



SUSAN DUNGWORTH
NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**

Measuring progress

SEPTEMBER 2026

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 May 2025	12 Months to May 2026
	Percentage of 999 calls answered within 10 seconds	93%	91%
	Average Answer time 999 calls	00:00:04	00:00:05
	% of 101 non-emergency calls abandoned post standard	11%	10%
	Average answer time 101 NE calls	00:02:44	00:04:47

Table 2: Response

Response	Measure	12 Months to May 2025	12 Months to May 2026
	Percentage of grade 1 urban incidents attended within SLA	85%	87%
	Percentage of grade 1 rural incidents attended within SLA	75%	76%

Commentary:

- There has been a 9% increase in the volume of 999 calls received for the 12 months to May 2026.
- The number of 101 non-emergency calls received was 1% lower over the same 12-month period. The average answer time has increased.
- Grade 1 incident demand has increased by 12% in the 12 months to May 2026, 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 May 2025	12 Months to May 2026	% Change Year on Year
	Violence against the person	50,118	50,064	-0.1%
	Sexual offences;	5,785	5,851	+1%
	- Rape	2,063	2,254	+9%
	- Other Serious Sexual Offences	2,409	2,355	-2%
	- Other Sexual Offences	1,313	1,242	-5%
	Theft and handling	29,808	29,675	-0.4%
	Vehicle crime	6,829	6,563	-4%
	Criminal damage	16,936	17,339	+2%
	Burglary	6,919	6,909	-0.1%
	Robbery	1,239	2,325	+88%
	Other crime (drug, public order, fraud and misc.)	20,192	18,806	-7%
	Cyber crime	8,931	7,793	-13%
	Hate crime	3,757	3,596	-4%

Table 4: Total Recorded Crime

Total recorded crime	Measure	12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Total	137,826	137,532	-0.2%
	Sunderland	27,916	26,982	-3%
	South Tyneside	14,924	14,440	-3%
	Gateshead	18,192	17,764	-2%
	North Tyneside	17,393	17,622	+1%
	Newcastle	35,146	34,924	-1%
	Northumberland	23,668	23,036	-3%
	Crimes yet to be allocated	587	2,764	-

Table 5: Anti-Social Behaviour (ASB) Overview

ASB Overview	Measure	12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Anti-Social Behaviour incidents	32,909	29,217	-11%
	Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood	23%	25%	+2%
	Percentage of ASB victims who are confident to report further incidents	77%	78%	+1%

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

ASB by Local Authority	Measure	12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Sunderland	5,678	4,920	-13%
	South Tyneside	3,462	2,920	-16%
	Gateshead	4,085	3,825	-6%
	North Tyneside	4,643	3,629	-22%
	Newcastle	9,051	7,882	-13%
	Northumberland	5,990	6,041	+1%

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

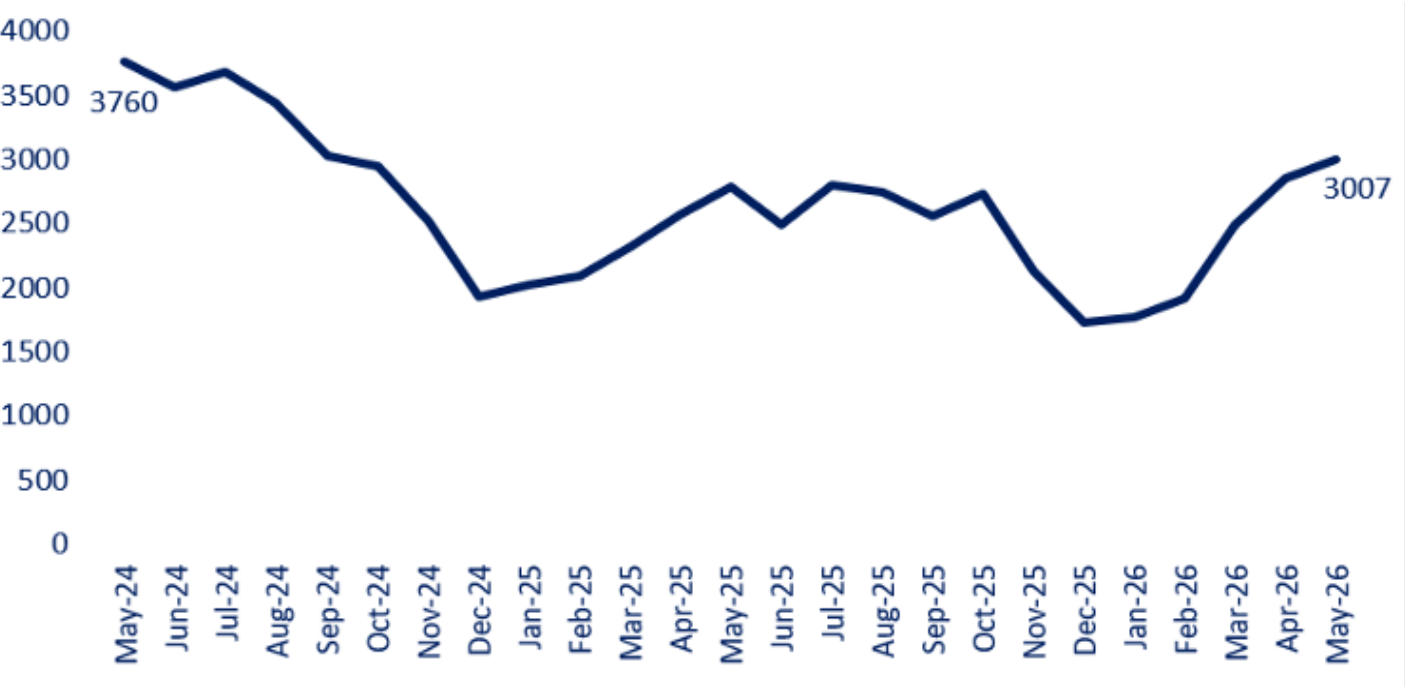


Table 7: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Volume Crime	Initial Contact	95%	92%	-3%
		Response Time	84%	85%	+1%
		Action Taken	72%	71%	-1%
		Overall Experience	76%	73%	-3%
		Follow Up	64%	60%	-4%
		Treatment	91%	94%	+3%
	ASB	Initial Contact	89%	86%	-3%
		Response Time	87%	86%	-1%
		Action Taken	70%	69%	-1%
		Overall Experience	73%	71%	-2%
		Follow Up	49%	39%	-10%
		Treatment	95%	93%	-2%

Commentary:

- The largest reductions are in drug crime (-20%, -966 crimes), theft of a pedal cycle (-16%, -179 crimes), other theft and handling (-9%, -858 crimes) and burglary business and community (-9%, -195 crimes).
- The largest increase is in robbery offences (+88%, +1,086 crimes), with a significant increase in business robbery, which has increased by +265% (+1,023 crimes). This change is a result of a change to crime recording rules for shoplifting (from April 2025 shoplifting with an element of violence is now counted as business robbery). Personal robbery has increased by +10% (+81 crimes).
- 24% increase in theft from the person offences (+217 crimes) .
- 9% increase in rape offences, particularly rape of female (+100 crimes) and male victims 16+ (+56 crimes).
- ASB has reduced in five area commands compared to the previous period, the largest reduction was in North Tyneside.
- Northumberland had a small increase of 1% (+51 incidents).

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 May 2025	12 Months to May 2026	% Change Year on Year
Serious violence crimes	22,157	23,157	+5%
Knife enabled serious violence	1,013	1,179	+16%
Homicides	16	10	-6
Hospital admissions (under 25s for assault with a sharp object)	25 (to Jan 2025)	20 (to Jan 2026)	-5

Table 9: Homicides

	12 Months to Mar 2025	12 Months to May 2025	12 Months to Sept 2025	12 Months to Mar 2026
Homicides	15	16	10	10
	12 Months to Mar 2024	12 Months to May 2024	12 Months to Sept 2024	12 Months to Mar 2025
	13	13	14	16

Commentary:

- There has been an increase in serious violence in the latest 12-month period, mainly due to the increase in robbery offences. Small increases were also seen in threats to kill, assault with intent to cause serious harm and rape offences.
- Knife enabled serious violence has seen an increase mainly due to the increase in robbery and assault with intent to cause serious harm offences.
- 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

	Measure	Crimes		
		12 Months to May 2025	12 Months to May 2026	% Change Year on Year
Violence Against Women and Girls (VAWG) Crimes	Stalking and harassment	9,563	9,862	+3%
	Violence with Injury	7,338	7,035	-4%
	Public fear, alarm, distress	4,795	4,610	-4%
	Sexual offences ¹	3,286	3,297	+0%
	- Rape	1,720	1,806	+5%
	- Other sexual offences	1,566	1,491	-5%
	Child sexual offences	819	747	-9%
	Threats to kill	556	760	+37%
	Kidnapping	105	123	+17%
	Modern Slavery	56	87	+55%
	Obscene publications	34	49	+44%
	Homicide	6	2	-67%
	Exploitation of prostitution	0	3	-
	Total	26,558	26,575	0%

Table 11: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Rape	Initial Contact	95%	95%	0%
		Response Time	94%	93%	-1%
		Action Taken	79%	81%	+2%
		Overall Experience	87%	88%	+1%
		Follow Up	72%	71%	-1%
		Treatment	92%	95%	+3%
	Domestic Abuse	Initial Contact	97%	98%	-1%
		Response Time	92%	95%	+3%
		Action Taken	81%	82%	+1%
		Overall Experience	87%	86%	-1%
		Follow Up	87%	84%	-3%
		Treatment	95%	94%	-1%

Commentary:

- 37% of the VAWG crimes in the table above are DA related (38% in the previous period). VAWG offences account for 19% of total crime (no change on previous period).
- Increase in stalking and harassment is mainly due to increases in stalking and malicious communications.
- Increase in modern slavery (+55%, 31 crimes) may have been impacted by the following: changes in crime recording rules, officer awareness and/or a general increase in this crime type. The increase has largely been for the offence 'UK national arrange or facilitate the travel of another person with a view to exploitation'.
- The recent increase in threats to kill is linked to coding changes.
- Domestic abuse victims' satisfaction with the service remains relatively high and stable compared to the 12 months to May 2025 period.

MEASURING PROGRESS
Priority 5: Hate Crime And Community Cohesion

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

Table 12: Hate Crime

Measure	Crimes		
	12 Months to May 2025	12 Months to May 2026	% Change Year on Year
Total	3,757	3,596	-4%
Race	2,692	2,622	-3%
Religion/Belief	240	233	-3%
Disability	314	264	-16%
Sexual Orientation	615	542	-12%
Transgender	115	85	-26%
Not included in national hate crime strands			
Sex	33	25	-24%
Other Prejudice Hate	18	25	+39%

Table 13: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Hate crime	Initial Contact	93%	92%	-1%
		Response Time	84%	86%	+2%
		Action Taken	67%	69%	+2%
		Overall Experience	76%	70%	-6%
		Follow Up	60%	57%	-3%
		Treatment	93%	92%	-1%

Commentary:

- Hate crime has decreased by 4% when compared to the previous 12 months.
- Race, Religion/Belief, Disability, Transgender, and Sexual Orientation-related hate crimes have all decreased compared to the previous 12 months.
- Levels of service satisfaction are relatively stable for hate crime victims compared to last year.

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 May 2025	12 Months to May 2026
	% of needs assessments that are completed within 48 hours	85%	84%
	Percentage of victims who state they received a victim contract (notification that a crime was recorded)	72%	64%
	Percentage of victims (who require updates) informed when the suspect is arrested (or voluntary attended) and it is recorded on the victim log	82%	74%
	Percentage of victims (who require updates) informed when the suspect is charged (or Out of Court Resolution) and it is recorded on the victim log	82%	85%

Commentary:

- One area of VCOP compliance has improved compared to the previous 12 months; percentage of victims (who require updates) informed when the suspect is charged (or OOCR) and it is recorded on the victim log.



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