



NORTHUMBRIA  
POLICE & CRIME  
COMMISSIONER

# NORTHUMBRIA OPCC PERFORMANCE DATA DECEMBER 2024





# CORE PERFORMANCE DATA

## FIGHTING CRIME

### RECORDED CRIME

#### Performance Headlines

Total crime has reduced by 6,257 crimes for the 12 months to October 2024, with a reduction in violence against the person, vehicle crime, criminal damage, other theft and handling, theft of a pedal cycle, theft from the person, public disorder, miscellaneous crime, cyber-crime and hate crime compared to 12 months to October 2023.

Vehicle crime has reduced by 19% compared to the 12 months to October 2023. The largest reductions have been in theft from the motor vehicle (-1,198 offences), and theft of motor vehicle (-411 offences) when compared to the previous period.

#### Total Recorded Crime (Panel KPI)

Total Recorded Crime



### TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	12 months to Oct 2023	12 months to Oct 2024	% change 23 vs 24
<b>Total</b>	<b>146,814</b>	<b>140,557</b>	<b>-4%</b>
<b>Sunderland</b>	29,915	28,471	-5%
<b>South Tyneside</b>	15,905	15,216	-4%
<b>Gateshead</b>	19,812	18,448	-7%
<b>North Tyneside</b>	18,460	17,627	-5%
<b>Newcastle</b>	38,137	36,237	-5%
<b>Northumberland</b>	24,585	24,558	-0.1%

## ASB INCIDENTS

### Performance Headlines

There has been a reduction of 5,528 ASB related incidents in the 12 months to October 2024 compared to the previous 12-month period. Multi-agency seasonal operations are successfully targeting hotspot locations, whilst enforcement and diversionary interventions are being effectively utilised to target key offenders. Seasonal planning was carried out for Halloween and Bonfire night and is now in place for the darker nights campaign on the lead up to the festive period. Motorbike ASB has seen significant reductions (14%) following the introduction of Operation Capiro.

Indicator	12 months to October 23	12 months to October 2024	% change
Anti-social behaviour incidents	42,951	37,423	-13%

## ASB SATISFACTION

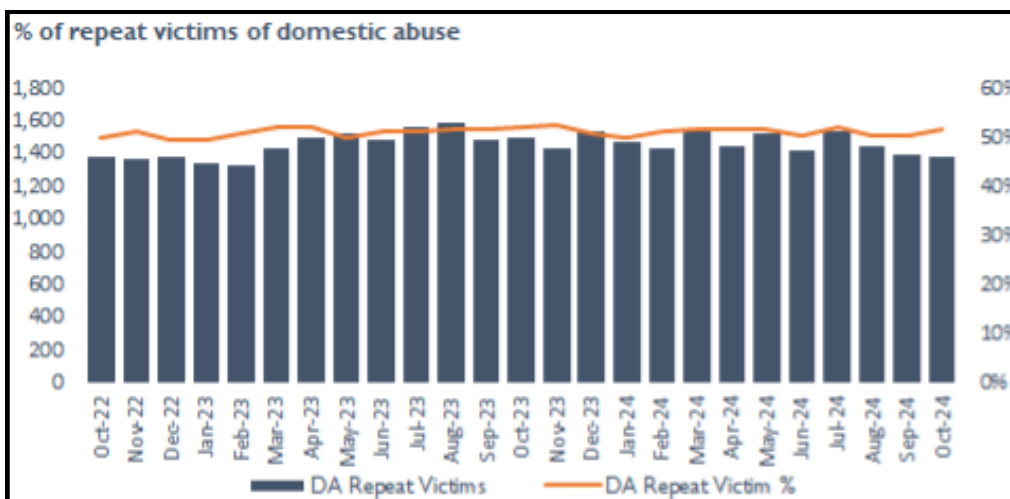
### Performance Headlines

There has been a longer-term reduction in ASB whole experience satisfaction, although current trends show a statistically significant increase in satisfaction compared to the previous 12 months to October 2023 period.

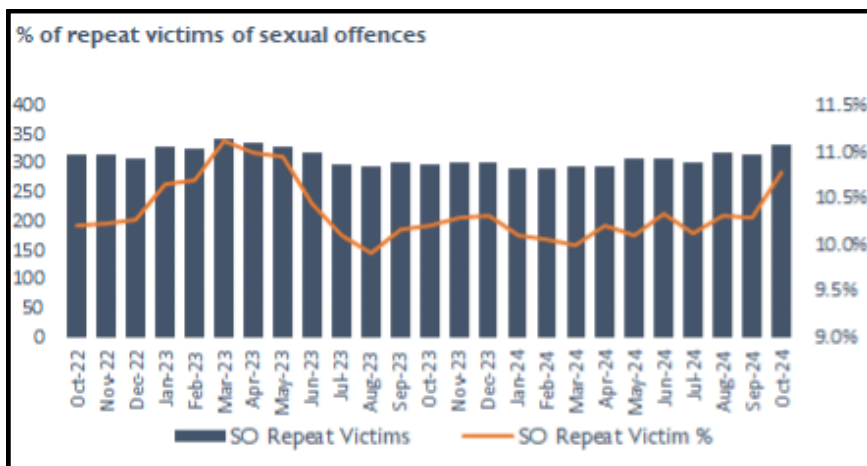
More ASB victims were satisfied with the actions taken by police compared to the same period last year, although this change is not significant.

Indicator	12 months to October 23	12 months to October 24
Action taken	67%	71%

## REPEAT VICTIMS – DOMESTIC ABUSE



## REPEAT VICTIMS – SEXUAL OFFENCES



## POLICE RESPONSE TIMES – GRADE 1 URBAN

Indicator	12 months to October 2023	12 months to October 2024	Standard
Attendance rate for priority 1 incidents – urban	78% 23 mins	82% 18 mins	15 minutes

### Performance Headlines

The percentage of grade 1 (urban) incidents attended within 15 minutes was 82% for the 12 months to October 2024, a 4%pts increase when compared to the previous period.

Grade 1 incident demand has reduced in 2024. For the 12 months to October 2024, there were 9% fewer grade 1 incidents compared to the previous 12-month period.

## POLICE RESPONSE TIMES – GRADE 1 RURAL

Indicator	12 months to October 2023	12 months to October 2024	Standard
Attendance rate for priority 1 incidents – rural (Panel KPI)	58% 23 mins	65% 20 mins	20 minutes

### Performance Headlines

The percentage of grade 1 (rural) incidents attended within 20 minutes was 65%, an increase of 7%pts compared to the 12 months to October 2023.

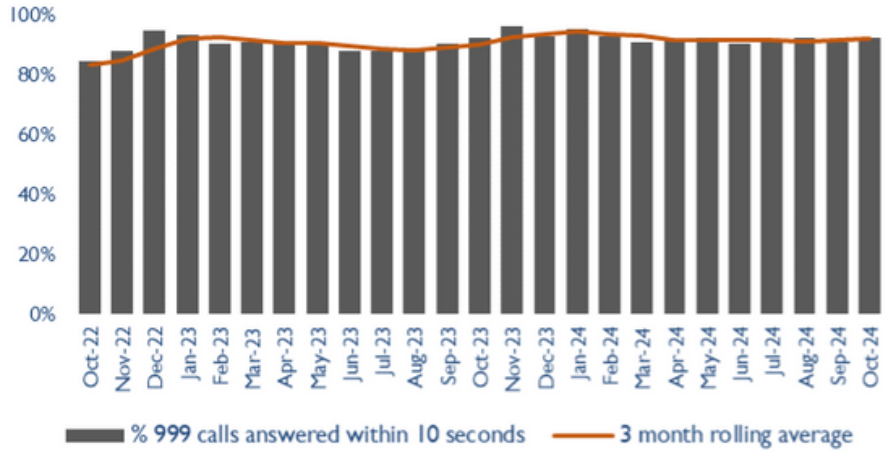
## ANSWER TIMES – 999 EMERGENCY CALLS

### Performance Headlines

For the 12 months to October 2024, the number of 999 calls reduced by 9% compared to the previous 12 months, from 307,114 to 278,185. However, over the last two years 999 call volumes have increased, and current call demand remains higher than it was in 2019.

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 October 2024, 92% of 999 calls were answered within the service level agreement, with an average answer time of 4 seconds.

### 999 Calls answered within standard

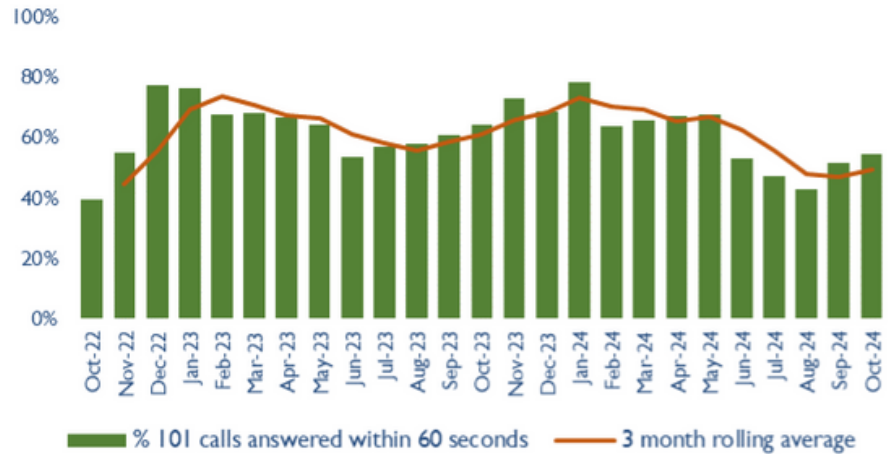


## ANSWER TIMES – 101 NON-EMERGENCY CALLS

### Performance Headlines

For the 12 months to October 2024, the number of 101 non-emergency calls has decreased by 11% compared to the previous 12 months, from 251,244 to 223,554. 101 non-emergency call volumes have reduced year on year from 2018. This change reflects changes made to the IVR and the introduction of digital channels.

### 101 NE Calls answered within standard



## PREVENTING CRIME

### SERIOUS VIOLENCE OFFENCES

Indicator	12 months to October 2023	12 months to October 2024	% change
Serious violence offences	23,694	22,654	-4%
Knife enabled serious violence	1,137	1,102	-3%
Homicides	13	11	-15%
Hospital admissions (under 25s for assault with a sharp object)	25 (to Jun 23)	30 (to Jun 24)	+17%

## IMPROVING LIVES

### PUBLIC PERCEPTION

#### Performance Headlines

The percentage of residents who rated the performance of their local police as 'good' or 'excellent' remains stable compared to the same period last year.

Residents that rated the performance of their local police as 'good' or 'excellent', often acknowledged the pressures facing the police service as residents expressed sentiments such as 'police would be there if they needed them' or that 'the police do what they can despite of having stretched resources.'

Indicator	12 months to October 2023	12 months to October 2024
Percentage of people who think the police do a good or excellent job in their neighbourhood	69%	68%

### OVERALL VICTIM SATISFACTION

#### Performance Headlines

Victims satisfied with the actions taken commented positively on the manner and attitudes of the officers dealing and the prompt and proportionate action they took. Police providing victims with options and keeping them updated were also cited.

Indicator	12 months to October 23	12 months to October 24
Action taken	68%	74%

### SATISFACTION – HATE CRIME

Indicator	12 months to October 2023	12 months to October 2024
Whole Experience	74%	76%

### SATISFACTION – DOMESTIC ABUSE

Indicator	12 months to October 2023	12 months to October 2024
Whole Experience	85%	87%



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