



SUSAN DUNGWORTH
NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**

DELIVERY OF THE POLICE & CRIME PLAN: MARCH 2025

SAFER STREETS: STRONGER COMMUNITIES



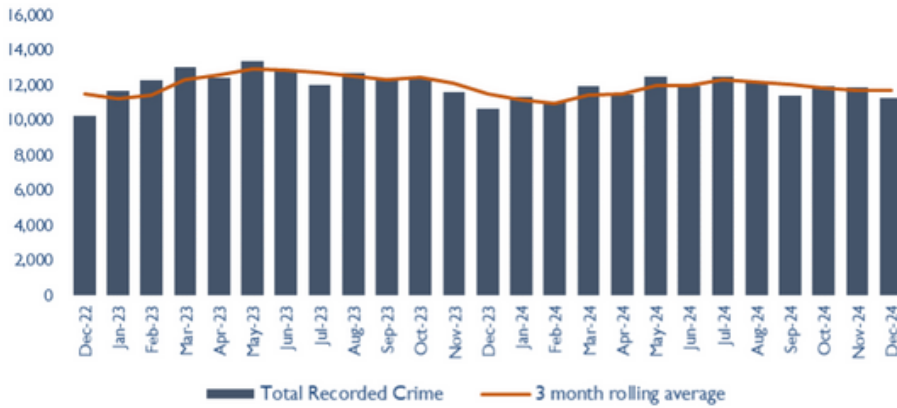
**PERFORMANCE DATA:
MARCH 2025**



CORE PERFORMANCE DATA

RECORDED CRIME

Total Recorded Crime



Total crime has reduced by 5,847 crimes for the 12 months to December 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 December 2023.

TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	12 months to December 2023	12 months to December 2024	% change 23 vs 24
Total	146,982	141,135	-4%
Sunderland	29,817	28,784	-3%
South Tyneside	16,034	15,280	-5%
Gateshead	19,917	18,630	-6%
North Tyneside	18,287	17,621	-4%
Newcastle	38,103	36,372	-5%
Northumberland	24,824	24,448	-2%

ASB INCIDENTS

There has been a reduction of 6,763 ASB related incidents in the 12 months to December 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. Project Shield continues to achieve ASB reductions in targeted hotspot locations. Motorbike ASB has reduced following the introduction of Operation Capiro. Motorbike teams continue to operate in Sunderland, South Tyneside, Northumberland, and North Tyneside Area Commands achieving reductions and improving community confidence by being proactive in targeting known offenders.

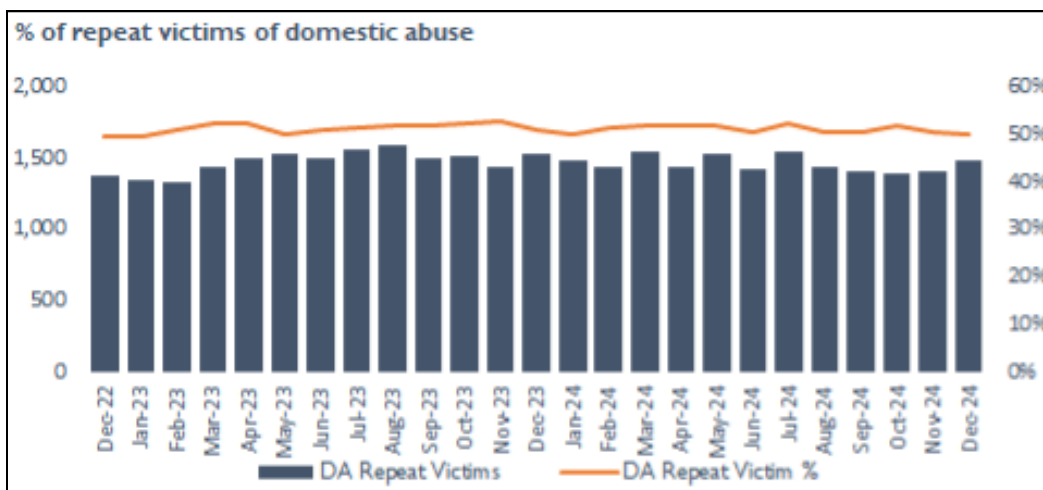
Indicator	12 months to December 2023	12 months to December 2024	% change
Anti-social behaviour incidents	43,042	36,279	-16%

ASB SATISFACTION

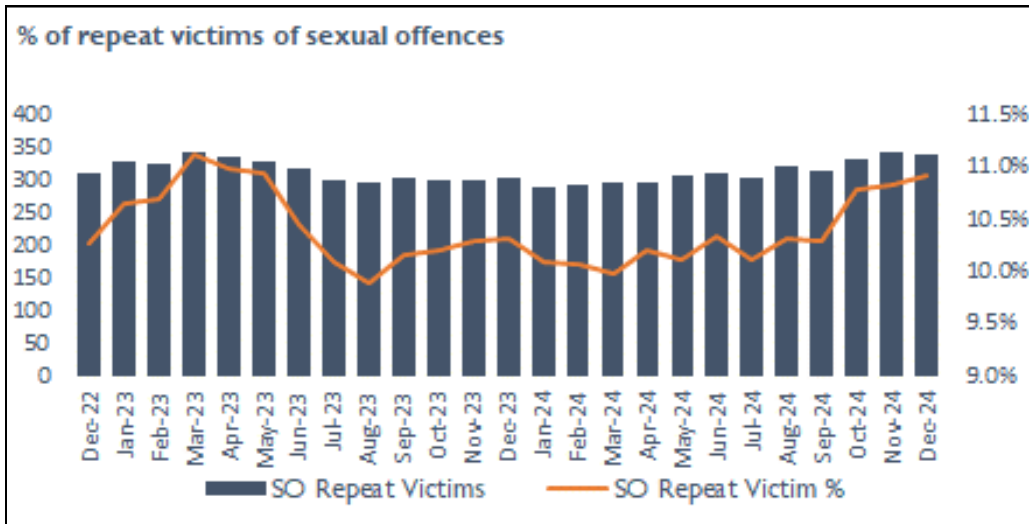
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Indicator	12 months to December 23	12 months to December 24
Action taken	66%	71%

REPEAT VICTIMS – DOMESTIC ABUSE



REPEAT VICTIMS – SEXUAL OFFENCES



POLICE RESPONSE TIMES – GRADE 1 URBAN

Indicator	12 months to December 2023	12 months to December 2024	Standard
Attendance rate for priority 1 incidents – urban	78% 20 mins	83% 18 mins	15 minutes

In March 2024 a new force operating model (FOM) was implemented. The overarching aim of the new FOM was to refresh the approach to service delivery to ensure the force provides a service which is more agile, focusing on public needs and supporting officers, staff and volunteers delivering them. The main priorities were to create the right structure and culture, be there when the public need us, and to deliver outstanding standards of investigation. During the first ten months of the new operating model, the response to grade 1 incidents has improved by 6%pts to 83%, when compared to the same period in 2023.

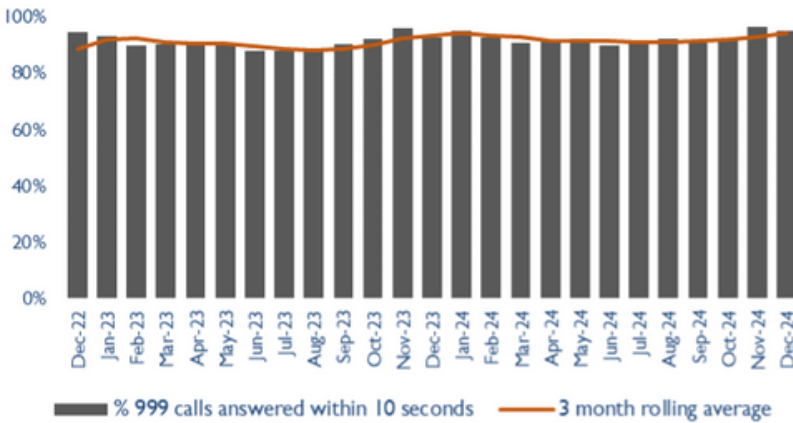
POLICE RESPONSE TIMES – GRADE 1 RURAL

Indicator	12 months to December 2023	12 months to December 2024	Standard
Attendance rate for priority 1 incidents – rural	58% 34 mins	68% 29 mins	20 minutes

Grade 2 incident demand has decreased by 29% for the 12 months to December 2024 compared to the previous 12-month period. The introduction of Right Care Right Person in January 2024 and Dedicated Response Appointments in March 2024 have contributed to this reduction. The percentage of grade 2 incidents attended within one hour for the 12 months to December 2024 is 61%; a 12%pts increase compared to the previous 12 months.

ANSWER TIMES – 999 EMERGENCY CALLS

999 Calls answered within standard

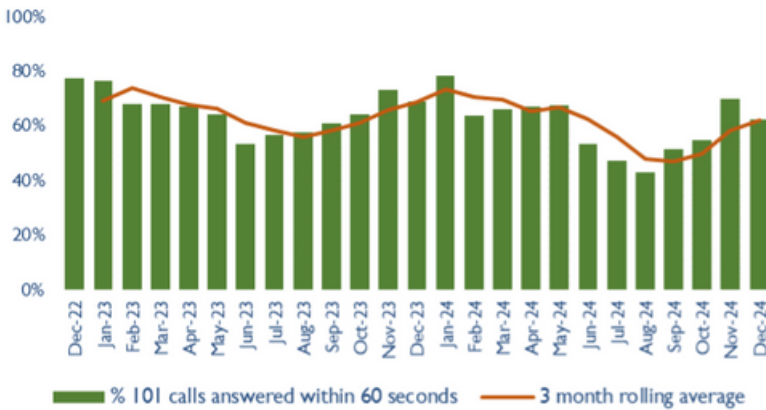


There has been a consistent improvement in the percentage of 999 calls answered within the service level agreement since March 2022.

For the 12 months to December 2024, 92% of 999 calls were answered within the service level agreement, with an average answer time of 4 seconds.

ANSWER TIMES – 101 NON-EMERGENCY CALLS

101 NE Calls answered within standard



For the 12 months to December 2024, the number of 101 non-emergency calls has decreased by 16% compared to the previous 12 months, from 256,611 to 216,720. This change reflects changes made to the IVR and the introduction of digital channels.

SERIOUS VIOLENCE OFFENCES

Indicator	12 months to December 2023	12 months to December 2024	% change
Serious violence offences	23,960	22,641	-6%
Knife enabled serious violence	1,122 (to Nov 24)	1,107 (to Nov 24)	-0.01%
Hospital admissions (under 25s for assault with a sharp object)	25 (to Jun 23)	30 (to Jun 24)	+17%

HOMICIDES

Rolling 12 Months to	Apr '24	Jul '24	Oct '24	Dec '24
Homicides	10	13	11	14
Rolling 12 Months to	Apr '23	Jul '23	Oct '23	Dec '23
Homicides	16	14	13	10

PUBLIC PERCEPTION

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 will be there if they need them' or that 'the police do what they can despite of having stretched resources.' In contrast, residents that rated police as 'fair' or 'poor', often said they did not see police or that there was a lack of police visibility in their local area.

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

OVERALL VICTIM SATISFACTION

There have been statistically significant increases in satisfaction with most of the main aspects of service for victims of volume crime compared to the same period last year, (with the exception of treatment satisfaction which remains high and stable over time).

Indicator	12 months to December 2023	12 months to December 2024
Action Taken	69%	74%

Victims satisfied with the action taken by police, said that actions were thorough, swift and proportionate. Police providing resolution, options, practical support and good communication were also mentioned.

SATISFACTION – HATE CRIME

Indicator	12 months to December 2023	12 months to December 2024
Action Taken	67%	66%

SATISFACTION – DOMESTIC ABUSE

Indicator	12 months to December 2023	12 months to December 2024
Action Taken	82%	82%

PERFORMANCE DATA: MARCH 2025

