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# Measuring progress

**DECEMBER 2025**

## MEASURING PROGRESS

### Priority 1: Engaged and Responsive Police Force

- Average answer times for 999/101 calls, and those calls that are responded to within call handling standards.
- Attendance rate for grade 1 incidents – urban/rural

**Table 1: Call Handling**

| Call handling | Measure                                            | 12 Months to Sept 2024 | 12 Months to Sept 2025 |
|---------------|----------------------------------------------------|------------------------|------------------------|
|               | Percentage of 999 calls answered within 10 seconds | 92%                    | 93%                    |
|               | Average Answer time 999 calls                      | 00:00:04               | 00:00:04               |
|               | Average Answer time 101 Non-Emergency (NE) calls   | 00:02:01               | 00:02:47               |

**Table 2: Response**

| Response | Measure                                                   | 12 Months to Sept 2024 | 12 Months to Sept 2025 |
|----------|-----------------------------------------------------------|------------------------|------------------------|
|          | Percentage of grade 1 urban incidents attended within SLA | 82%                    | 86%                    |
|          | Percentage of grade 1 rural incidents attended within SLA | 64%                    | 73%                    |

#### Commentary:

- There has been a 3% reduction in the volume of 999 calls received for the 12 months to September 2025. Over this period, call answering times have improved.
- The number of 101 non-emergency calls received was 11% lower over the same 12-month period. The average answer time has increased.
- Grade 1 incident demand has increased by 16% in the 12 months to September 2025, Attendance rates and response times have improved for grade 1 incidents.

## MEASURING PROGRESS

### Priority 2: Crime And Anti-Social Behaviour

- Total recorded crime and victim satisfaction with services provided by Northumbria Police.
- ASB incident levels and victim satisfaction.

**Table 3: Crime Types**

| Crime Types | Measure                                           | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|-------------|---------------------------------------------------|------------------------|------------------------|-----------------------|
|             | Violence against the person                       | 51,988                 | 51,065                 | -2%                   |
|             | Sexual offences;                                  | 5,265                  | 6,021                  | +14%                  |
|             | - Rape                                            | 1,927                  | 2,097                  | +9%                   |
|             | - Other Serious Sexual Offences                   | 2,329                  | 2,493                  | +7%                   |
|             | - Other Sexual Offences                           | 1,005                  | 1,432                  | +42%                  |
|             | Theft and handling                                | 29,631                 | 28,749                 | -3%                   |
|             | Vehicle crime                                     | 7,961                  | 6,449                  | -19%                  |
|             | Criminal damage                                   | 18,156                 | 16,885                 | -7%                   |
|             | Burglary                                          | 7,126                  | 6,740                  | -5%                   |
|             | Robbery                                           | 1,245                  | 1,590                  | +28%                  |
|             | Other crime (drug, public order, fraud and misc.) | 19,167                 | 20,739                 | +8%                   |
|             | Cyber crime                                       | 7,795                  | 9,662                  | +24%                  |
|             | Hate crime                                        | 3,793                  | 3,820                  | +1%                   |
|             | Violence against the person                       | 51,988                 | 51,065                 | -2%                   |

**Table 4: Total Recorded Crime**

| Total recorded crime | Measure        | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|----------------------|----------------|------------------------|------------------------|-----------------------|
|                      | Total          | 140,539                | 138,238                | -2%                   |
|                      | Sunderland     | 28,475                 | 27,637                 | -3%                   |
|                      | South Tyneside | 15,291                 | 15,138                 | -1%                   |
|                      | Gateshead      | 18,352                 | 18,350                 | -                     |
|                      | North Tyneside | 17,676                 | 17,656                 | -                     |
|                      | Newcastle      | 36,313                 | 35,505                 | -2%                   |
|                      | Northumberland | 24,432                 | 23,952                 | -2%                   |

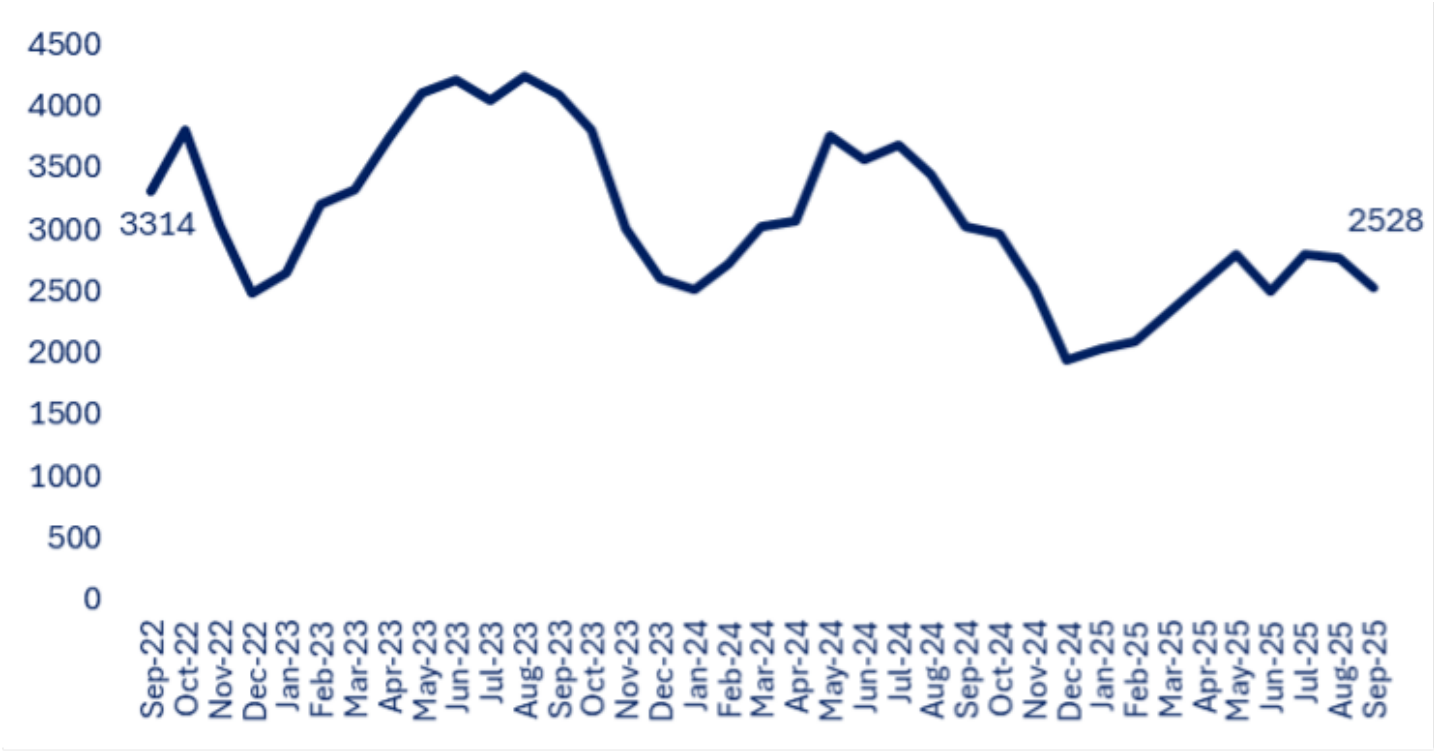
**Table 5: Anti-Social Behaviour (ASB) Overview**

| ASB Overview | Measure                                                                                       | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|--------------|-----------------------------------------------------------------------------------------------|------------------------|------------------------|-----------------------|
|              | Anti-Social Behaviour incidents                                                               | 38,280                 | 29,830                 | -22%                  |
|              | Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood | 24%                    | 23%                    | -1%                   |
|              | Percentage of ASB victims who are confident to report further incidents                       | 78%                    | 77%                    | -1%                   |

Table 6: Anti-Social Behaviour (ASB) by Local Authority

| ASB by Local Authority | Measure        | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|------------------------|----------------|------------------------|------------------------|-----------------------|
|                        | Sunderland     | 6,625                  | 5,122                  | -23%                  |
|                        | South Tyneside | 4,174                  | 3,160                  | -24%                  |
|                        | Gateshead      | 4,736                  | 3,760                  | -21%                  |
|                        | North Tyneside | 5,507                  | 3,854                  | -30%                  |
|                        | Newcastle      | 10,179                 | 8,308                  | -18%                  |
|                        | Northumberland | 6,987                  | 5,551                  | -21%                  |

Graph 1: Number of Anti-Social Behaviour (ASB) Incidents



**Table 7: Victim Satisfaction**

| Victim Satisfaction | Measure      |                    | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|---------------------|--------------|--------------------|------------------------|------------------------|-----------------------|
|                     | Volume Crime | Initial Contact    | 93%                    | 94%                    | +1%                   |
|                     |              | Response Time      | 82%                    | 86%                    | +4%                   |
|                     |              | Action Taken       | 72%                    | 73%                    | +1%                   |
|                     |              | Overall Experience | 76%                    | 76%                    | -                     |
|                     |              | Follow Up          | 63%                    | 64%                    | +1%                   |
|                     |              | Treatment          | 91%                    | 91%                    | -                     |
|                     | ASB          | Initial Contact    | 88%                    | 88%                    | -                     |
|                     |              | Response Time      | 84%                    | 88%                    | +4%                   |
|                     |              | Action Taken       | 70%                    | 67%                    | -3%                   |
|                     |              | Overall Experience | 71%                    | 73%                    | +2%                   |
|                     |              | Follow Up          | 49%                    | 41%                    | -8%                   |
|                     |              | Treatment          | 94%                    | 94%                    | -                     |

**Commentary:**

- Total crime has reduced in all area commands in the latest 12-month period.
- The largest reduction is in vehicle crime, particularly theft from motor vehicle offences (-889 crimes, -23%).
- Drug offences saw the largest increase +1,191 crimes (+32%).
- Business robbery has increased by +296% (+560 crimes), impacted by a change in crime recording rules for shoplifting (from April 2025 shoplifting with an element of violence is now counted as business robbery. Personal robbery has reduced by -20% (-215 crimes).
- Sexual offences saw an increase in the latest period; mainly due to the 42% increase in 'other sexual offences' (+419 crimes), which can be in part attributed to new crime codes introduced under the Online Offences Act 2023 relating to sharing and threatening to share images.
- Cyber crime increase is largely due to an increase of 1,068 harassment offences (+21%) including sending death or serious harm threats and stalking without fear.
- There has been a reduction in burglary residential crimes (-395 crimes, -8%) and an increase of 9 crimes in burglary business and community.
- ASB has reduced in all area commands compared to the previous period, the largest reduction was in North Tyneside.
- There has been a statistically significant increase in the percentage of volume crime victims satisfied with their response time, while satisfaction with the remaining aspects of service remain stable compared to the same period last year.
- There has also been an increase in response time satisfaction for ASB victims, although this change is not statistically significant. Satisfaction with the remaining service aspects remain relatively stable with the exception of follow-up, although this reduction is not statistically significant.

MEASURING PROGRESS

Priority 3: Serious Violence And Organised Crime

- Serious violence offences, including homicides
- Knife-enabled serious violence and hospital admissions (under 25s for assault with a sharp object)

Table 8: Serious Violence

| Measure                                                         | 12 Months to Sept 2024 | 12 Months to Sept 2025         | % Change Year on Year |
|-----------------------------------------------------------------|------------------------|--------------------------------|-----------------------|
| Serious violence crimes                                         | 22,758                 | 22,854                         | +0.4%                 |
| Knife enabled serious violence                                  | 1,118                  | 1,123                          | +5                    |
| Homicides                                                       | 13                     | 11                             | -2                    |
| Hospital admissions (under 25s for assault with a sharp object) | 30 (to May 2024)       | 20 (to May 2025 <sup>2</sup> ) | -10                   |

Table 9: Homicides

| Rolling 12 months to | 12 Months to March 2025 | 12 Months to May 2025 | 12 Months to June 2025 | 12 Months to Sept 2025 |
|----------------------|-------------------------|-----------------------|------------------------|------------------------|
| Homicides            | 15                      | 15                    | 15                     | 11                     |
| Rolling 12 months to | 12 Months to March 2025 | 12 Months to May 2025 | 12 Months to June 2025 | 12 Months to Sept 2025 |
| Homicides            | 9                       | 11                    | 11                     | 13                     |

Commentary:

- There has been a small increase in serious violence in the latest 12-month period, mainly due to the increase in robbery offences. Increases were also seen in sexual assault and rape offences.
- Knife enabled serious violence has seen a small increase mainly due to the increase in threats to kill offences which are included in this data.
- Homicides have reduced when compared to the previous period.

## MEASURING PROGRESS

### Priority 4: Reducing Violence Against Women And Girls

- Number of Violence against women and girls offences.
- Satisfaction with services provided to victim survivors of Violence against women and girls.

**Table 10: Violence Against Women and Girls (VAWG) Crimes**

| Violence Against Women and Girls (VAWG) Crimes | Measure                      | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|------------------------------------------------|------------------------------|------------------------|------------------------|-----------------------|
|                                                | Stalking and harassment      | 10,031                 | 10,150                 | +1%                   |
|                                                | Violence with Injury         | 7,846                  | 7,438                  | -5%                   |
|                                                | Public fear, alarm, distress | 4,865                  | 5,086                  | +5%                   |
|                                                | Sexual offences <sup>1</sup> | 2,954                  | 3,477                  | +18%                  |
|                                                | - Rape                       | 1,324                  | 1,495                  | +13%                  |
|                                                | - Other sexual offences      | 1,630                  | 1,982                  | +22%                  |
|                                                | Child sexual offences        | 791                    | 815                    | +3%                   |
|                                                | Threats to kill              | 549                    | 608                    | +11%                  |
|                                                | Modern Slavery               | 40                     | 64                     | +60%                  |
|                                                | Obscene publications         | 47                     | 25                     | -47%                  |
|                                                | Homicide                     | 5                      | 2                      | -60%                  |
|                                                | Exploitation of prostitution | 2                      | 1                      | -50%                  |
|                                                | <b>Total</b>                 | <b>27,130</b>          | <b>27,666</b>          | <b>+2%</b>            |

**Table 11: Victim Satisfaction**

| Victim Satisfaction | Measure        |                    | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|---------------------|----------------|--------------------|------------------------|------------------------|-----------------------|
|                     | Rape           | Initial Contact    | 95%                    | 94%                    | -1%                   |
|                     |                | Response Time      | 93%                    | 92%                    | -1%                   |
|                     |                | Action Taken       | 82%                    | 80%                    | -2%                   |
|                     |                | Overall Experience | 89%                    | 87%                    | -2%                   |
|                     |                | Follow Up          | 68%                    | 72%                    | +4%                   |
|                     |                | Treatment          | 95%                    | 93%                    | -2%                   |
|                     | Domestic Abuse | Initial Contact    | 98%                    | 98%                    | -                     |
|                     |                | Response Time      | 93%                    | 93%                    | -                     |
|                     |                | Action Taken       | 84%                    | 82%                    | -2%                   |
|                     |                | Overall Experience | 88%                    | 88%                    | -                     |
|                     |                | Follow Up          | 87%                    | 87%                    | -                     |
|                     |                | Treatment          | 95%                    | 96%                    | +1%                   |

**Commentary:**

- 37% of the VAWG crimes in the table above are DA related (39% in the previous period). VAWG offences account for 20% of total crime (19% in the previous period).
- Increase in other sexual offences, as mentioned earlier in this report, can be in part attributed to new crime codes introduced under the Online Safety Act 2023 relating to sharing and threatening to share images.
- Increase in modern slavery may have been impacted on by the following: changes in crime recording rules, officer awareness and/or a general increase in this crime type. Several crimes of adult female sexual exploitation were also recorded against one incident in the current period.
- The increase in threats to kill is equal across both domestic abuse crimes and non-domestic abuse.

MEASURING PROGRESS
Priority 5: Hate Crime And Community Cohesion

- Number of Hate Crime Offences
- Satisfactions with services provided to victims of hate crime

Table 12: Hate Crime

|            | Measure                                     | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|------------|---------------------------------------------|------------------------|------------------------|-----------------------|
| Hate Crime | Total                                       | 3,793                  | 3,824                  | +1%                   |
|            | Race                                        | 2,462                  | 2,593                  | +5%                   |
|            | Faith                                       | 232                    | 214                    | -8%                   |
|            | Disability                                  | 351                    | 287                    | -18%                  |
|            | Homophobic                                  | 605                    | 589                    | -3%                   |
|            | Transphobic                                 | 106                    | 98                     | -8%                   |
|            | Not included in national hate crime strands |                        |                        |                       |
|            | Sex                                         | 31                     | 37                     | +19%                  |
|            | Age                                         | 6                      | 6                      | 0%                    |

Table 13: Victim Satisfaction

| Victim Satisfaction | Measure    |                    | 12 Months to Sept 2024 | 12 Months to Sept 2025 | % Change Year on Year |
|---------------------|------------|--------------------|------------------------|------------------------|-----------------------|
|                     | Hate crime | Initial Contact    | 92%                    | 94%                    | +2%                   |
|                     |            | Response Time      | 82%                    | 86%                    | +4%                   |
|                     |            | Action Taken       | 64%                    | 70%                    | +6%                   |
|                     |            | Overall Experience | 74%                    | 77%                    | +3%                   |
|                     |            | Follow Up          | 56%                    | 60%                    | +4%                   |
|                     |            | Treatment          | 93%                    | 92%                    | -1%                   |

Commentary:

- Hate crime has increased when compared to the previous 12 months, mainly for race related hate crimes.
- Faith, Homophobic, Transphobic and Disability-related hate crimes have decreased compared to the previous 12 months.
- There have been increases in satisfaction with most service aspects for hate crime victims compared to the same period last year, (except for treatment satisfaction which remains high and stable over time). Although none of these changes were statistically significant.

MEASURING PROGRESS  
Priority 6: Victims and Justice

- Compliance with the Victim Code of Practice

Table 14: Victim Code of Practice (VCOP)

| Victim Code of Practice (VCOP) | Measure                                                                                                                                        | 12 Months to August 2024 | 12 Months to August 2025 |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
|                                | % of needs assessments that are completed within 48 hours                                                                                      | 84%                      | 84%                      |
|                                | Percentage of victims who state they received a victim contract (notification that a crime was recorded)                                       | 69%                      | 69%                      |
|                                | Percentage of victims (who require updates) informed when the suspect is arrested (or voluntary attended) and it is recorded on the victim log | 75%                      | 79%                      |
|                                | Percentage of victims (who require updates) informed when the suspect is charged (or OOCd) and it is recorded on the victim log                | 76%                      | 85%                      |

Commentary:

- Some areas of VCOP compliance have improved compared to the previous 12 months, such as informing victims following a change in the status of the crime (i.e. suspect arrested, charged or bailed).
- The percentage of victims who state they received notification that a crime was recorded remains consistent.
- The percentage of needs assessments completed within 48 hours remains consistent.



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