



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER



NORTHUMBRIA OPCC

PERFORMANCE DATA

JUNE 2023





CORE PERFORMANCE DATA

FIGHTING CRIME

RECORDED CRIME

Performance Headlines

Total crime has increased by 5% for the 12 months to February 2023, with an increase in most crime categories compared to 12 months to February 2022. When compared to the 12 months to June 2019, the nationally agreed baseline for the Government's Beating Crime Plan, crime levels are higher for violent crime, sexual offences, vehicle crime, robbery, cyber-crime and hate crime. All other categories are lower.

Total Recorded Crime (Panel KPI)

Total Recorded Crime



TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	*12 months to June 2019	12 months to February 2022	12 months to February 2023	% change 22 vs 23	% change 20 vs 23
Total	155,248	134,872	142,132	5%	-5%
Sunderland	32,560	27,691	28,967	5%	-8%
South Tyneside	15,925	13,790	14,611	6%	-6%
Gateshead	20,472	18,358	19,243	5%	-5%
North Tyneside	20,505	17,594	17,978	2%	-9%
Newcastle	40,952	34,910	36,791	5%	-3%
Northumberland	24,834	22,529	24,542	9%	1%

* nationally agreed baseline for the Government's Beating Crime Plan

ASB INCIDENTS

Performance Headlines

There has been a 16% (-8,103) reduction in ASB related incidents in the 12 months to February 2023 compared to the previous 12-month period. Autumn and Winter plans were developed, where police and partners took a preventative, problem solving approach, focussing on early intervention, diversion and enforcement in hotspot areas. It is expected that the work on seasonal plans will continue to contribute to a reduction of ASB throughout the year with Force wide multi-agency operations planned for the school holidays.

Indicator	*12 months to June 19	12 months to Feb 22	12 months to Feb 23	% change
Anti-social behaviour incidents	47,660	49,918	41,815	-16%

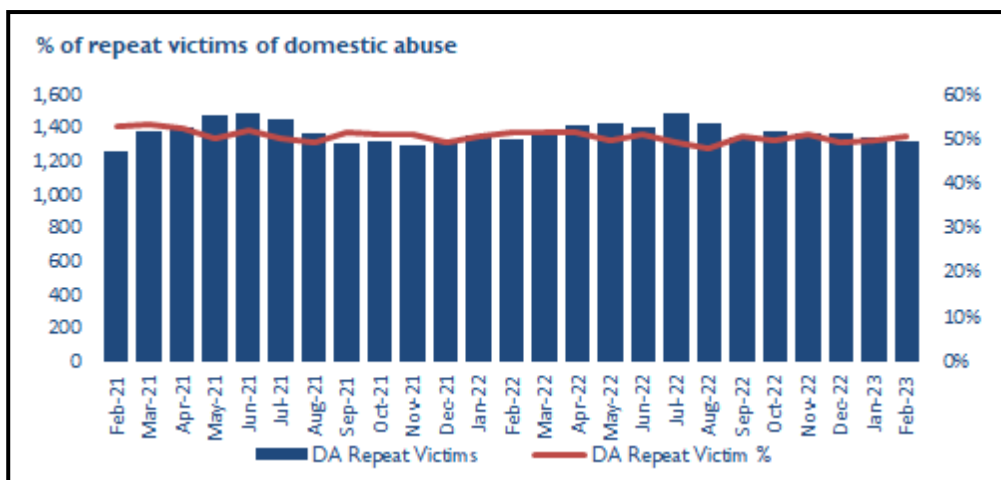
ASB SATISFACTION

Performance Headlines

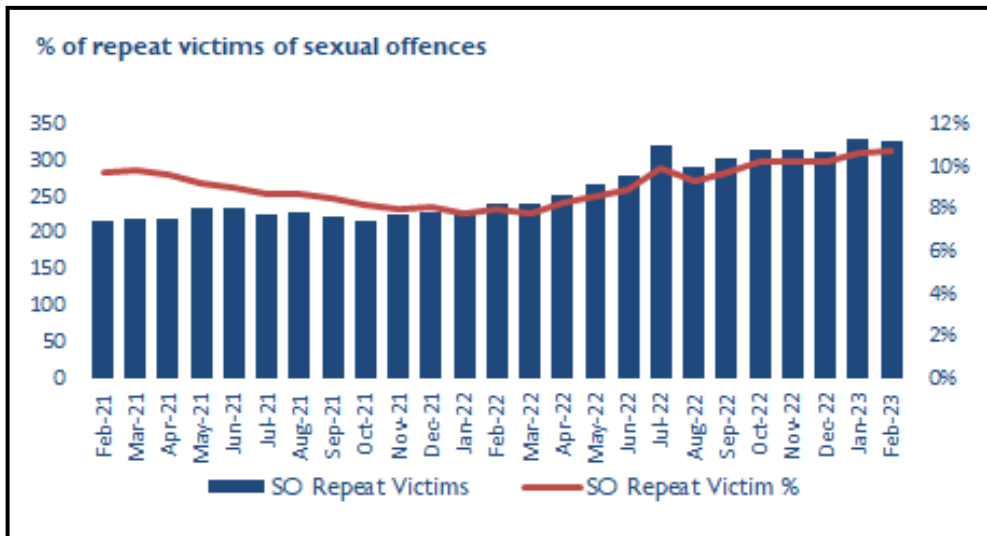
72% of ASB victims feel satisfied with their overall experience of service which is a significant reduction compared to the previous 12 month rolling period.

Indicator	12 months to Feb 22	12 months to Feb 23
Whole Experience	76%	72%

REPEAT VICTIMS - DOMESTIC ABUSE



REPEAT VICTIMS - SEXUAL OFFENCES

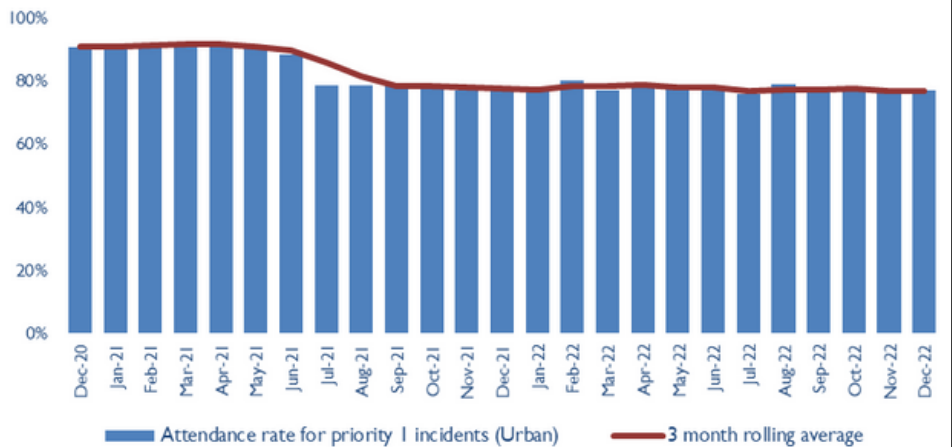


POLICE RESPONSE TIMES - GRADE 1 URBAN

Performance Headlines

Grade 1 incident demand remains high. For the period March 2022 to February 2023, there has been 10% more grade 1 incidents compared to the previous 12-month period. It is acknowledged that during the COVID-19 pandemic incident demand volumes changed; however, when comparing to the 12 months to February 2020 there is a 52% increase.

% Attended within standard - Grade 1 (Urban)

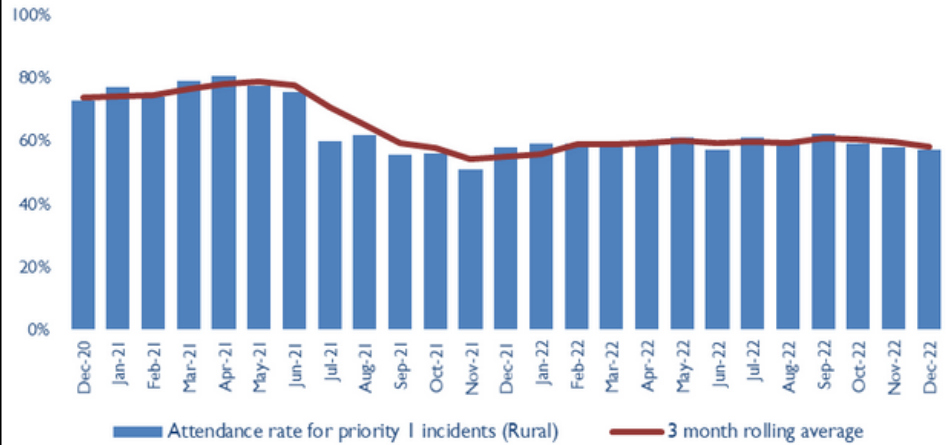


POLICE RESPONSE TIMES - GRADE 1 RURAL

Performance Headlines

The percentage of grade 1 (rural) incidents attended within 20 minutes was 59%, a reduction of 5%pts compared to the 12 months to February 2022. The trend has been relatively consistent since September 2021.

% Attended within standard - Grade I (Rural)



ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

There has been a consistent improvement in the percentage of 999 calls answered within the service level agreement since March 2022. This improvement has continued in the last quarter, with 88% of 999 calls answered within 10 seconds. This trend is in-line with projected call handling performance and is a result of the improvement plan within the Communications department and investment in Contact Handler resource. For the 12 months to February 2023, 81% of 999 calls were answered within 10 seconds, with a mean answer time of 16 seconds. For the month of February 2023, 90% of 999 calls were answered within 10 seconds with an average answer time of 7 seconds.

999 Calls answered within standard



ANSWER TIMES - 101 NON-EMERGENCY CALLS

Performance Headlines

▶ The percentage of 101 calls answered within 1 minute for the 12 months to February 2023 is 48%; this compares to 41% for the 12 months to February 2022. For the month of February itself, 71% of 101 NE calls were answered within 60 seconds with an average answer time of 1minute 12 seconds.

101 NE Calls answered within standard



PREVENTING CRIME

FIRST TIME ENTRANTS INTO CRIMINAL JUSTICE SYSTEM

Number of first-time entrants to the criminal justice system	12 months to Sept 2020	12 months to Sept 2021	12 months to Sept 2022
Total	2,056	2,017	2,004
Adults	1,873	1,877	1,854
Juveniles	184	141	151

SERIOUS VIOLENCE OFFENCES

Indicator	*12 months to June '19	12 months to Feb '22	12 months to Feb '23	% change
Serious violence offences	18,282	20,992	23,023	+10%
Knife enabled serious violence	925	899	1,023	+14%
Homicides	17	12	19	+63%
Hospital admissions (under 25s for assault with a sharp object)	35	30 (to Oct 21)	30 (to Oct 22)	-

IMPROVING LIVES

PUBLIC PERCEPTION

Indicator	12 months to February 22	12 months to February 23
Percentage of people who think the police do a good or excellent job in their neighbourhood	78%	70%

Performance Headlines

- ▶ There is a significant reduction in the percentage of residents who feel the police do a good or excellent job in their neighbourhood compared to the same period last year. Most residents that rated their local police as good or excellent referred to their own positive experiences with the service and/or expressed the sentiment that the 'police do what they can' despite of stretched resources. Residents often perceived that an increase in funding and police visibility would help to further improve the service.

OVERALL VICTIM SATISFACTION

Performance Headlines

- ▶ 74% of volume crime victims (managed by Area Commands) are satisfied with their overall experience, which is a significant decrease compared to the same period last year – 84%. Although the expectations of victims varied, most dissatisfied victims felt that their response time was longer than was specified by the contact handler and/or was not appropriate to the type of incident they were reporting. Some victims stated that their experience could have been improved if a more accurate time scale had been provided and/or if they had been notified about possible delays.

IMPROVING LIVES

SATISFACTION - HATE CRIME

Indicator	12 months to February 22	12 months to February 23
Whole experience	76%	76%

Performance Headlines

▶ As part of a trial during December 2022/January 2023 Northern Area Command provided call backs for all victims of hate crime (within seven days) They also asked to gather additional information during the call back to see if any evidential opportunities had been missed. The Public Insight Team will identify whether the call backs have influenced levels of victim satisfaction in due course.

SATISFACTION - DOMESTIC ABUSE

Indicator	12 months to Feb 22	12 months to Feb 23
Whole experience	89%	87%

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