



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER

NORTHUMBRIA OPCC PERFORMANCE DATA

OCTOBER 2023





CORE PERFORMANCE DATA

FIGHTING CRIME

RECORDED CRIME

Performance Headlines

Total crime has increased by 6% for the 12 months to July 2023, with an increase in violence against the person, theft and handling (particularly shoplifting), vehicle crime, robbery, cyber-crime and hate crime compared to 12 months to July 2022. When compared to the 12 months to December 2019, the nationally agreed baseline for the Government's Beating Crime Plan, crime levels are higher for violent crime (VAP, sexual offences and robbery), vehicle crime, 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 Dec 2019	12 months to July 2022	12 months to July 2023	% change 22 vs 23	% change 19 vs 23
Total	149,753	137,796	146,305	6%	-2%
Sunderland	31,405	28,248	29,662	5%	-6%
South Tyneside	15,624	13,927	15,706	13%	1%
Gateshead	20,256	18,897	19,663	4%	-3%
North Tyneside	19,821	17,073	18,413	8%	-7%
Newcastle	38,183	36,368	37,918	4%	-1%
Northumberland	24,464	23,283	24,943	7%	2%

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

ASB INCIDENTS

Performance Headlines

There has been a 1% (+385) increase in ASB related incidents in the 12 months to July 2023 compared to the previous 12-month period. Motorbike disorder and ASB on the transport network continues to be a key issue, partnership operations are being developed in conjunction with local authorities and transport providers to reduce incidents and increase public confidence. The Force undertook ASB activity during the national ASB awareness week in July, this included the launch of Operation Cacao to address motorcycle enabled ASB utilising drones. Results included 12 section 59 notices issued, 8 seizures of off-road motorcycles and 7 arrests with wider prevention and engagement activities undertaken. In week commencing 10th July the Force conducted Operation Impact which saw heightened visibility and enforcement activity, which included addressing ASB hotspot areas.

Indicator	*12 months to December 2019	12 months to July 2022	12 months to July 2023	% change
Anti-social behaviour incidents	46,763	41,785	42,170	+1%

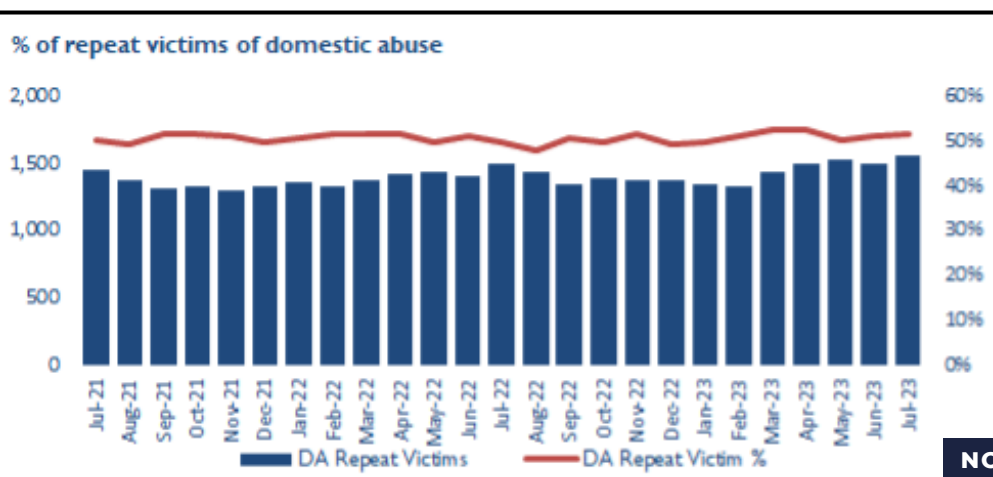
ASB SATISFACTION

Performance Headlines

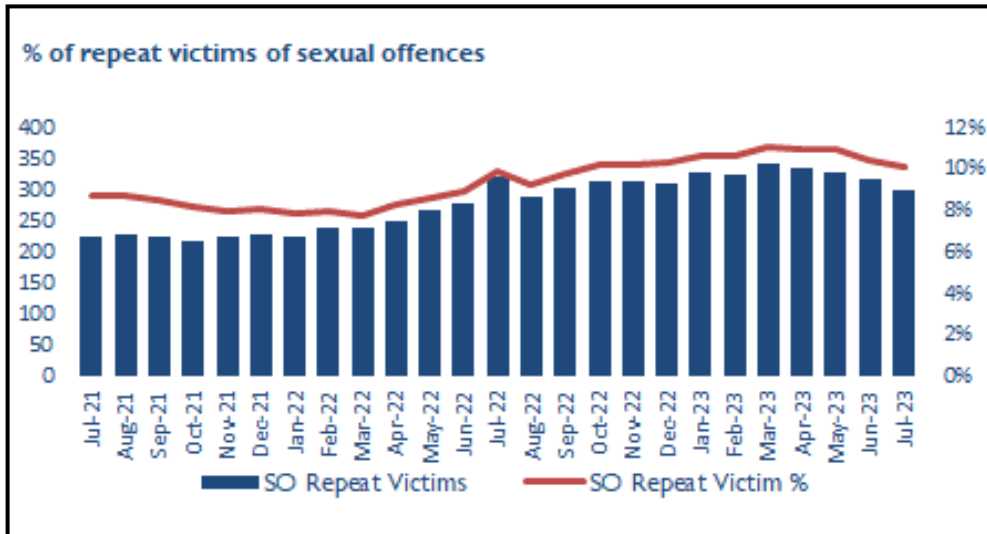
Fewer ASB victims were satisfied with the actions taken compared to the 12 months to July 2022. Dissatisfied victims mainly perceived that police could have been more proactive in response to their report and/or said that the actions taken fell short of their expectations. The ASB issue being unresolved, victims not being kept informed and/or knowing the outcome of their report were also drivers of dissatisfaction. Conversely, satisfied victims said that police took robust action and felt that their report was taken seriously. Feeling listened to, supported by officers and police offering to patrol/increase visibility were also mentioned.

Indicator	12 months to July 2022	12 months to July 2023
Whole Experience	74%	69%

REPEAT VICTIMS - DOMESTIC ABUSE



REPEAT VICTIMS - SEXUAL OFFENCES

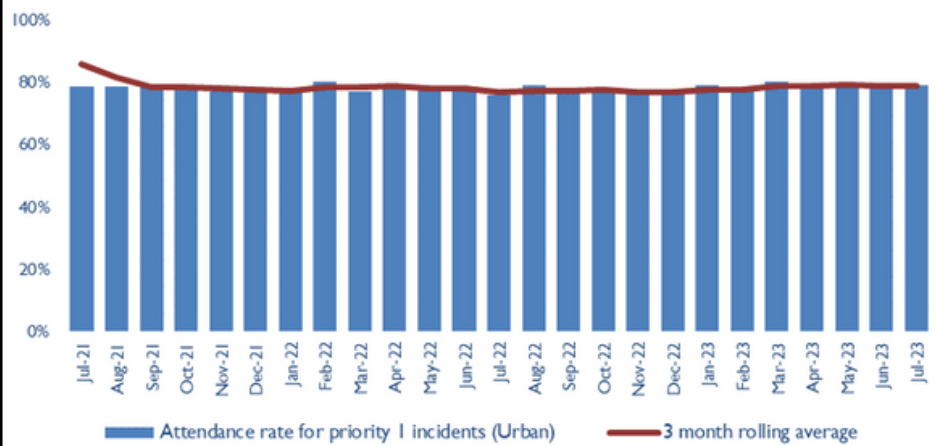


POLICE RESPONSE TIMES - GRADE 1 URBAN

Performance Headlines

Grade 1 incident demand remains high. For the 12 months to July 2023, there have been 5% more grade 1 incidents than the previous 12-month period. Grade 1 demand has been higher than previous historical levels of demand since April 2021.

% Attended within standard - Grade 1 (Urban)

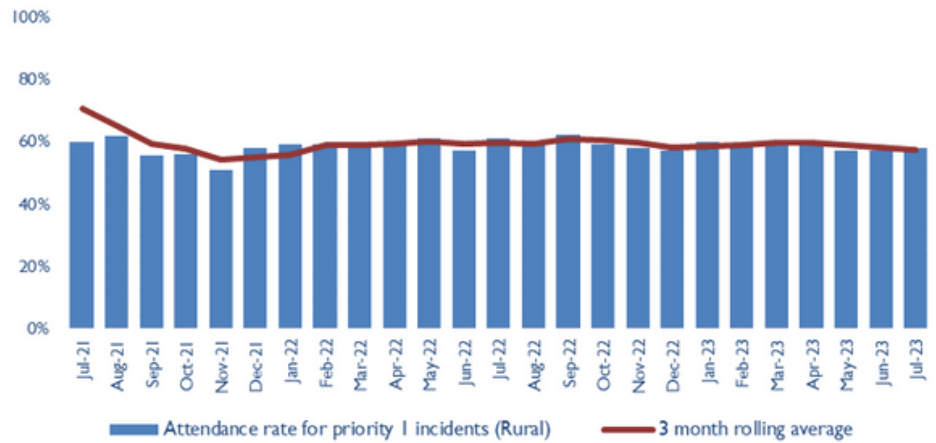


POLICE RESPONSE TIMES - GRADE 1 RURAL

Performance Headlines

The percentage of grade 1 (rural) incidents attended within 20 minutes was 59%, a reduction of 1%pt compared to the 12 months to July 2022.

% Attended within standard - Grade 1 (Rural)



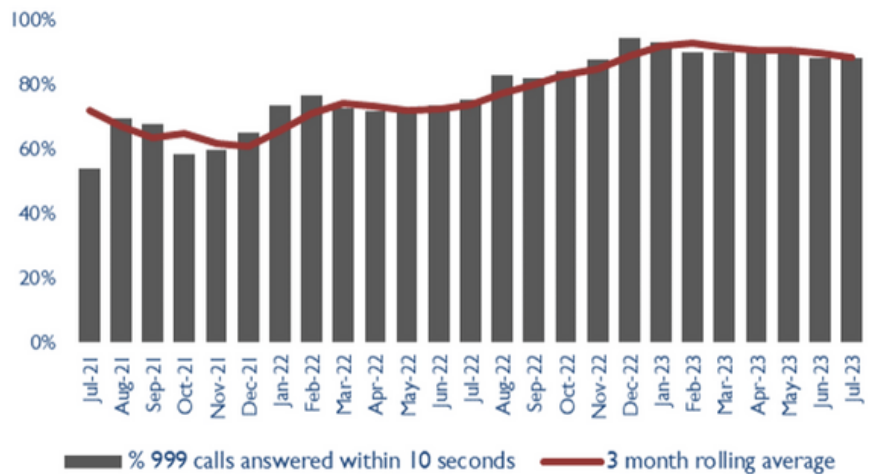
ANSWER TIMES - 999 EMERGENCY CALLS

Performance Headlines

There has been a consistent improvement in the percentage of 999 calls answered within the service level agreement since March 2022.

For the 12 months to July 2023, 88% of 999 calls were answered within 10 seconds, with an average answer time of 9 seconds. For the month of July 2023, 88% of 999 calls were answered within 10 seconds with an average answer time of 8 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 July 2023 is 62%; this compares to 34% for the 12 months to July 2022. The average answer time for 101 non-emergency calls for the 12 months to July 2023 was 2 minutes and 4 seconds, compared to 7 minutes and 28 seconds for the 12 months to July 2022; a reduction of 72%.

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 December 2020	12 months to December 2021	12 months to December 2022
Total	1,966	1,980	2,049
<i>Adults</i>	1,828	1,839	1,891
<i>Juveniles</i>	138	141	158

SERIOUS VIOLENCE OFFENCES

Indicator % change	12 months to December 2019	12 months to July 2022	12 months to July 2023	% change
Serious violence offences	18,709	22,541	23,556	+5%
Knife enabled serious violence	800	976	1,090	+12%
Homicides	12	16	15	-0.06%
Hospital admissions (under 25s for assault with a sharp object)	25	35 (to March 22)	25 (to Mar 23)	-29%

IMPROVING LIVES

PUBLIC PERCEPTION

Indicator	12 months to July 22	12 months to July 23
Percentage of people who think the police do a good or excellent job in their neighbourhood	73%	69%

Performance Headlines

▶ 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. Other residents associated the absence of ongoing issues in their local area as evidence of efficient policing.

Less than satisfactory experiences with the service and/or hearing about these experiences from others, lack of police visibility, resourcing concerns and/or the persistence of ongoing local issues not addressed by police, were mentioned by residents that rated their local police as fair or poor.

OVERALL VICTIM SATISFACTION

Performance Headlines

▶ 73% of volume crime victims said they were satisfied with their whole experience of service; a statistically significant reduction compared to the same period last year – 80%.

In response to the decline in victim satisfaction a working group was established which carried out an in-depth analysis of the journey of an ASB incident / volume crime together with an assessment of verbatim comments provided by victims during survey responses, to gain a greater understanding of the factors impacting satisfaction levels. This has allowed identification of wider impacts, with specific reference to ASB regarding concerns actions were not taken.

SATISFACTION - HATE CRIME

Indicator	12 months to July 2022	12 months to July 2023
Whole experience	73%	75%

SATISFACTION - DOMESTIC ABUSE

Indicator	12 months to July 2022	12 months to July 2023
Whole experience	87%	87%

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