



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER



NORTHUMBRIA OPCC PERFORMANCE DATA

DECEMBER 2023

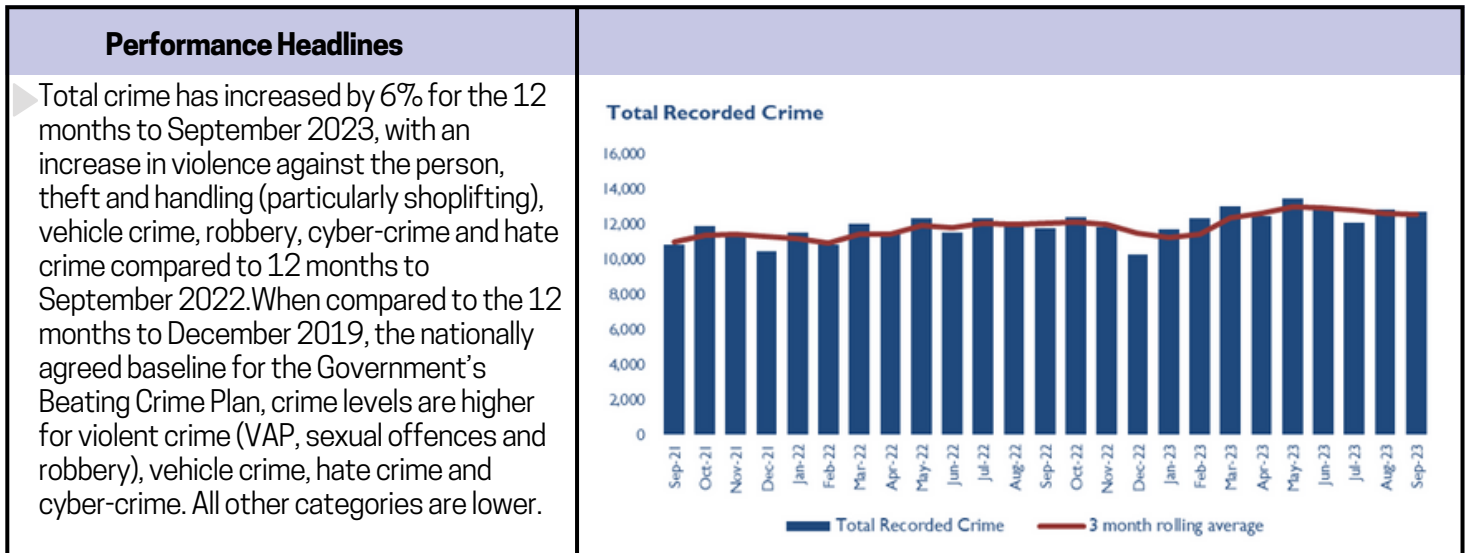




CORE PERFORMANCE DATA

FIGHTING CRIME

Total Recorded Crime (Panel KPI)



Total Recorded Crime by Local Authority

	*12 months to Dec 2019	12 months to Sept 2022	12 months to Sept 2023	% change 22 vs 23	% change 19 vs 23
Total	149,753	139,494	147,638	6%	-1%
Sunderland	31,405	28,759	30,087	5%	-4%
South Tyneside	15,624	14,006	15,867	13%	2%
Gateshead	20,256	19,077	19,899	4%	-2%
North Tyneside	19,821	17,087	18,501	8%	-7%
Newcastle	38,183	36,732	38,295	4%	0%
Northumberland	24,464	23,833	24,989	5%	2%

Anti-social behaviour incidents

Performance Headlines

▶ Winter Plans are in place with ASB being a key area of focus. 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. A new Force wide motorbike ASB initiative is under development with dedicated task forces being implemented to tackle ASB and motorbike enabled crime. The Force has also invested in drone and stinger capability which will increase proactive options to tackle offences. A successful Safer Streets Funding bid will increase activity with key priorities including prevention, education and enforcement with additional analytical support.

Indicator	*12 months to December 2019	12 months to Sept 2022	12 months to Sept 2023	% change
ASB Incidents	46,762	41,630	42,933	+3%

Anti-social behaviour incidents

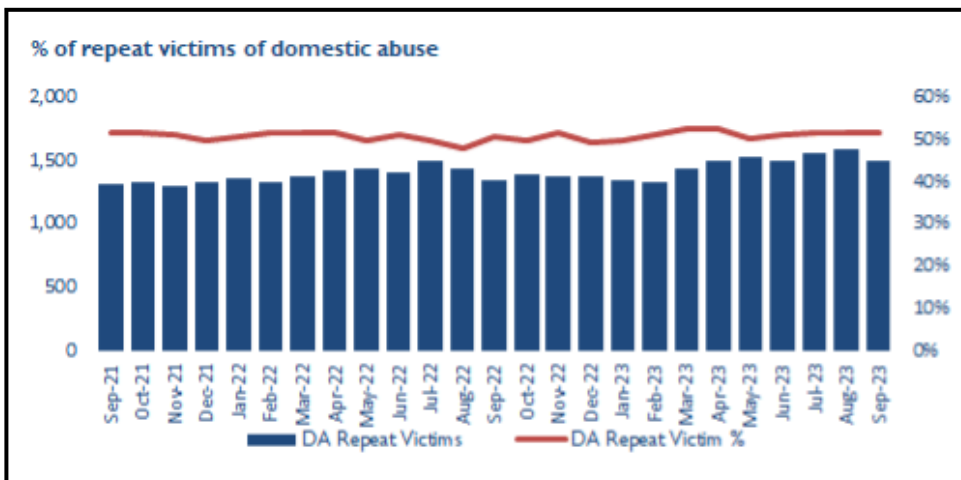
Performance Headlines

▶ Significantly fewer ASB victims were satisfied with the actions taken compared to the same period last year. Perceiving that police had taken a lack of robust action in response to their report and/or not providing a solution to the issue were the main drivers of dissatisfaction. A few victims believed that police had not taken any action in relation to their report as they had not received any updates.

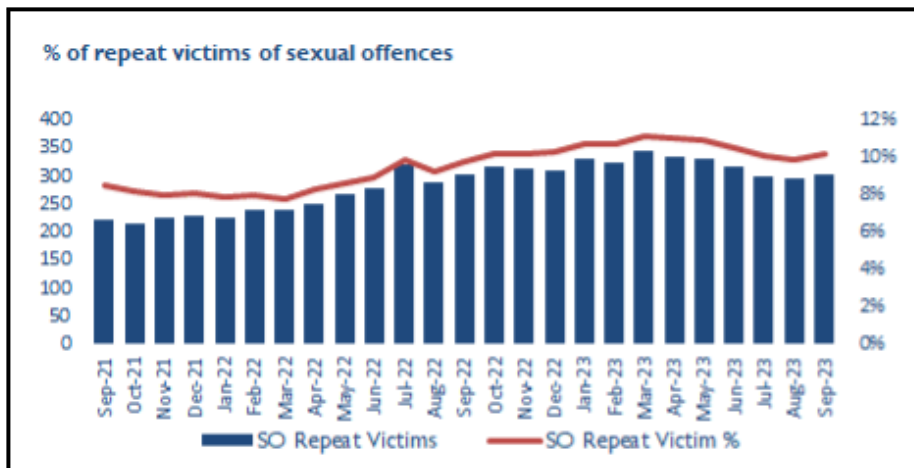
Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole Experience	73%	69%

49

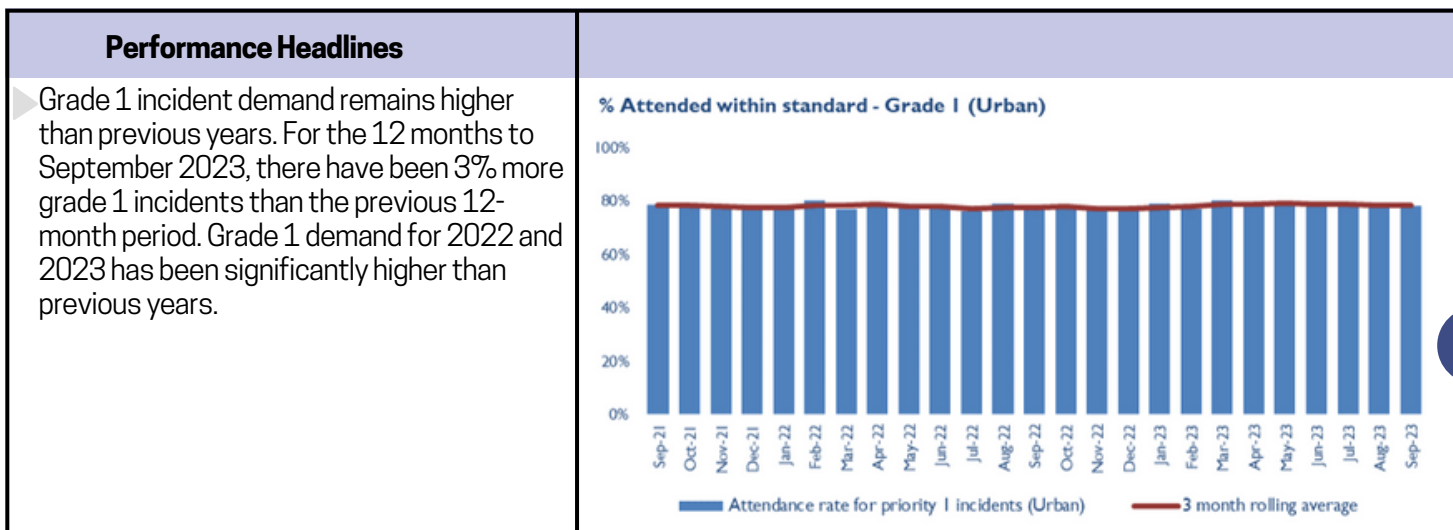
Repeat Victims - Domestic Abuse



Repeat Victims - Sexual offences

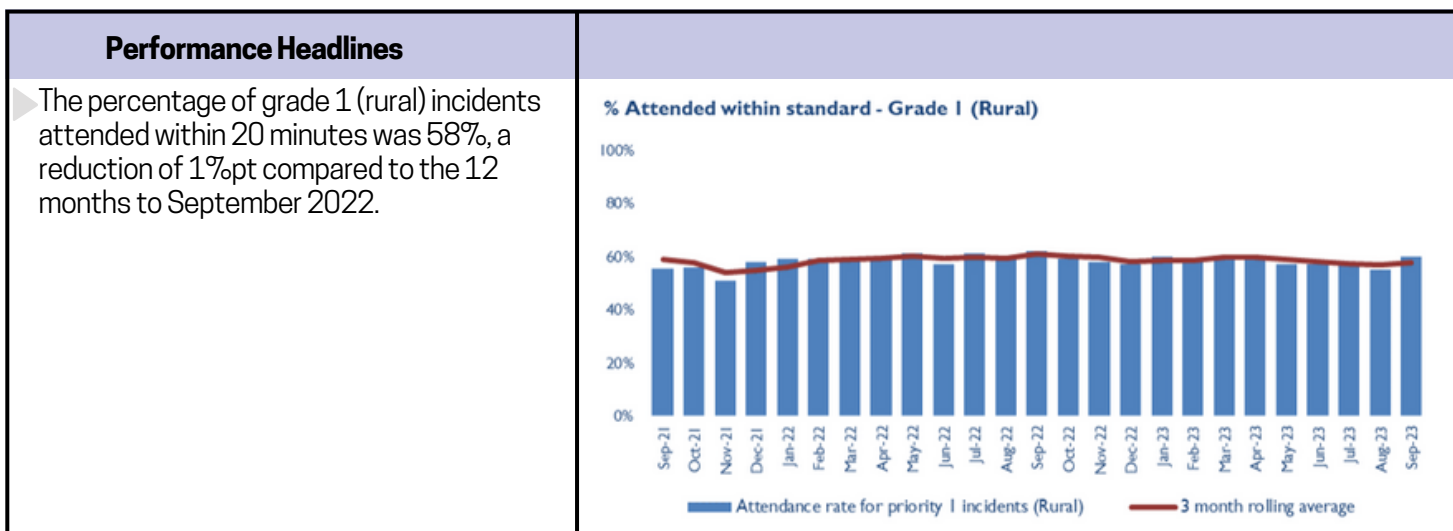


Police Response Times - Grade 1 Urban



50

Police Response Times - Grade 1 Rural

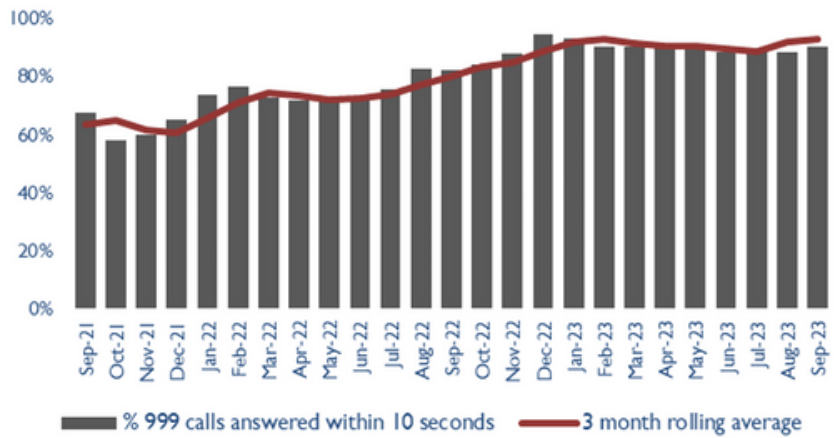


Answer Times – 999 Emergency Calls

Performance Headlines

For the 12 months to September 2023, the number of 999 calls increased by 0.7% compared to the previous 12 months, from 305,471 to 307,723. Whilst 999 call volumes for 2023 are following a similar trend to that seen in 2022, they are 26% higher than the same period in 2021.

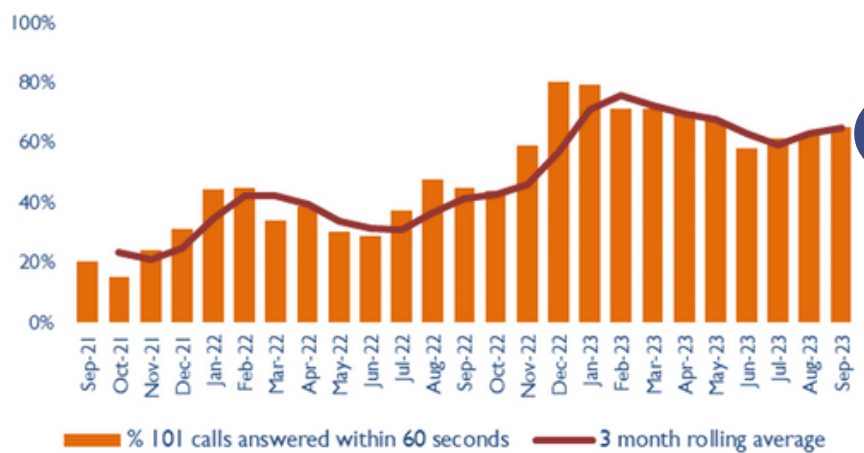
999 Calls answered within standard



Answer Times – 101 Non-Emergency Calls

Performance Headlines

For the 12 months to September 2023, the number of 101 non-emergency calls increased by 4% compared to the previous 12 months, from 236,290 to 245,951. The percentage of 101 calls answered within 1 minute for the 12 months to September 2023 is 65%; this compares to 34% for the 12 months to September 2022. The average answer time for 101 non-emergency calls for the 12 months to September 2023 was 1 minute and 47 seconds, compared to 6 minutes and 32 seconds for the 12 months to September 2022.



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 Sept 2022	12 months to Sept 2023	% change
Serious violence offences	18,709	22,872	23,773	+4%
Knife enabled serious violence	800	982 (to Aug 22)	1,111 (to Aug 23)	+13%
Homicides	12	19	13	-32%
Hospital admissions (under 25s for assault with a sharp object)	25	35 (to May 22)	20 (to May 23)	-43%

IMPROVING LIVES

Public Perception

Indicator	12 months to Sept 22	12 months to Sept 23
Percentage of people who think the police do a good or excellent job in their neighbourhood	72%	69%

Performance Headlines

- ▶ Survey feedback highlighted that some residents expressed a lack of confidence regarding the ability of police to effectively deal with non-emergency incidents. Residents frequently associated these types of incidents with longer response times and as less of a priority for police due to demand and stretched resources. Residents often perceived that an increase in resources, such as police officers and funding would help to improve the service.

Overall Victim Satisfaction

Performance Headlines

- ▶ 72% of volume crime victims said they were satisfied with their whole experience of service, which is a statistically significant reduction compared to the same period last year – 79%. There has been a significant decrease in satisfaction with response time, compared to the previous year. Although victims varied in their expectations of an acceptable waiting time, dissatisfied victims mainly felt their response time was not proportionate to the type of incident they were reporting and that their report was not being taken seriously.

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Satisfaction - Hate Crime

Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole experience	73%	74%

Satisfaction - Domestic Abuse

Indicator	12 months to Sept 2022	12 months to Sept 2023
Whole experience	88%	86%

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