse of authority for sexual purpose and a new community engagement strategy. This included the Mental Health Trust Strategic Police and Partner Board and Safeguarding Boards, the presentation aims to raise awareness and promote confidence in reporting concerns regarding police behaviour.

Service Feedback

The Professional Standards Department, supported by the Police Community Engagement Teams, carried out a series of mystery

shopper tests to assess the suitability of Northumbria Police’s online complaints procedure. In order to gain a better understanding of our community’s needs a wide selection of ‘shoppers’ were engaged from diverse backgrounds, including over 65’s, young people, individuals with learning difficulties and those for whom English is a second language.

Initial feedback has proven to be insightful and will result in changes to the Internet page and how the public access the complaints process.

Appendix 1: Recorded crime by local authority area

Forcewide	Q1 18/19 Average	Q1 19/20	Change compared to daily average	
Total crime	39,803	38,329	-1,474	- 4%
Violence against the person	12,217	12,378	+ 161	+ 1%
Violence against the person - With injury	3,352	3,535	+ 183	+ 5%
Violence against the person - Without injury	8,866	8,843	- 23	- 0%
Other violence	613	615	+ 2	+ 0%
Harassment & assault	8,253	8,228	- 25	- 0%
Robbery	213	185	- 28	- 13%
Sexual offences	1,227	1,220	- 7	- 1%
Rape	461	423	- 38	- 8%
Other serious sexual offences	541	553	+ 12	+ 2%
Other sexual offences	226	244	+ 18	+ 8%
Vehicle crime	2,130	2,208	+ 78	+ 4%
Criminal damage	6,026	5,672	- 354	- 6%
Burglary	2,250	1,997	- 253	- 11%
Theft and handling	8,501	7,911	- 590	- 7%
Shoplifting	3,552	3,369	- 183	- 5%
Theft from the person	338	449	+ 111	+ 33%
Theft of a pedal cycle	506	395	- 111	- 22%
Other theft and handling	4,105	3,698	- 407	- 10%
Drug crime	801	853	+ 52	+ 7%
Fraud and forgery	90	51	- 39	- 43%
Public disorder	5,834	5,409	- 425	- 7%
Miscellaneous crime	515	445	- 70	- 14%

	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change					
Hate Crime	750	691	-59	-8%	444	463	+19	+4%	68	61	-7	-10%	109	74	-35	-32%	19	14	-5	-26%	110	79	-31	-28%

Sunderland	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank
							1 = fewest crimes 15 = most crimes
Total crime	8,277	8,139	- 138	- 2%	120.3	120.8	7
Violence against the person	2,486	2,496	+ 10	+ 0%	36.2	42.1	5
Violence against the person - With injury	640	691	+ 51	+ 8%	9.0	12.8	3
Violence against the person - Without injury	1,845	1,805	- 40	- 2%	27.2	29.3	6
Other violence	111	103	- 8	- 7%	1.6	2.4	3
Harassment & assault	1,734	1,702	- 32	- 2%	25.6	26.9	7
Robbery	35	51	+ 16	+ 45%	0.5	1.3	2
Sexual offences	235	214	- 21	- 9%	3.4	3.6	9
Rape	84	68	- 16	- 19%	1.2	1.3	5
Other serious sexual offences	106	96	- 10	- 10%	1.6	1.5	10
Other sexual offences	45	50	+ 5	+ 10%	0.6	0.8	4
Vehicle crime	472	421	- 51	- 11%	7.1	8.9	6
Criminal damage	1,330	1,305	- 25	- 2%	19.4	16.4	14
Burglary	468	459	- 9	- 2%	6.9	8.2	5
Theft and handling	1,674	1,712	+ 38	+ 2%	24.0	22.2	11
Shoplifting	709	788	+ 79	+ 11%	10.1	9.0	12
Theft from the person	53	78	+ 25	+ 46%	0.8	1.0	9
Theft of a pedal cycle	85	60	- 25	- 29%	1.2	1.2	7
Other theft and handling	827	786	- 41	- 5%	11.9	11.0	12
Drug crime	128	139	+ 11	+ 9%	1.8	2.5	5
Fraud and forgery	19	4	- 15	- 79%	0.3	0.2	14
Public disorder	1,326	1,253	- 73	- 6%	19.0	13.8	14
Miscellaneous crime	104	85	- 19	- 18%	1.5	1.7	8

Hate Crime	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change					
	122	108	-14	-11%	76	76	0	0%	9	13	+4	+44%	15	11	-4	-27%	3	1	-2	-67%	19	7	-12	-63%

South Tyneside	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	4,004	4,141	+ 137	+ 3%	107.8	118.3	5
Violence against the person	1,333	1,506	+ 173	+ 13%	35.7	40.4	5
Violence against the person - With injury	335	431	+ 96	+ 29%	8.9	12.1	2
Violence against the person - Without injury	998	1,075	+ 77	+ 8%	26.8	28.3	5
Other violence	64	73	+ 9	+ 14%	1.6	2.4	6
Harassment & assault	934	1,002	+ 68	+ 7%	25.2	25.9	6
Robbery	13	10	- 3	- 24%	0.3	1.6	1
Sexual offences	122	130	+ 8	+ 6%	3.2	3.4	7
Rape	48	42	- 6	- 13%	1.2	1.3	8
Other serious sexual offences	48	59	+ 11	+ 22%	1.3	1.4	7
Other sexual offences	26	29	+ 3	+ 12%	0.7	0.7	7
Vehicle crime	175	181	+ 6	+ 3%	4.7	9.5	2
Criminal damage	663	675	+ 12	+ 2%	18.0	15.9	11
Burglary	187	165	- 22	- 12%	5.0	9.2	1
Theft and handling	776	728	- 48	- 6%	21.0	21.6	11
Shoplifting	331	328	- 3	- 1%	8.9	9.1	11
Theft from the person	20	31	+ 11	+ 54%	0.5	0.8	2
Theft of a pedal cycle	51	39	- 12	- 23%	1.4	1.1	12
Other theft and handling	373	330	- 43	- 12%	10.2	10.5	7
Drug crime	60	73	+ 13	+ 21%	1.6	2.4	2
Fraud and forgery	5	6	+ 1	+ 15%	0.1	0.1	11
Public disorder	617	613	- 4	- 1%	16.6	12.5	10
Miscellaneous crime	52	54	+ 2	+ 3%	1.4	1.6	5

	Total			Race			Faith			Homophobic			Transphobic			Disability		
	Q1 18/19	Q1 19/20	Change	Q1 18/19	Q1 19/20	Change	Q1 18/19	Q1 19/20	Change	Q1 18/19	Q1 19/20	Change	Q1 18/19	Q1 19/20	Change	Q1 18/19	Q1 19/20	Change
Hate Crime	72	40	-32 -44%	44	29	-15 -34%	6	2	-4 -67%	5	2	-3 -60%	2	2	0 0%	15	5	-10 -67%

Gateshead	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank
							1 = fewest crimes 15 = most crimes
Total crime	5,294	4,998	- 296	- 6%	106.8	118.8	5
Violence against the person	1,616	1,615	- 1	- 0%	32.4	42.0	2
Violence against the person - With injury	437	402	- 35	- 8%	8.6	12.1	1
Violence against the person - Without injury	1,179	1,213	+ 34	+ 3%	23.9	29.9	3
Other violence	85	86	+ 1	+ 1%	1.7	2.1	7
Harassment & assault	1,094	1,127	+ 33	+ 3%	22.2	27.8	3
Robbery	31	17	- 14	- 44%	0.6	1.3	3
Sexual offences	158	185	+ 27	+ 17%	3.2	3.6	3
Rape	56	79	+ 23	+ 42%	1.2	1.3	5
Other serious sexual offences	74	68	- 6	- 8%	1.4	1.5	6
Other sexual offences	28	38	+ 10	+ 34%	0.6	0.8	2
Vehicle crime	347	325	- 22	- 6%	6.8	8.2	5
Criminal damage	812	739	- 73	- 9%	16.4	16.6	7
Burglary	316	261	- 55	- 17%	6.4	8.0	3
Theft and handling	1,078	1,071	- 7	- 1%	21.8	21.3	10
Shoplifting	431	482	+ 51	+ 12%	8.5	8.9	9
Theft from the person	31	48	+ 17	+ 57%	0.7	1.0	3
Theft of a pedal cycle	41	42	+ 1	+ 4%	0.8	1.1	6
Other theft and handling	576	499	- 77	- 13%	11.8	10.2	13
Drug crime	113	96	- 17	- 15%	2.3	2.5	7
Fraud and forgery	10	10	- 0	- 4%	0.2	0.1	12
Public disorder	735	609	- 126	- 17%	15.0	13.4	9
Miscellaneous crime	78	70	- 8	- 11%	1.6	1.7	9

	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change					
	Hate Crime	103	127	+24	+23%	49	76	+27	+55%	25	25	0	0%	11	9	-2	-18%	3	2	-1	-33%	15	15	0

North Tyneside	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank 1 = fewest crimes 15 = most crimes
Total crime	5,176	5,066	- 110	- 2%	101.6	97.7	11
Violence against the person	1,655	1,705	+ 50	+ 3%	32.5	33.0	9
Violence against the person - With injury	400	462	+ 62	+ 16%	7.7	10.2	1
Violence against the person - Without injury	1,255	1,243	- 12	- 1%	24.8	22.7	10
Other violence	90	91	+ 1	+ 2%	1.8	1.7	10
Harassment & assault	1,166	1,152	- 14	- 1%	23.0	21.0	10
Robbery	23	16	- 7	- 29%	0.5	1.1	1
Sexual offences	154	149	- 5	- 3%	3.2	2.9	10
Rape	60	45	- 15	- 25%	1.2	1.1	13
Other serious sexual offences	60	63	+ 3	+ 6%	1.2	1.2	7
Other sexual offences	35	41	+ 6	+ 19%	0.7	0.6	12
Vehicle crime	258	373	+ 115	+ 45%	4.8	7.6	1
Criminal damage	743	696	- 47	- 6%	14.7	12.8	13
Burglary	276	237	- 39	- 14%	5.4	7.0	2
Theft and handling	1,043	944	- 99	- 9%	20.3	19.8	8
Shoplifting	466	407	- 59	- 13%	8.8	8.4	11
Theft from the person	19	39	+ 20	+104%	0.4	1.0	1
Theft of a pedal cycle	69	58	- 11	- 16%	1.3	1.7	8
Other theft and handling	488	440	- 48	- 10%	9.7	8.6	14
Drug crime	81	88	+ 7	+ 9%	1.6	2.7	3
Fraud and forgery	9	7	- 2	- 20%	0.2	0.1	11
Public disorder	869	794	- 75	- 9%	17.2	9.2	15
Miscellaneous crime	66	57	- 9	- 13%	1.3	1.4	6

	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change	
Hate Crime	109	67	-42	-39%	69	38	-31	-45%	3	2	-1	-33%	15	12	-3	-20%	2	4	+2	+100%	20	11	-9	-45%

Newcastle	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank
							1 = fewest crimes 15 = most crimes
Total crime	10,708	9,705	-1,003	- 9%	145.7	112.4	14
Violence against the person	3,049	2,870	- 179	- 6%	41.3	37.3	9
Violence against the person - With injury	956	928	- 27	- 3%	12.7	12.5	8
Violence against the person - Without injury	2,094	1,942	- 152	- 7%	28.5	24.8	10
Other violence	178	166	- 12	- 7%	2.4	2.4	9
Harassment & assault	1,916	1,776	- 140	- 7%	26.1	22.5	10
Robbery	89	78	- 11	- 12%	1.2	2.0	4
Sexual offences	351	332	- 19	- 5%	4.8	3.8	13
Rape	145	114	- 31	- 21%	2.0	1.4	14
Other serious sexual offences	157	169	+ 12	+ 8%	2.2	1.6	15
Other sexual offences	49	49	- 0	- 0%	0.7	0.8	6
Vehicle crime	546	638	+ 92	+ 17%	7.3	8.2	7
Criminal damage	1,449	1,232	- 217	- 15%	19.5	12.8	15
Burglary	578	486	- 92	- 16%	7.9	7.8	7
Theft and handling	2,736	2,346	- 390	- 14%	37.5	24.4	15
Shoplifting	1,123	946	- 177	- 16%	15.3	9.5	14
Theft from the person	190	207	+ 17	+ 9%	2.8	2.2	13
Theft of a pedal cycle	206	158	- 48	- 23%	2.7	2.7	8
Other theft and handling	1,216	1,035	- 181	- 15%	16.8	10.0	14
Drug crime	329	364	+ 35	+ 11%	4.5	3.4	11
Fraud and forgery	27	11	- 16	- 59%	0.4	0.2	14
Public disorder	1,429	1,259	- 170	- 12%	19.6	10.9	14
Miscellaneous crime	124	89	- 35	- 28%	1.8	1.6	10

	Total				Race				Faith				Homophobic				Transphobic				Disability			
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change					
Hate Crime	253	285	+32	+13%	163	213	+50	+31%	24	14	-10	-42%	36	27	-9	-25%	6	5	-1	-17%	24	26	+2	+8%

Northumberland	Q1 18/19 Average	Q1 19/20	Change		Comparison with most similar CSP (12 months to May-19)		
					Per 1,000 populaion	MSG (CSP) average	Rank
							1 = fewest crimes 15 = most crimes
Total crime	6,346	6,280	- 66	- 1%	81.6	70.1	12
Violence against the person	2,079	2,186	+ 107	+ 5%	26.6	25.7	8
Violence against the person - With injury	584	621	+ 37	+ 6%	7.4	8.7	5
Violence against the person - Without injury	1,495	1,565	+ 70	+ 5%	19.2	17.0	11
Other violence	86	96	+ 10	+ 12%	1.1	1.2	7
Harassment & assault	1,409	1,469	+ 60	+ 4%	18.1	15.8	11
Robbery	23	13	- 10	- 44%	0.3	0.3	7
Sexual offences	206	210	+ 4	+ 2%	2.8	2.6	10
Rape	68	75	+ 7	+ 10%	0.9	0.8	13
Other serious sexual offences	95	98	+ 3	+ 3%	1.2	1.1	10
Other sexual offences	42	37	- 5	- 12%	0.6	0.6	8
Vehicle crime	332	270	- 62	- 19%	4.3	3.6	12
Criminal damage	1,029	1,025	- 4	- 0%	13.2	10.2	15
Burglary	425	389	- 36	- 8%	5.4	4.7	12
Theft and handling	1,195	1,110	- 85	- 7%	15.3	13.9	12
Shoplifting	492	418	- 74	- 15%	6.2	6.0	11
Theft from the person	24	46	+ 22	+ 91%	0.3	0.4	7
Theft of a pedal cycle	55	38	- 17	- 31%	0.7	0.9	8
Other theft and handling	624	608	- 16	- 3%	8.1	6.6	14
Drug crime	90	93	+ 3	+ 4%	1.1	2.1	1
Fraud and forgery	20	13	- 7	- 35%	0.3	0.2	14
Public disorder	858	881	+ 23	+ 3%	11.1	5.6	15
Miscellaneous crime	90	90	- 0	- 0%	1.2	1.2	7

	Total				Race				Faith				Homophobic			Transphobic			Disability					
	Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change		Q1 18/19	Q1 19/20	Change					
Hate Crime	91	64	-27	-30%	43	31	-12	-28%	1	5	+4	+400%	27	13	-14	-52%	3	0	-3	-100%	17	15	-2	-12%