

DELIVERY OF THE POLICE & CRIME PLAN: JUNE 2025

SAFER STREETS: STRONGER COMMUNITIES

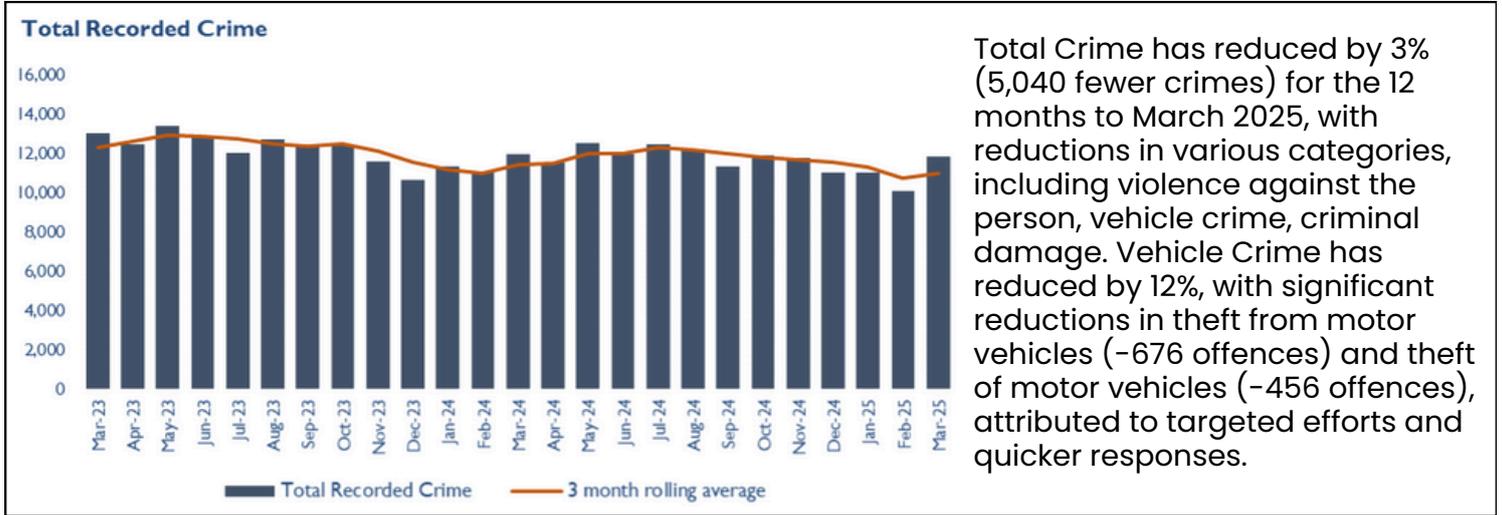


**PERFORMANCE DATA:
JUNE 2025**



CORE PERFORMANCE DATA

RECORDED CRIME



TOTAL RECORDED CRIME BY LOCAL AUTHORITY

	12 months to March 2024	12 months to March 2025	% change 23 vs 24
Total	144,321	139,281	-3%
Sunderland	29,305	28,230	-4%
South Tyneside	15,704	15,081	-4%
Gateshead	19,037	18,566	-2%
North Tyneside	17,789	17,596	-1%
Newcastle	37,597	35,942	-4%
Northumberland	24,889	23,866	-4%

ASB INCIDENTS

There has been an 18% reduction in the number of anti-social behaviour incidents in the 12 months to March 2025 compared to 2023/24; 7,697 fewer anti-ASB incidents. This reduction has been across all ASB incident types. The following activities have contributed to this reduction: Hotspot Targeting, ASB Coordination Group, Home Office Pilots, Seasonal Planning, Operation Capio, ASB Training and Safer Transport Northumbria partnership group.

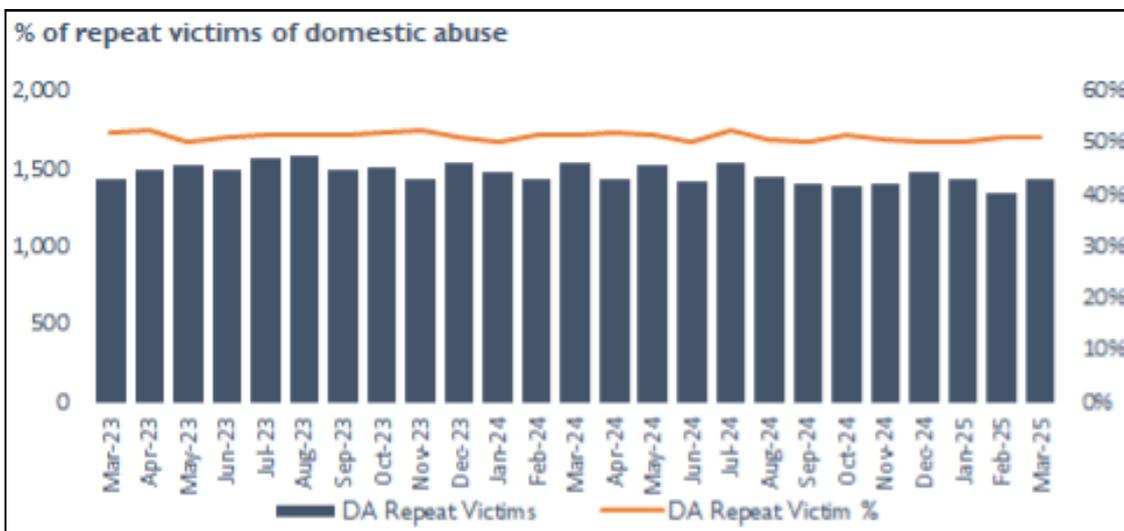
Indicator	12 months to March 2024	12 months to March 2025	% change
Anti-social behaviour incidents	42,145	34,448	-18%

ASB SATISFACTION

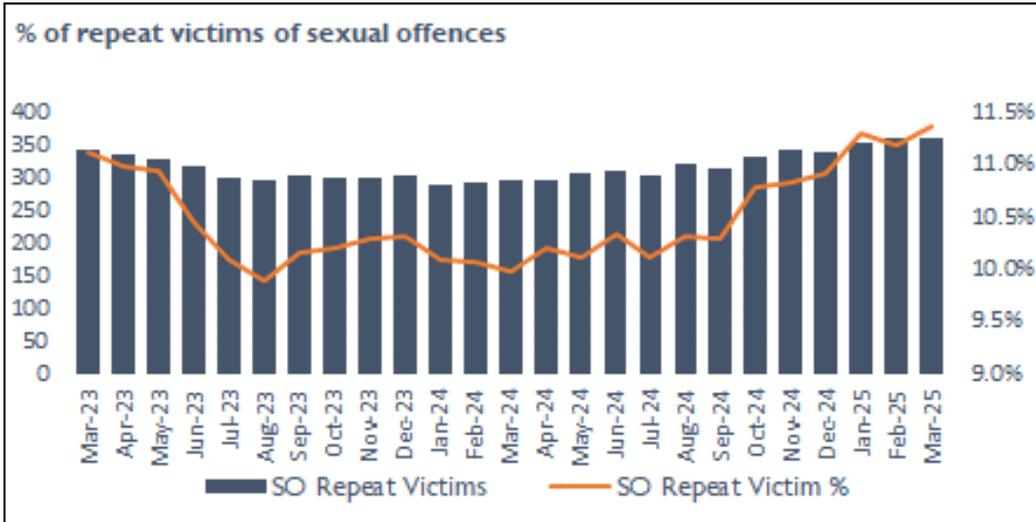
Victim satisfaction with ASB has remained consistent with the previous year. Satisfaction with the whole experience, action taken and follow-up are consistent with satisfaction levels for 2023/24. Victims that expressed levels of dissatisfaction often stemmed from victims feeling that police had not taken robust action or their report seriously. Unresolved issues and poor communication were also drivers of dissatisfaction. Satisfied victims mainly commented on the swift and proportionate actions taken and the manner and performance of officers.

Indicator	12 months to March 2024	12 months to March 2025
Action taken	69%	69%

REPEAT VICTIMS – DOMESTIC ABUSE



REPEAT VICTIMS – SEXUAL OFFENCES



POLICE RESPONSE TIMES – GRADE 1 URBAN

Indicator	12 months to March 2024	12 months to March 2025	Standard
Attendance rate for priority 1 incidents – urban	79% 20 mins	84% 17 mins	15 minutes

Grade 1 incident demand has reduced by 6% (5,307 incidents) in the 12 months to March 2025 compared to the previous year. Attendance times have increased, with 84% of grade 1 urban incidents attended within 15 minutes, a 5%pt improvement, and 70% of grade 1 rural incidents attended within 20 minutes, a 11%pt improvement.

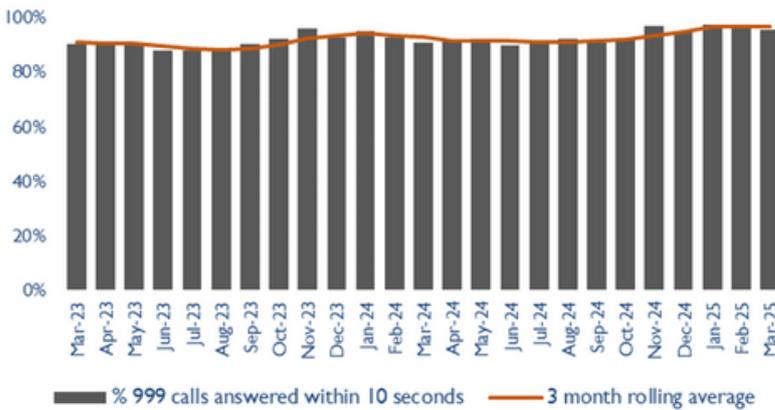
POLICE RESPONSE TIMES – GRADE 1 RURAL

Indicator	12 months to March 2024	12 months to March 2025	Standard
Attendance rate for priority 1 incidents – rural	59% 34 mins	70% 29 mins	20 minutes

Demand for grade 2 incidents has reduced compared to the previous year, with a 12% reduction. The implementation of Right Care, Right Person and the introduction of Dedicated Response Appointments have contributed to this reduction in grade 2 incident demand. Attendance to grade 2 incidents has improved with 64% of incidents attended within one hour; a 13%pt increase compared to 2023/24.

ANSWER TIMES – 999 EMERGENCY CALLS

999 Calls answered within standard



There has been an 11% reduction in the volume of 999 calls for the 12 months to March 2025, from 303,182 to 271,276. Over this period, call answering times have improved, with 93% of 999 calls answered within the service level agreement; an average answer time of 4 seconds. There has also been an improvement in the 90th percentile, with 90% of 999 calls answered in 2 seconds, compared to 4 seconds in 2023/24.

ANSWER TIMES – 101 NON-EMERGENCY CALLS

101 NE Calls Abandoned Post Standard



The number of 101 non-emergency calls also was lower in 2024/25 compared to the previous year, with 22% fewer calls; a reduction from 254,675 to 208,136 calls. A demand reduction plan to expand the digital footprint and improve engagement has contributed to this reduction in 101 non-emergency call demand. Changes include redesign of the IVR system, call back functionality and the introduction of digital channels, including Single Online Home and ORLO, providing improved customer choice, signposting, and routing.

SERIOUS VIOLENCE OFFENCES

Indicator	12 months to March 2024	12 months to March 2025	% change
Serious violence offences	23,875	22,246	-7%
Knife enabled serious violence	1,169 (to Feb 24)	1,043 (to Feb 25)	-11%
Hospital admissions (under 25s for assault with a sharp object)	25 (to Sept 23)	30 (to Sept 24)	+20%

HOMICIDES

Rolling 12 Months to	Jul '24	Oct '24	Dec '24	Mar '25
Homicides	13	11	14	15
Rolling 12 Months to	Jul '23	Oct '23	Dec '23	Mar '24
Homicides	14	13	10	9

PUBLIC PERCEPTION

The percentage of residents that rated the performance of their local police as 'good' or 'excellent' remains stable compared to the same period last year. Residents who rated the police favourably often acknowledged the pressures placed on the police force, cited positive, personal experiences with the service and expressed sentiments such as 'the police would be there if they needed them.' Other residents associated low crime rates in their local area as evidence of efficient policing.

Indicator	12 months to March 2024	12 months to March 2025
Percentage of people who think the police do a good or excellent job in their neighbourhood	68%	69%

OVERALL VICTIM SATISFACTION

There has been significant increases in satisfaction with most service aspects for victims of volume crime. Satisfaction with response times has improved by 6%pts, and can be attributed to improvements in attendance times to incidents and the secondary call back activity in the Communications department, keeping victims updated if there is a delay in response. Victims cited the quick or proportionate responses or callbacks they received from police and having appointments scheduled according to their availability.

Indicator	12 months to March 2024	12 months to March 2025
Action Taken	69%	73%

SATISFACTION – HATE CRIME

Indicator	12 months to March 2024	12 months to March 2025
Action Taken	66%	67%

SATISFACTION – DOMESTIC ABUSE

Indicator	12 months to March 2024	12 months to March 2025
Action Taken	82%	82%

PERFORMANCE DATA: JUNE 2025

