

POLICE & CRIME PLAN

QUARTERLY PERFORMANCE REPORT

Building safer communities and effective justice

Quarter I – April to June 2020

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Note on the Operating Environment Q1 2020

As a result of the COVID-19 pandemic, the UK went into lockdown on 23 March 2020 with some restrictions lifting on the 13th May and 1st June. This resulted in a number of changes to demand for operational policing and has impacted on a number of performance metrics during the first quarter of this financial year. Throughout the report there are references to the impact of this in the relevant sections.

I. Putting Victims First

Contact Management

- I.1 Call volumes have reduced by 16% in April to June 2020 compared to the same period the previous year (129,569 compared to 154,471) as a result of COVID-19. Emergency (999) calls were 18% lower (-11,047 calls), whilst non-emergency (101) calls were 15% lower (-13,855 calls) than the same period the previous year. Call demand returned to typical levels from June 2020. Over a rolling 12 months the average time to answer emergency calls was 9 seconds, with 87% of calls answered within 10 seconds. In the period April to June 2020, 90% of calls (90th percentile) were answered between 16 and 18 seconds.
- I.2 Non-emergency (101) calls have an average time to answer of 72 seconds, with 77% answered within 60 seconds. The average answer time improved in April and May 2020 as demand reduced. During COVID-19, staff within the Communications Department were used flexibly to help deal with call demand, with staff who were shielding or self-isolating taking 101 calls from home, where appropriate. In the period April to June 2020, 90% of non-emergency calls (90th percentile) were answered between 2:20 and 2:30 minutes.

Table 1 – Call demand

| | Q1 2019/20 | Q1 2020/21 |
|---------------------------|------------|------------|
| Emergency Calls – 999 | 62,239 | 51,192 |
| Non-Emergency Calls – 101 | 92,232 | 78,377 |

- I.3 Whilst call volumes reduced during the lockdown for COVID-19 there was an increase in the number of calls for service reported using on-line reporting tools. For the period April to June 2020, approximately 10% of demand was reported on-line; this compares to 2% typically. This has provided further opportunity to utilise on-line channels to reassure the public and share examples of proactive police work. An on-line Public Confidence survey was conducted in May and 94% of respondents were satisfied with using online reporting. 60% of survey participants said they would use this method again, with 10% expressing a preference for live web-chat.
- I.4 As part of the Transformation Programme, the Force has a ‘Modernising Public Contact’ project to improve understanding of telephone and digital demand and develop a new targeted operating model for the Communications Department. The online Public Confidence survey has provided further support for the investment in digital services. This project has commenced and includes a full review of demand, efficiencies and structure, as well as the current digital provision and satisfaction with online reporting.

Responding to Incidents

- I.5 Incident demand has broadly been the same over the period April to June 2020. There was a reduction during the early stages of COVID-19; however, demand returned to typical levels during late April/early May.
- I.6 The response rates to grade 1 (urban and rural) and grade 2 incidents for the 12 months to June 2020 are slightly above the levels recorded for the previous year. A new Force operating model was introduced in November 2019 to better align resources to demand. In the last two quarters response rates have improved.

- 1.7 For the period April to June 2020, the percentage of grade 1 incidents (urban) responded within threshold has increased from 66% to 75%, whilst the response to grade 1 incidents (rural) has increased from 79% to 82% compared to the same period the previous year. The response to grade 2 incidents within threshold has increased from 69% to 80%. These improvements are as a result of a combination of reduced demand due to COVID-19 and the change to a revised interim shift pattern to ensure appropriate resources to respond to demand in a period where demand levels have been uncertain and subject to rapid change.

Assessing Vulnerability

- 1.8 THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) is a process used to assess the threat of any situation to develop a working strategy or develop a desirable solution to the problem. An assessment has been completed to determine the effectiveness of the THRIVE process and whether risk and vulnerability are being appropriately determined. The assessment identified that 91% of incidents included evidence that the call handlers used THRIVE to assess risk and consider the needs of the victim/caller and recorded rationale. Call handlers were polite, reassuring and acted in accordance with Force policies and guidance. The assessment also identified some areas for improvement; management of callers' expectations with regard to response, recording and documentation of supervisory oversight, risk management and decision making with rationale and consistent use of the escalation protocols. An action plan has been developed to further improve in this area.

Victim Satisfaction

- 1.9 Victim satisfaction remains consistent over time. Satisfaction with the policing response for initial contact and treatment remains high, and above the thresholds of 95% and 90%, respectively. Satisfaction with follow-up has improved slightly, but remains below the threshold of 85%. Satisfaction with response times and action taken remain below the thresholds of 90% and 85%, respectively. None of the changes are statistically significant. Further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and action.

Table 2 – Percentage of crime victims satisfied with the policing response provided

| Satisfaction | 12 months to June 2019 | 12 months to June 2020 |
|-----------------|------------------------|------------------------|
| Initial Contact | 96% | 95% |
| Response Time | 88% | 87% |
| Action Taken | 80% | 79% |
| Follow-up | 66% | 67% |
| Treatment | 93% | 93% |

2. Reducing Anti-Social Behaviour

Anti-Social Behaviour Incidents

- 2.1 The number of anti-social behaviour (ASB) incidents has increased by 24% for the 12 months to June 2020 compared to the previous year (+11,629 incidents). For the period April to June 2020, ASB increased by 101%, when compared to the same period last year (+12,485 incidents). COVID-19 led to a significant increase in ASB attributable to COVID-19 breaches and reports. The National Police Chiefs' Council provided direction in April 2020 to all forces to record all COVID-19 related incidents as ASB. Consequently, COVID-19 incidents made up 46% of all ASB incidents during the period, with notable spikes in incident volumes on the Good Friday and VE Day bank holidays. Since lockdown restrictions have eased ASB volumes have started to reduce during June, however throughout July and August still remain 9.5% higher than the same period in 2019.

Table 3 – Total ASB incident and COVID-19 related ASB

| | Q1 2019/20 | Q1 2020/21 |
|---------------------------------------|------------|------------|
| Total anti-social behaviour incidents | 12,299 | 24,784 |
| COVID-19 related ASB incidents | n/a | 11,311 |

Perceptions of ASB

- 2.2 The percentage of ASB victims who are confident to report further incidents to the police has increased from 80% to 83%; however, the perception of people who feel that ASB is a very or fairly big problem in their neighbourhood has also increased over the 12 months to June 2020. To establish a clearer understanding of the factors that influence perceptions of ASB and identify where policing can influence public perceptions, an on-line survey was launched in May 2020 to gather more in-depth information from residents about their perceptions of policing and crime in their local area. This is being used to inform local engagement and will focus on use of social media platforms for engagement and reassurance opportunities with proactive intervention. In addition, the Force will continue to focus on risk areas linked to ASB through multi-agency problem solving and partnership working.

Victim Satisfaction

- 2.3 The percentage of ASB victims satisfied with the whole service provided has reduced from 80% to 78%. Other aspects of services to ASB victims have improved, with satisfaction with response times, action taken and follow-up increasing. Satisfaction with initial contact and treatment remain the same; however, both are above the threshold. Follow-up and action taken continue to be areas for improvement. The increase in satisfaction with response time is statistically significant. The changes in all other aspects of service are not statistically significant. Further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and action.

Table 4 – Percentage of ASB victims satisfied with the policing response provided

| Satisfaction | 12 months to June 2019 | 12 months to June 2020 |
|-----------------|------------------------|------------------------|
| Initial Contact | 93% | 93% |
| Response Time | 85% | 91% |
| Action Taken | 79% | 83% |
| Follow-up | 59% | 66% |
| Treatment | 95% | 95% |

Problem Solving

- 2.4 There is continued focus on problem solving in communities to help develop a better understanding of the priority issues at neighbourhood level. To support evaluation of problem solving plans, a rating has been developed to assess completed plans and provide constructive feedback to staff. In addition, development of a problem solving intranet site to improve awareness and accessibility continues and the Force is developing a range of training products that are bespoke to roles. A package for Neighbourhood Policing Teams is under development to be delivered virtually, and a separate training package for Response Policing Teams is being prepared.

3. Cutting Crime

Recorded Crime

- 3.1 Total recorded crime has reduced by 10% in the 12 months to June 2020; equivalent to 16,000 fewer crimes recorded compared to the previous 12 month period (139,109 compared to 155,268). Over that same period, volume crime has reduced by 10% (-15,468 crimes); major crime has reduced by 8% (-31 crimes) and serious crime has reduced by 6% (-444 crimes), whilst total recorded crime has reduced in all six local authority areas.
- 3.2 The majority of crime categories have reduced for the 12 months to June 2020 compared to the previous year, with the exception of theft from the person (+4%, 50 crimes) and drug crime (+2%, 56 crimes). There are reductions in crime for many other crime categories at a local authority level.
- 3.3 During April to June 2020, there has been a significant reduction in recorded crime, with 22% fewer crimes (-8,235 crimes) recorded compared to the same period the previous year (see Table 5 – Changes in recorded crime). There have been reductions in crime for the majority of crime categories. In particular, crime in the night time economy reduced by 76% (-1,021 crimes), sexual offences reduced by 22% (-248 crimes), burglary fell by 25% (-487 crimes) and vehicle crime reduced by 31% (-675 crimes).

Table 5 – Changes in recorded crime

| Crime Category | Q1 2019/20 | Q1 2020/21 | Percentage change |
|--|------------|------------|-------------------|
| Total recorded crime | 37,857 | 29,622 | -22% |
| Crimes in the NTE | 1,341 | 320 | -76% |
| Violence against person | 12,269 | 10,767 | -12% |
| Sexual offences | 1,148 | 900 | -22% |
| Burglary | 1,959 | 1,472 | -25% |
| Theft and handling | 7,749 | 4,431 | -43% |
| Vehicle crime | 2,187 | 1,512 | -31% |
| Criminal damage | 5,616 | 4,583 | -18% |
| Other (including drugs, public disorder and miscellaneous) | 6,929 | 5,957 | -14% |

Resolved Rate

- 3.4 The resolved rate for total recorded crime remains at 16%; this is consistent with the previous year. For the 12 months to June 2020 the resolved rates for serious crime, sexual offences and vehicle crime have improved by 2 percentage points to 20%, 15% and 9%, respectively.

Hate Crime

- 3.5 The trend for hate-related incidents and hate crimes continues to increase. This trend is in-line with the national position; there has been an increase nationally of 9% for 2019/20 compared to 2018/19. For Northumbria, recorded levels of hate crime have increased by 3% in the 12 months to June 2020, compared to the previous period (2,834 crimes compared to 2,750 crimes). Extensive engagement continues across all communities to ensure specific issues/concerns are captured. Recent examples during COVID-19 include: supporting the on-

line Pride Events following concerns raised from the LGBT+ community regarding an on-line threat to the events from an opposition group; and extensive engagement and increased patrols in the Asian community on the lead-up to Ramadan to address concerns relating to false reporting in the media on the communities' use of Mosques during prayer times. The Force continues to raise awareness of hate crime, ensuring visibility at a large number and diverse range of community events, examples such as Pride and Hate Crime Awareness week. Hate Crime Tension monitoring groups are also now embedded across six local authorities. This ensures a partnership approach to increase intelligence and seek to prevent hate crime occurring.

Victim Satisfaction – Hate Crime

- 3.6 Satisfaction of hate crime victims with the whole experience of service has reduced in the 12 months to June 2020, from 85% to 83%. There have also been reductions in satisfaction for response times, action taken and follow-up. The reduction in satisfaction with action taken is statistically significant. The changes in all other aspects of service are not statistically significant. A Hate Crime action plan is in place to improve the service and response to hate crime victims. As referenced earlier, further work is being undertaken to reinforce the importance of clearly setting out expectations with victims and ensuring that follow-up contact is made to keep victims updated of progress and actions.

Table 6 – Percentage of hate crime victims satisfied with the policing response provided

| Satisfaction | 12 months to June 2019 | 12 months to June 2020 |
|---------------------|-------------------------------|-------------------------------|
| Initial Contact | 96% | 96% |
| Response Time | 90% | 86% |
| Action Taken | 85% | 78% |
| Follow-up | 73% | 68% |
| Treatment | 94% | 93% |

4. Domestic and Sexual Abuse

Sexual Offences and Domestic Abuse

- 4.1 Sexual offences have reduced by 9.6% (-451 crimes) for the 12 months to June 2020, compared to the previous year. Similarly, in the last quarter sexual offences have reduced by 20.5% (-236 crimes) compared to the same period the previous year.
- 4.2 Domestic abuse incidents have increased by 4% (+1,407 incidents) for the 12 months to June 2020. There has also been a 4% (+728 incidents) increase for the period April to June 2020 compared to the same period the previous year. Incidents of domestic abuse increased in May and June 2020. This increase is in-line with national trends and has been exacerbated during the lockdown for COVID-19, with more cases coming forward as restrictions ease. Increases have continued into quarter 2 and are being monitored.

Table 7 – Recorded sexual offences and domestic abuse incidents

| | Q1 2019/20 | Q1 2020/21 |
|--------------------------|------------|------------|
| Sexual Offences | 1,149 | 913 |
| Domestic Abuse Incidents | 9,261 | 9,989 |

Victim Satisfaction

- 4.3 Satisfaction levels for domestic abuse victims remain consistent; follow-up and action taken remain areas for improvement. Satisfaction with the whole experience of service has reduced from 91% to 88%. There have been reductions in satisfaction for response time, action taken and follow-up. The reduction in satisfaction with action taken is statistically significant. Changes in all other aspects of service are not statistically significant. Further analysis on domestic abuse satisfaction trends was completed in May and used to inform the Safeguarding and Area Command performance plan as referenced below.

Table 8 – Percentage of domestic abuse victims satisfied with the policing response provided

| Satisfaction | 12 months to June 2019 | 12 months to June 2020 |
|-----------------|------------------------|------------------------|
| Initial Contact | 99% | 99% |
| Response Time | 92% | 91% |
| Action Taken | 89% | 84% |
| Follow-up | 87% | 84% |
| Treatment | 95% | 95% |

- 4.4 There are a number of activities being delivered to further improve performance:
- Specialist Domestic Abuse Support Advisers, funded by the PCC, have been appointed to work in the Communications Department to provide safeguarding advice to victims, signposting to support organisations and making appropriate referrals where necessary.
 - Domestic Abuse Cyber Stalking Harassment training content has been developed and will be delivered electronically to applicable officers.
 - A Victims' Journey Pathway Review is supporting work to improve the reach and positive impact of support services.
 - A Joint DA Safeguarding and Area Command performance plan is in place and monitored via the Force's Vulnerability Board.

5. Effective Criminal Justice

Rape Offences

- 5.1 The charge rate for rape offences has increased in the last two quarters; 7% for the 12 months to March 2020 and 10% for the 12 months to June 2020. The Force's charge rate remains above the national average of 4.9%, and currently the charge rate places the Force 2nd nationally.
- 5.2 The rape conviction rate has improved for the 12 months to June 2020, 64% compared to 53% for the previous 12 months. However, the conviction rate remains below the national average of 71%. Currently, the Force is placed 35th nationally for the rape conviction rate for the period 12 months to June 2020, an improving position.
- 5.3 Overall, the Force is meeting the thresholds for all three aspects: charge, conviction and report to conviction.

Domestic Abuse

- 5.4 The domestic abuse charge rate remains consistent year-on-year at 12%. The national average is 11%. The conviction rate has improved from 71% to 76% (compared to a national average of 78%).

Criminal Justice System

- 5.5 COVID-19 has reduced the court capacity both in the Magistrates' Court and Crown Court, with significant delays in the volume of live cases increasing by 60% (1,861 more live cases). This is a national issue and will affect victim attrition and confidence. Work is ongoing to improve case files and use of Victims' Code of Practice to reduce attrition as part of the recovery plan for Criminal Justice. Newcastle Crown Court is expected to recommence jury trials in September, which will start to clear outstanding cases.
- 5.6 First time entrants into Criminal Justice System have reduced by 7.4% (data to September 2019 only) compared to the previous 12 months; no further data has been published by Ministry of Justice due to COVID-19.

Victims' Code of Practice

- 5.7 There is an ongoing focus on improving compliance with the Victims' Code of Practice and as a result, improvements have been made in some of the key measures for the period April to June 2020. The percentage of victims informed when the suspect is arrested, charged, bailed or assessed for no investigation have all increased. There have been further significant improvements in June 2020. Although this doesn't currently form part of the framework for this report, it is being closely monitored.

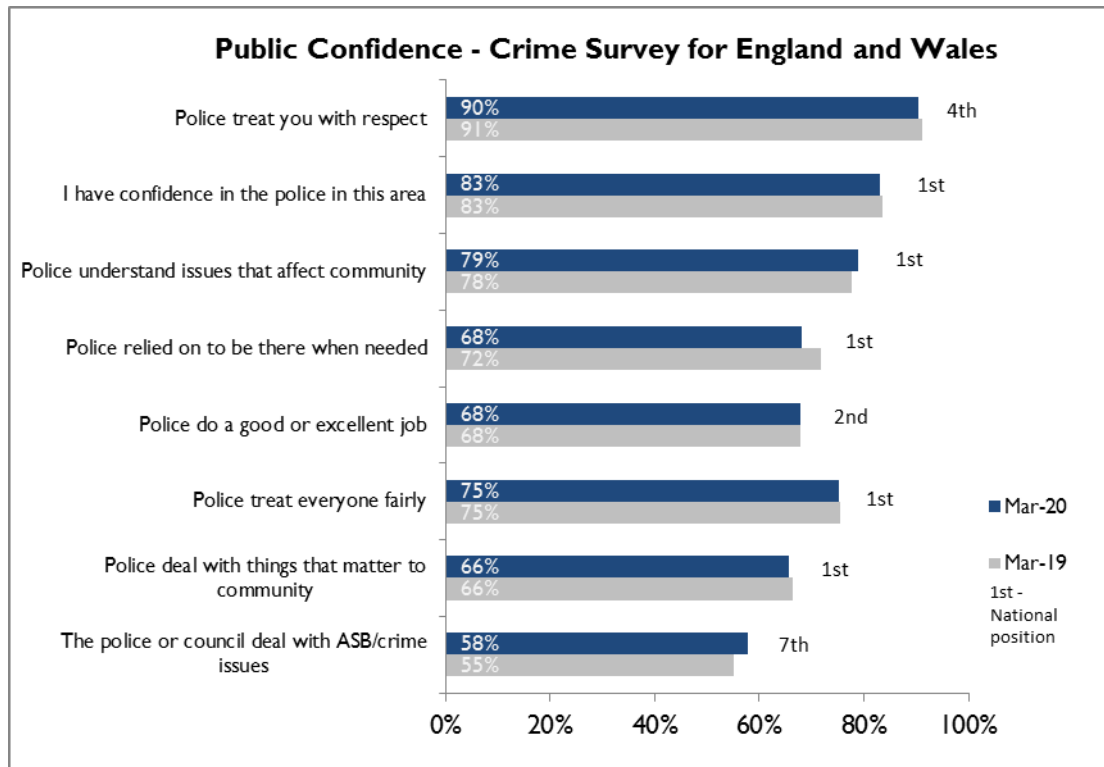
Table 9 – Victims' Code of Practice Compliance

| Victim is informed when suspect is | Rolling 12 months baseline | Q1 2020/21 |
|------------------------------------|----------------------------|------------|
| Arrested | 49% | 59% |
| Charged | 52% | 56% |
| Bailed | 64% | 74% |
| Assessed for no investigation | 88% | 89% |

6. Community Confidence

Confidence and Public Perceptions

- 6.1 Confidence levels continue to remain high. Data from the Crime Survey for England and Wales (CSEW) places the force first nationally for many of the confidence and public perception measures.



Complaints

- 6.2 Complaints data available in force is currently limited due to changes to the recording systems used. The total number of new complaints between 1 April 2019 and 31st March 2020 was 1,927.
- 6.3 Between 1 April 2019 and 31 March 2020, 30.4% of allegations were locally resolved compared to 33.5% in the same period the previous financial year. Northumbria Police Triage process continues to resolve over half of all new complaints (52%) and this has a corresponding impact on the Force's overall performance relating to the number of matters finalised as locally resolved.
- 6.4 Phase 3 of the Police Integrity Reforms was implemented on 1st February 2020 and an increase in the number of complaints recorded was anticipated as a result of the changes to the complaint definition and the removal of dissatisfaction reports. The reforms have also changed how complaints are categorised; new complaints are provided a category and sub-category along with national and local factors which provide additional context. The new categories do not comfortably map across from the previous complaint categories; this makes comparison of pre and post reform data complex and less meaningful.

- 6.5 The Independent Office for Police Conduct (IOPC) collate data on a quarterly basis allowing comparison between forces; however due to the changes to the complaints system quarter one and quarter two data will not be collected until September 2020, the Force will not receive updates from the IOPC until end of October or start of November 2020.

Table 10 – Number of complaints and allegations

| | Q1 2019/20 | Q1 2020/21 |
|-------------|-------------------|-------------------|
| Complaints | 476 | 763 |
| Allegations | 931 | 1,113 |

- 6.6 The above totals combine all complaints received, whether resolved by triage without recording or recorded on Centurion (the Force’s complaints system). This can be broken down further into complaints recorded of the Force’s complaints system and those resolved by triage.

Table 11 – Number of complaints and allegations recorded by type

| | | Q1 2019/20 | Q1 2020/21 | % change |
|-----------------------|-------------|-------------------|-------------------|-----------------|
| Recorded on Centurion | Complaints | 219 | 290 | 32% |
| | Allegations | 605 | 577 | -4.5% |
| Resolved by Triage | Complaints | 257 | 473 | 84% |
| | Allegations | 326 | 536 | 64% |

- 6.7 Overall, the significant majority of the increase in complaints and allegations are as a result of the new Police Integrity Reforms. Previously, many of these complaints would have been dealt with through the service satisfaction procedures in place. There has been a small number of recorded complaints as a result of COVID-19 and recent protests.

| Forcewide | 12 months to Jun-19 | 12 months to Jun-20 | Change | |
|--|------------------------|------------------------|---------|-------|
| Total crime | 155,268 | 139,109 | -16,159 | - 10% |
| Violence against the person | 48,507 | 46,701 | -1,806 | - 4% |
| Violence against the person - With injury | 13,436 | 13,293 | - 143 | - 1% |
| Violence against the person - Without injury | 35,071 | 33,408 | -1,663 | - 5% |
| Other violence | 2,354 | 2,267 | - 87 | - 4% |
| Harassment & assault | 32,621 | 31,080 | -1,541 | - 5% |
| Modern day slavery | 96 | 61 | - 35 | - 36% |
| Robbery | 832 | 779 | - 53 | - 6% |
| Sexual offences | 4,681 | 4,230 | - 451 | - 10% |
| Rape | 1,744 | 1,499 | - 245 | - 14% |
| Other serious sexual offences | 2,034 | 1,934 | - 100 | - 5% |
| Other sexual offences | 903 | 797 | - 106 | - 12% |
| Vehicle crime | 8,639 | 7,916 | - 723 | - 8% |
| Criminal damage | 23,328 | 21,489 | -1,839 | - 8% |
| Burglary | 8,776 | 7,375 | -1,401 | - 16% |
| Theft and handling | 32,521 | 26,905 | -5,616 | - 17% |
| Shoplifting | 13,780 | 10,890 | -2,890 | - 21% |
| Theft from the person | 1,292 | 1,342 | + 50 | + 4% |
| Theft of a pedal cycle | 1,872 | 1,634 | - 238 | - 13% |
| Other theft and handling | 15,577 | 13,039 | -2,538 | - 16% |
| Drug crime | 3,236 | 3,292 | + 56 | + 2% |
| Fraud and forgery | 295 | 193 | - 102 | - 35% |
| Public disorder | 22,486 | 18,293 | -4,193 | - 19% |
| Miscellaneous crime | 1,967 | 1,936 | - 31 | - 2% |

| Sunderland | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 32,563 | 29,679 | -2,884 | - 9% | 105.7 | 113.7 | 7 |
| Violence against the person | 9,871 | 9,655 | - 216 | - 2% | 34.1 | 42.9 | 3 |
| Violence against the person - With injury | 2,590 | 2,762 | + 172 | + 7% | 9.9 | 12.0 | 4 |
| Violence against the person - Without injury | 7,281 | 6,893 | - 388 | - 5% | 24.1 | 30.9 | 3 |
| Other violence | 414 | 422 | + 8 | + 2% | 1.5 | 2.5 | 1 |
| Harassment & assault | 6,851 | 6,458 | - 393 | - 6% | 22.7 | 28.4 | 5 |
| Modern day slavery | 16 | 13 | - 3 | - 19% | 0.0 | 0.1 | 1 |
| Robbery | 157 | 165 | + 8 | + 5% | 0.6 | 1.2 | 4 |
| Sexual offences | 886 | 790 | - 96 | - 11% | 2.7 | 3.5 | 2 |
| Rape | 310 | 273 | - 37 | - 12% | 0.9 | 1.2 | 4 |
| Other serious sexual offences | 397 | 373 | - 24 | - 6% | 1.3 | 1.4 | 4 |
| Other sexual offences | 179 | 144 | - 35 | - 20% | 0.5 | 0.8 | 2 |
| Vehicle crime | 1,800 | 1,748 | - 52 | - 3% | 6.2 | 8.0 | 4 |
| Criminal damage | 5,285 | 5,185 | - 100 | - 2% | 18.5 | 15.4 | 12 |
| Burglary | 1,884 | 1,755 | - 129 | - 7% | 5.4 | 7.3 | 5 |
| Theft and handling | 6,613 | 5,519 | -1,094 | - 17% | 20.6 | 18.4 | 12 |
| Shoplifting | 2,861 | 2,297 | - 564 | - 20% | 8.9 | 7.6 | 11 |
| Theft from the person | 167 | 172 | + 5 | + 3% | 0.6 | 0.9 | 4 |
| Theft of a pedal cycle | 307 | 276 | - 31 | - 10% | 0.9 | 0.9 | 8 |
| Other theft and handling | 3,278 | 2,774 | - 504 | - 15% | 10.1 | 9.0 | 13 |
| Drug crime | 526 | 507 | - 19 | - 4% | 1.8 | 3.0 | 3 |
| Fraud and forgery | 56 | 40 | - 16 | - 29% | 0.1 | 0.1 | 10 |
| Public disorder | 5,097 | 3,910 | -1,187 | - 23% | 14.1 | 12.2 | 11 |
| Miscellaneous crime | 388 | 405 | + 17 | + 4% | 1.4 | 1.6 | 6 |

| Hate Crime | Total | | | Race | | | Faith | | | Homophobic | | | Transphobic | | | Disability | | |
|------------|--------|--------|----------|--------|--------|----------|--------|--------|----------|------------|--------|----------|-------------|--------|---------|------------|--------|----------|
| | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change |
| | 447 | 403 | -44 -10% | 297 | 247 | -50 -17% | 37 | 19 | -18 -49% | 60 | 74 | +14 +23% | 7 | 3 | -4 -57% | 46 | 60 | +14 +30% |

| South Tyneside | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 15,927 | 14,136 | -1,791 | - 11% | 94.7 | 110.9 | 5 |
| Violence against the person | 5,473 | 5,322 | - 151 | - 3% | 35.5 | 41.8 | 6 |
| Violence against the person - With injury | 1,427 | 1,381 | - 46 | - 3% | 9.4 | 11.5 | 2 |
| Violence against the person - Without injury | 4,046 | 3,941 | - 105 | - 3% | 26.1 | 30.3 | 7 |
| Other violence | 263 | 233 | - 30 | - 11% | 1.5 | 2.6 | 3 |
| Harassment & assault | 3,775 | 3,700 | - 75 | - 2% | 1.5 | 2.6 | 3 |
| Modern day slavery | 8 | 8 | + 0 | + 0% | 0.0 | 0.1 | 2 |
| Robbery | 54 | 78 | + 24 | + 44% | 0.5 | 1.3 | 1 |
| Sexual offences | 499 | 452 | - 47 | - 9% | 3.1 | 3.2 | 8 |
| Rape | 202 | 169 | - 33 | - 16% | 1.1 | 1.2 | 8 |
| Other serious sexual offences | 189 | 189 | + 0 | + 0% | 1.3 | 1.3 | 9 |
| Other sexual offences | 108 | 94 | - 14 | - 13% | 0.7 | 0.7 | 7 |
| Vehicle crime | 702 | 633 | - 69 | - 10% | 4.3 | 8.1 | 2 |
| Criminal damage | 2,599 | 2,436 | - 163 | - 6% | 16.4 | 14.9 | 11 |
| Burglary | 703 | 557 | - 146 | - 21% | 3.1 | 7.4 | 1 |
| Theft and handling | 2,954 | 2,197 | - 757 | - 26% | 14.9 | 17.1 | 7 |
| Shoplifting | 1,283 | 743 | - 540 | - 42% | 5.4 | 7.1 | 5 |
| Theft from the person | 75 | 66 | - 9 | - 12% | 0.4 | 0.7 | 2 |
| Theft of a pedal cycle | 183 | 141 | - 42 | - 23% | 0.9 | 0.8 | 8 |
| Other theft and handling | 1,413 | 1,247 | - 166 | - 12% | 8.3 | 8.4 | 6 |
| Drug crime | 254 | 301 | + 47 | + 19% | 1.9 | 3.3 | 4 |
| Fraud and forgery | 27 | 16 | - 11 | - 41% | 0.1 | 0.1 | 10 |
| Public disorder | 2,446 | 1,953 | - 493 | - 20% | 13.4 | 11.9 | 9 |
| Miscellaneous crime | 216 | 191 | - 25 | - 12% | 1.3 | 1.6 | 6 |

| | Total | | | Race | | | Faith | | | Homophobic | | | Transphobic | | | Disability | | |
|------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|------------|--------|---------|-------------|--------|---------|------------|--------|---------|
| | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change |
| Hate Crime | 213 | 201 | -12 -6% | 125 | 121 | -4 -3% | 15 | 15 | 0 0% | 24 | 21 | -3 -13% | 12 | 3 | -9 -75% | 37 | 41 | +4 +11% |

| Gateshead | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 20,476 | 19,328 | -1,148 | - 6% | 94.2 | 110.3 | 2 |
| Violence against the person | 6,343 | 6,459 | + 116 | + 2% | 31.0 | 41.5 | 1 |
| Violence against the person - With injury | 1,709 | 1,840 | + 131 | + 8% | 8.9 | 11.2 | 2 |
| Violence against the person - Without injury | 4,634 | 4,619 | - 15 | - 0% | 22.1 | 30.4 | 2 |
| Other violence | 326 | 361 | + 35 | + 11% | 1.6 | 2.0 | 6 |
| Harassment & assault | 4,302 | 4,241 | - 61 | - 1% | 20.5 | 28.3 | 3 |
| Modern day slavery | 6 | 17 | + 11 | +183% | 0.1 | 0.1 | 4 |
| Robbery | 108 | 101 | - 7 | - 6% | 0.5 | 1.1 | 1 |
| Sexual offences | 641 | 634 | - 7 | - 1% | 3.2 | 3.3 | 8 |
| Rape | 237 | 232 | - 5 | - 2% | 1.2 | 1.2 | 9 |
| Other serious sexual offences | 278 | 285 | + 7 | + 3% | 1.4 | 1.4 | 7 |
| Other sexual offences | 126 | 117 | - 9 | - 7% | 0.6 | 0.7 | 6 |
| Vehicle crime | 1,401 | 1,431 | + 30 | + 2% | 7.1 | 7.3 | 8 |
| Criminal damage | 3,108 | 2,863 | - 245 | - 8% | 14.0 | 15.0 | 6 |
| Burglary | 1,188 | 1,138 | - 50 | - 4% | 4.8 | 7.2 | 2 |
| Theft and handling | 4,222 | 3,625 | - 597 | - 14% | 18.4 | 17.6 | 10 |
| Shoplifting | 1,803 | 1,465 | - 338 | - 19% | 7.6 | 7.5 | 8 |
| Theft from the person | 132 | 133 | + 1 | + 1% | 0.7 | 0.8 | 5 |
| Theft of a pedal cycle | 171 | 180 | + 9 | + 5% | 0.9 | 0.9 | 7 |
| Other theft and handling | 2,116 | 1,847 | - 269 | - 13% | 9.3 | 8.4 | 11 |
| Drug crime | 425 | 437 | + 12 | + 3% | 2.2 | 3.0 | 4 |
| Fraud and forgery | 34 | 31 | - 3 | - 9% | 0.2 | 0.1 | 10 |
| Public disorder | 2,704 | 2,308 | - 396 | - 15% | 11.2 | 12.4 | 6 |
| Miscellaneous crime | 302 | 301 | - 1 | - 0% | 1.4 | 1.7 | 4 |

| | Total | | | Race | | | Faith | | | Homophobic | | | Transphobic | | | Disability | | |
|------------|--------|--------|----------|--------|--------|----------|--------|--------|----------|------------|--------|--------|-------------|--------|---------|------------|--------|----------|
| | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change |
| Hate Crime | 384 | 474 | +90 +23% | 210 | 272 | +62 +30% | 74 | 93 | +19 +26% | 44 | 41 | -3 -7% | 13 | 6 | -7 -54% | 43 | 62 | +19 +44% |

| North Tyneside | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 20,506 | 18,473 | -2,033 | - 10% | 90.1 | 95.8 | 6 |
| Violence against the person | 6,717 | 6,221 | - 496 | - 7% | 30.1 | 36.4 | 4 |
| Violence against the person - With injury | 1,651 | 1,618 | - 33 | - 2% | 7.9 | 10.3 | 1 |
| Violence against the person - Without injury | 5,066 | 4,603 | - 463 | - 9% | 22.2 | 26.0 | 7 |
| Other violence | 356 | 320 | - 36 | - 10% | 1.6 | 2.0 | 7 |
| Harassment & assault | 4,702 | 4,281 | - 421 | - 9% | 20.7 | 24.0 | 7 |
| Modern day slavery | 8 | 2 | - 6 | - 75% | 0.0 | 0.1 | 1 |
| Robbery | 84 | 99 | + 15 | + 18% | 0.5 | 1.0 | 2 |
| Sexual offences | 584 | 508 | - 76 | - 13% | 2.5 | 3.0 | 4 |
| Rape | 225 | 178 | - 47 | - 21% | 0.8 | 1.1 | 5 |
| Other serious sexual offences | 223 | 212 | - 11 | - 5% | 1.0 | 1.3 | 5 |
| Other sexual offences | 136 | 118 | - 18 | - 13% | 0.6 | 0.7 | 6 |
| Vehicle crime | 1,194 | 1,179 | - 15 | - 1% | 6.1 | 6.4 | 8 |
| Criminal damage | 2,866 | 2,813 | - 53 | - 2% | 13.7 | 12.1 | 12 |
| Burglary | 1,086 | 863 | - 223 | - 21% | 3.9 | 5.6 | 2 |
| Theft and handling | 3,996 | 3,466 | - 530 | - 13% | 17.3 | 16.2 | 8 |
| Shoplifting | 1,837 | 1,611 | - 226 | - 12% | 8.1 | 6.9 | 11 |
| Theft from the person | 82 | 123 | + 41 | + 50% | 0.6 | 0.8 | 5 |
| Theft of a pedal cycle | 247 | 217 | - 30 | - 12% | 1.1 | 1.4 | 9 |
| Other theft and handling | 1,830 | 1,515 | - 315 | - 17% | 7.6 | 7.1 | 8 |
| Drug crime | 325 | 332 | + 7 | + 2% | 1.6 | 3.6 | 1 |
| Fraud and forgery | 30 | 25 | - 5 | - 17% | 0.1 | 0.1 | 11 |
| Public disorder | 3,365 | 2,741 | - 624 | - 19% | 13.2 | 9.8 | 15 |
| Miscellaneous crime | 259 | 226 | - 33 | - 13% | 1.1 | 1.4 | 4 |

| Hate Crime | Total | | | | Race | | | | Faith | | | | Homophobic | | | | Transphobic | | | | Disability | | | |
|------------|--------|--------|--------|-----|--------|--------|--------|------|--------|--------|--------|------|------------|--------|--------|------|-------------|--------|--------|------|------------|--------|--------|------|
| | Jun-19 | Jun-20 | Change | | Jun-19 | Jun-20 | Change | | Jun-19 | Jun-20 | Change | | Jun-19 | Jun-20 | Change | | Jun-19 | Jun-20 | Change | | Jun-19 | Jun-20 | Change | |
| | 323 | 346 | +23 | +7% | 195 | 221 | +26 | +13% | 12 | 18 | +6 | +50% | 60 | 46 | -14 | -23% | 11 | 5 | -6 | -55% | 45 | 56 | +11 | +24% |

| Newcastle | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 40,961 | 34,292 | -6,669 | - 16% | 116.0 | 112.0 | 9 |
| Violence against the person | 11,801 | 10,647 | -1,154 | - 10% | 35.8 | 39.1 | 6 |
| Violence against the person - With injury | 3,735 | 3,414 | - 321 | - 9% | 11.8 | 11.5 | 8 |
| Violence against the person - Without injury | 8,066 | 7,233 | - 833 | - 10% | 24.0 | 27.5 | 5 |
| Other violence | 649 | 591 | - 58 | - 9% | 1.9 | 2.6 | 3 |
| Harassment & assault | 7,373 | 6,628 | - 745 | - 10% | 22.0 | 24.9 | 5 |
| Modern day slavery | 44 | 14 | - 30 | - 68% | 0.1 | 0.2 | 3 |
| Robbery | 342 | 265 | - 77 | - 23% | 0.9 | 1.6 | 3 |
| Sexual offences | 1,326 | 1,073 | - 253 | - 19% | 3.7 | 3.7 | 10 |
| Rape | 526 | 386 | - 140 | - 27% | 1.4 | 1.4 | 9 |
| Other serious sexual offences | 606 | 510 | - 96 | - 16% | 1.8 | 1.6 | 11 |
| Other sexual offences | 194 | 177 | - 17 | - 9% | 0.6 | 0.7 | 4 |
| Vehicle crime | 2,302 | 1,954 | - 348 | - 15% | 6.8 | 7.9 | 5 |
| Criminal damage | 5,467 | 4,612 | - 855 | - 16% | 15.6 | 12.5 | 14 |
| Burglary | 2,255 | 1,635 | - 620 | - 27% | 4.9 | 6.9 | 2 |
| Theft and handling | 10,112 | 7,982 | -2,130 | - 21% | 27.7 | 22.2 | 12 |
| Shoplifting | 4,079 | 2,954 | -1,125 | - 28% | 10.3 | 8.5 | 11 |
| Theft from the person | 737 | 731 | - 6 | - 1% | 2.6 | 2.2 | 13 |
| Theft of a pedal cycle | 762 | 691 | - 71 | - 9% | 2.2 | 2.4 | 7 |
| Other theft and handling | 4,534 | 3,606 | - 928 | - 20% | 12.6 | 9.0 | 14 |
| Drug crime | 1,356 | 1,308 | - 48 | - 4% | 4.5 | 4.2 | 10 |
| Fraud and forgery | 68 | 46 | - 22 | - 32% | 0.2 | 0.2 | 10 |
| Public disorder | 5,493 | 4,327 | -1,166 | - 21% | 14.5 | 11.9 | 11 |
| Miscellaneous crime | 439 | 443 | + 4 | + 1% | 1.5 | 1.8 | 7 |

| Hate Crime | Total | | | Race | | | Faith | | | Homophobic | | | Transphobic | | | Disability | | |
|------------|--------|--------|---------|--------|--------|---------|--------|--------|----------|------------|--------|----------|-------------|--------|---------|------------|--------|--------|
| | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change |
| Hate Crime | 1083 | 1042 | -41 -4% | 748 | 704 | -44 -6% | 80 | 68 | -12 -15% | 141 | 160 | +19 +13% | 27 | 21 | -6 -22% | 87 | 89 | +2 +2% |

| Northumberland | 12 months to Jun-19 | 12 months to Jun-20 | Change | | Comparison with most similar CSP | | |
|--|---------------------|---------------------|--------|-------|----------------------------------|-------------------|---|
| | | | | | Per 1,000 population | MSG (CSP) average | Rank 1 = fewest crimes 15 = most crimes |
| Total crime | 24,835 | 23,201 | -1,634 | - 7% | 72.5 | 71.0 | 10 |
| Violence against the person | 8,302 | 8,397 | + 95 | + 1% | 26.0 | 28.6 | 4 |
| Violence against the person - With injury | 2,324 | 2,278 | - 46 | - 2% | 7.2 | 8.1 | 6 |
| Violence against the person - Without injury | 5,978 | 6,119 | + 141 | + 2% | 18.9 | 20.5 | 6 |
| Other violence | 346 | 340 | - 6 | - 2% | 1.0 | 1.6 | 4 |
| Harassment & assault | 5,618 | 5,772 | + 154 | + 3% | 17.8 | 1.0 | 6 |
| Modern day slavery | 14 | 7 | - 7 | - 50% | 0.0 | 0.0 | 5 |
| Robbery | 87 | 71 | - 16 | - 18% | 0.2 | 0.3 | 5 |
| Sexual offences | 745 | 773 | + 28 | + 4% | 2.4 | 2.7 | 6 |
| Rape | 244 | 261 | + 17 | + 7% | 0.8 | 0.8 | 6 |
| Other serious sexual offences | 341 | 365 | + 24 | + 7% | 1.2 | 1.2 | 10 |
| Other sexual offences | 160 | 147 | - 13 | - 8% | 0.5 | 0.6 | 3 |
| Vehicle crime | 1,240 | 971 | - 269 | - 22% | 3.0 | 3.3 | 9 |
| Criminal damage | 4,003 | 3,580 | - 423 | - 11% | 11.4 | 9.8 | 13 |
| Burglary | 1,660 | 1,427 | - 233 | - 14% | 3.9 | 4.1 | 8 |
| Theft and handling | 4,624 | 4,116 | - 508 | - 11% | 13.3 | 11.6 | 12 |
| Shoplifting | 1,917 | 1,820 | - 97 | - 5% | 5.8 | 4.9 | 12 |
| Theft from the person | 99 | 117 | + 18 | + 18% | 0.4 | 0.3 | 11 |
| Theft of a pedal cycle | 202 | 129 | - 73 | - 36% | 0.4 | 0.7 | 7 |
| Other theft and handling | 2,406 | 2,050 | - 356 | - 15% | 6.7 | 5.7 | 12 |
| Drug crime | 350 | 407 | + 57 | + 16% | 1.3 | 2.4 | 1 |
| Fraud and forgery | 80 | 35 | - 45 | - 56% | 0.1 | 0.1 | 13 |
| Public disorder | 3,381 | 3,054 | - 327 | - 10% | 9.6 | 6.8 | 14 |
| Miscellaneous crime | 363 | 370 | + 7 | + 2% | 1.2 | 1.3 | 5 |

| | Total | | | Race | | | Faith | | | Homophobic | | | Transphobic | | | Disability | | |
|------------|--------|--------|----------|--------|--------|----------|--------|--------|---------|------------|--------|----------|-------------|--------|---------|------------|--------|----------|
| | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change | Jun-19 | Jun-20 | Change |
| Hate Crime | 286 | 352 | +66 +23% | 152 | 177 | +25 +16% | 12 | 14 | +2 +17% | 79 | 96 | +17 +22% | 8 | 10 | +2 +25% | 35 | 55 | +20 +57% |

| Putting Victims First | | | | | | | | | |
|-------------------------------|--|----------------|--|--|--|--|--|--|--|
| | Threshold | Quarterly data | | | | | 12 months to... | | |
| | | 2019/20 – Q1 | 2019/20 – Q2 | 2019/20 – Q3 | 2019/20 – Q4 | 2020/21 – Q1 | Jun-19 | Jun-20 | |
| 1 | Attendance rate for priority 1 incidents (Urban) | 10 minutes | 15 mins 27 secs ● 66% attended within threshold | 16 mins 08 secs ● 63% attended within threshold | 15 mins 33 secs ● 66% attended within threshold | 15 mins 44 secs ● 65% attended within threshold | 13 mins 22 secs ● 75% attended within threshold | 15 mins 20 secs ● 66% attended within threshold | 15 mins 17 secs ● 67% attended within threshold |
| 2 | Attendance rate for priority 1 incidents (Rural) | 20 minutes | 25 mins 50 secs ● 79% attended within threshold | 28 mins 46 secs ● 73% attended within threshold | 27 mins 04 secs ● 76% attended within threshold | 28 mins 37 secs ● 73% attended within threshold | 23 mins 24 secs ● 82% attended within threshold | 26 mins 43 secs ● 77% attended within threshold | 27 mins 07 secs ● 76% attended within threshold |
| 3 | Attendance rate for priority 2 incidents | 60 minutes | 2 hr 42 mins ● 69% attended within threshold | 3 hr 37 mins ● 64% attended within threshold | 2 hr 50 mins ● 68% attended within threshold | 2 hr 31 mins ● 71% attended within threshold | 1 hr 41 mins ● 80% attended within threshold | 2 hr 33 mins ● 71% attended within threshold | 2 hr 35 mins ● 71% attended within threshold |
| Average time to answer calls: | | | | | | | | | |
| 4 | Emergency calls | 0 mins 10 secs | 0 mins 11 secs ● 82% answered with 10 sec | 0 mins 14 secs ● 79% answered with 10 sec | 0 mins 8 secs ● 87% answered with 10 sec | 0 mins 7 secs ● 89% answered with 10 sec | 0 mins 8 secs ● 88% answered with 10 sec | 0 mins 11 secs ● 84% answered with 10 sec | 0 mins 09 secs ● 87% answered with 10 sec |
| 5 | 101 – Non-Emergency calls | 1 min 0 secs | 1 mins 22 secs ● | 2 mins 02 secs ● | 1 min 04 secs ● | 0 min 52 secs ● | 0 min 44 secs ● | 1 mins 01 secs ● | 1 mins 12 secs ● |
| Percentage of calls answered: | | | | | | | | | |
| 6 | Emergency calls | 98% and above | 100% ● 61,958 calls | 100% ● 68,268 calls | 100% ● 60,310 calls | 100% ● 55,586 calls | 100% ● 51,051 calls | 99% ● 241,350 calls | 100% ● 235,215 calls |
| 7 | 101 – Non-Emergency calls | 90% and above | 88% ● 81,439 calls | 84% ● 80,911 calls | 90% ● 75,270 calls | 94% ● 74,659 calls | 94% ● 73,920 calls | 91% ● 319,978 calls | 90% ● 304,760 calls |
| 8 | Percentage of victims with a satisfactory needs assessment | 85% and above | 89% ● of 26,296 victims | 89% ● of 26,293 victims | 91% ● of 24,487 victims | 91% ● of 24,329 victims | 92% ● of 19,573 victims | 85% ● of 108,800 victims | 89% ● of 94,682 victims |
| 9 | Percentage of needs assessments completed within 48 hours | 80% and above | 76% ● of 26,296 victims | 83% ● of 26,293 victims | 88% ● of 24,487 victims | 89% ● of 24,329 victims | 95% ● of 19,573 victims | 85% ● of 108,800 victims | 88% ● of 94,682 victims |

| | Threshold | Rolling 12 month data to... | | | 12 months to... | |
|--|--|--|--|--|--|--|
| | | Sep-19 | Dec-19 | Mar-20 | Jun-19 | Jun-20 |
| 10 | Percentage of victims who state they received a CID88 (notification that a crime was recorded) | 55% of 1,626 victims | 53% of 1,376 victims | 52% of 1,303 victims | 58% of 1,856 victims | 52% of 1,117 victims |
| Percentage of crime victims satisfied with the policing response provided: (1,800 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 | 96% ● +/- 1.1% | 96% ● +/- 1.1% | 96% ● +/- 1.2% | 96% ● +/- 1.0% | 95% ● +/- 1.4% |
| 12 | Response time | 88% ● +/- 1.5% | 88% ● +/- 1.7% | 87% ● +/- 1.8% | 88% ● +/- 1.4% | 87% ● +/- 1.9% |
| 13 | Action taken | 80% ● +/- 1.9% | 79% ● +/- 2.1% | 79% ● +/- 2.2% | 80% ● +/- 1.8% | 79% ● +/- 2.3% |
| 14 | Follow-up | 67% ● +/- 3.0% | 66% ● +/- 3.3% | 66% ● +/- 3.4% | 66% ● +/- 2.8% | 67% ● +/- 3.6% |
| 15 | Treatment | 94% ● +/- 1.1% | 93% ● +/- 1.3% | 93% ● +/- 1.3% | 93% ● +/- 1.1% | 93% ● +/- 1.4% |
| 16 | Whole experience | 83% ● +/- 1.8% | 82% ● +/- 1.9% | 81% ● +/- 2.0% | 83% ● +/- 1.7% | 82% ● +/- 2.1% |
| Percentage of victims satisfied with the Telephone Investigation Unit (TIU) policing response provided: (600 surveys completed per annum). | | | | | | |
| Due to the introduction of TIU in April, data represents surveys conducted between June 2019 and February 2020. | | | | | | |
| 17 | Action taken | | | | | 77% +/- 3.3% |
| 18 | Victim thought their incident was taken seriously | | | | | 83% +/- 2.8% |
| 19 | Whole experience | | | | | 79% +/- 3.0% |

Reducing Anti-social behaviour

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

| | | Threshold | Quarterly data | | | | | 12 months to... | |
|---|---|---------------|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | 2019/20 – Q1 | 2019/20 – Q2 | 2019/20 – Q3 | 2019/20 – Q4 | 2020/21 – Q1 | Jun-19 | Jun-20 |
| 20 | Recorded levels of anti-social behaviour incidents | Monitor | 12,299 135 per day | 13,041 142 per day | 10,551 115 per day | 10,921 120 per day | 24,784 272 per day | 47,667 131 per day | 59,296 162 per day |
| | | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | | Jun-19 | Sep-19 | Dec-19 | Mar-19 | Mar-20 | | |
| 21 | Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (4,000 Surveyed annually) | 15% and below | 18% +/- 1.2% | 19% +/- 1.2% | 20% +/- 1.3% | 17% +/- 1.1% | 22% +/- 1.3% | | |
| | | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | | Sep-19 | Dec-19 | Mar-20 | Jun-19 | Jun-20 | | |
| 22 | Percentage of ASB victims who are confident to report further incidents to the police again. (1,300 surveyed) | 85% and above | 81% +/- 2.2% | 82% +/- 2.2% | 82% +/- 2.2% | 80% +/- 2.2% | 83% +/- 2.3% | | |
| 23 | Percentage of victims of long term ASB who experienced no further incidents since their report (1,300 surveyed) | 50% and above | 47% +/- 3.4% | 49% +/- 2.9% | 47% +/- 3.8% | 47% +/- 3.4% | 42% +/- 4.2% | | |
| Percentage of victims of ASB satisfied with the service provided: (1,300 surveys completed per annum) | | | | | | | | | |
| 24 | Initial contact | 90% and above | 92% +/- 1.5% | 92% +/- 1.6% | 91% +/- 1.6% | 93% +/- 1.4% | 93% +/- 1.6% | | |
| 25 | Response time | 90% and above | 86% +/- 2.7% | 87% +/- 2.7% | 88% +/- 2.5% | 85% +/- 2.8% | 91% +/- 2.4% | | |
| 26 | Action taken | 85% and above | 79% +/- 3.3% | 80% +/- 3.3% | 81% +/- 3.1% | 79% +/- 3.3% | 83% +/- 3.3% | | |
| 27 | Follow-up | 85% and above | 59% +/- 6.4% | 64% +/- 6.3% | 65% +/- 6.0% | 59% +/- 6.6% | 66% +/- 6.6% | | |
| 28 | Treatment | 95% and above | 94% +/- 1.8% | 94% +/- 1.9% | 95% +/- 1.7% | 95% +/- 1.7% | 95% +/- 1.8% | | |
| 29 | Whole experience | 85% and above | 79% +/- 2.3% | 79% +/- 2.3% | 80% +/- 2.3% | 80% +/- 2.2% | 78% +/- 2.5% | | |

| Cutting Crime | | | | | | | | |
|---------------|--|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|------------------------|
| | Threshold | Quarterly data | | | | | 12 months to... | |
| | | 2019/20 – Q1 | 2019/20 – Q2 | 2019/20 – Q3 | 2019/20 - Q4 | 2020/21 - Q1 | Jun-19 | Jun-20 |
| 30 | Recorded levels in night time economy areas | 1,341 15 per day | 1,303 14 per day | 1,302 14 per day | 1,202 12 per day | 320 4 per day | 5,861 16 per day | 4,127 11 per day |
| 31 | Total recorded crime | 37,857 416 per day | 37,947 412 per day | 36,197 393 per day | 35,343 388 per day | 29,622 326 per day | 155,268 425 per day | 139,109 380 per day |
| 32 | Violence against the person | 12,269 135 per day | 12,303 134 per day | 11,939 130 per day | 11,692 128 per day | 10,767 118 per day | 48,507 133 per day | 46,701 128 per day |
| 33 | Sexual offences | 1,148 13 per day | 1,170 13 per day | 1,072 12 per day | 1,088 12 per day | 900 10 per day | 4,681 13 per day | 4,230 12 per day |
| 34 | Burglary | 1,959 22 per day | 1,988 22 per day | 1,933 21 per day | 1,982 22 per day | 1,472 16 per day | 8,776 24 per day | 7,375 20 per day |
| 35 | Theft and handling | 7,749 85 per day | 7,834 85 per day | 7,738 84 per day | 6,902 76 per day | 4,431 49 per day | 32,521 89 per day | 26,905 74 per day |
| 36 | Vehicle crime | 2,187 24 per day | 2,251 24 per day | 1,955 21 per day | 2,198 24 per day | 1,512 17 per day | 8,639 24 per day | 7,916 22 per day |
| 37 | Criminal damage | 5,616 62 per day | 5,545 60 per day | 5,659 62 per day | 5,702 63 per day | 4,583 50 per day | 23,328 64 per day | 21,489 59 per day |
| 38 | Other crime (such as drug crime, public disorder and miscellaneous crime) | 6,929 76 per day | 6,856 75 per day | 5,901 64 per day | 5,779 64 per day | 5,957 65 per day | 28,816 79 per day | 24,493 67 per day |
| | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | Jun-19 | Sep-19 | Dec-19 | Mar-19 | Mar-20 | | |
| 39 | Perceptions of safety of those that use the night time economy (4,000 surveyed annually) | 88% +/- 2.2% | 87% +/- 2.4% | 84% +/- 2.5% | 89% +/- 2.0% | 85% +/- 2.3% | | |

| Domestic and Sexual Abuse | | | | | | | | | |
|---|--|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------------------|-----------------------|
| | Threshold | Quarterly data | | | | | 12 months to... | | |
| | | 2019/20 – Q1 | 2019/20 – Q2 | 2019/20 – Q3 | 2019/20 - Q4 | 2020/21 - Q1 | Jun-19 | Jun-20 | |
| 40 | Recorded sexual offences | Monitor | 1,148 13 per day | 1,170 13 per day | 1,072 12 per day | 1,088 12 per day | 900 10 per day | 4,681 13 per day | 4,230 12 per day |
| 41 | Recorded domestic abuse incidents | Monitor | 9,261 102 per day | 9,747 106 per day | 9,305 102 per day | 9,143 100 per day | 9,989 110 per day | 36,772 101 per day | 38,184 105 per day |
| | Threshold | Rolling 12 month data to... | | | 12 months to... | | | | |
| | | Sep-19 | Dec-19 | Mar-20 | Jun-19 | Jun-20 | | | |
| Percentage of domestic abuse victims satisfied with the policing response provided: (600 surveys completed per annum) | | | | | | | | | |
| 42 | Initial contact | 95% and above | 99% +/- 1.0% ● | 99% +/- 1.0% ● | 99% +/- 1.2% ● | 99% +/- 0.9% ● | 99% +/- 1.3% ● | | |
| 43 | Response time | 90% and above | 92% +/- 2.4% ● | 90% +/- 2.8% ● | 91% +/- 2.6% ● | 92% +/- 2.3% ● | 91% +/- 2.9% ● | | |
| 44 | Action taken | 90% and above | 87% +/- 2.8% ● | 87% +/- 3.0% ● | 85% +/- 3.1% ● | 89% +/- 2.6% ● | 84% +/- 3.5% ● | | |
| 45 | Follow-up | 90% and above | 85% +/- 3.0% ● | 86% +/- 3.0% ● | 84% +/- 3.1% ● | 87% +/- 2.8% ● | 84% +/- 3.5% ● | | |
| 46 | Treatment | 95% and above | 95% +/- 1.9% ● | 95% +/- 1.9% ● | 94% +/- 2.0% ● | 95% +/- 1.7% ● | 95% +/- 2.1% ● | | |
| 47 | Whole experience | 90% and above | 89% +/- 2.6% ● | 88% +/- 2.8% ● | 87% +/- 2.8% ● | 91% +/- 2.3% ● | 88% +/- 3.1% ● | | |
| 48 | Percentage of domestic abuse victims who are confident to report further abuse to the police again | 95% and above | 94% +/- 2.1% ● | 94% +/- 2.1% ● | 93% +/- 2.2% ● | 95% +/- 1.8% ● | 93% +/- 2.4% ● | | |

| Effective Criminal Justice System | | | | | | | | | |
|-----------------------------------|--|----------------|-----------------------------|---------------------|---------------------|---------------------|---------------------|-----------------------|----------------------|
| | Threshold | Quarterly data | | | | | 12 months to... | | |
| | | 2019/20 – Q1 | 2019/20 – Q2 | 2019/20 – Q3 | 2019/20 - Q4 | 2020/21 - Q1 | Jun-19 | Jun-20 | |
| 49 | Percentage of post-charge failures | 32% and below | 30% 320 failures | 22% 256 failures | 21% 214 failures | 25% 249 failures | 19% 154 failures | 31% 1,551 failures | 22% 873 failures |
| 50 | Resolved rate for total recorded crime | Monitor | 15% | 15% | 16% | 15% | 18% | 16% | 16% |
| Charge rates: | | | | | | | | | |
| 51 | Rape | 9% and above | 5% 21 charges | 7% 32 charges | 9% 33 charges | 10% 35 charges | 13% 45 charges | 7% 116 charges | 10% 145 charges |
| 52 | Sexual offences | 12% and above | 7% 53 charges | 8% 63 charges | 8% 54 charges | 10% 74 charges | 20% 112 charges | 9% 267 charges | 11% 303 charges |
| 53 | Domestic Abuse | 22% and above | 12% 840 charges | 11% 688 charges | 12% 718 charges | 11% 666 charges | 13% 821 charges | 12% 3,210 charges | 12% 2,893 charges |
| | | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | | Sep-18 | Dec-18 | Mar-19 | Sep-18 | Sep-19 | | |
| 54 | Monitor the number of first time entrants to the criminal justice system | Monitor | 2,888 | 2,840 | 2,731 | 2,886 | 2,671 | | |
| | | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | | Sep-19 | Dec-19 | Mar-20 | May-19 | May-20 | | |
| Conviction rates: | | | | | | | | | |
| 55 | Rape | 58% and above | 50% | 46% | 52% | 53% | 62% | | |
| 56 | Sexual offences | 83% and above | 83% | 84% | 82% | 84% | 82% | | |
| 57 | Domestic Abuse | 76% and above | 72% | 73% | 75% | 71% | 76% | | |
| Report to conviction rates: | | | | | | | | | |
| 58 | Rape | 5% and above | 4% | 3% | 4% | 3% | 6% | | |
| 59 | Sexual offences | 10% and above | 7% | 7% | 7% | 8% | 7% | | |
| 60 | Domestic Abuse | 17% and above | 8% | 9% | 9% | 8% | 9% | | |
| | | Threshold | Rolling 12 month data to... | | | 12 months to... | | | |
| | | | Jun-19 | Sep-19 | Dec-19 | Mar-19 | Mar-20 | | |
| 61 | Non-conviction rate (due to victims and witnesses as measured at LCJB) | Monitor | 37% | 37% | 37% | 37% | 36% | | |