

The background image shows a community event. On the left, a woman with blonde hair wearing a headset and a grey jacket is talking to a woman with curly blonde hair in a brown blazer. In the center, a man in a police uniform with a checkered band on his cap is looking towards the right. On the right, a young man in a light blue t-shirt is holding a white paper, and a woman with curly blonde hair is looking at him. The background includes shelves with various products, a banner that says "LOVE CAN", and a sign that says "Bikes are left at your own risk." A teal overlay with a white network diagram of dots and lines is across the entire image.

Measuring progress

OCTOBER 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 July 2025	12 Months to July 2026
	Percentage of 999 calls answered within 10 seconds	93%	90%
	Average Answer time 999 calls	00:00:04	00:00:05
	% of 101 non-emergency calls abandoned post standard	10%	12%
	Average answer time 101 NE calls	00:02:49	00:06:10

Table 2: Response

Response	Measure	12 Months to July 2025	12 Months to July 2026
	Percentage of grade 1 urban incidents attended within SLA	86%	87%
	Percentage of grade 1 rural incidents attended within SLA	72%	76%

Commentary:

- There has been a 12% increase in the volume of 999 calls received for the 12 months to July 2026 compared to the same period in the previous year.
- The number of 101 non-emergency calls received was 1% higher over the same 12-month period. The abandonment rate and the average answer time have increased since the switch over to NicheRMS.
- Grade 1 incident demand has increased by 14% in the 12 months to July 2026.

MEASURING PROGRESS

Priority 2: Crime And Anti-Social Behaviour

- Total recorded crime and victim satisfaction with services provided by Northumbria Police.
- Top 5 ASB recorded incidents, ASB incident levels and victim satisfaction.

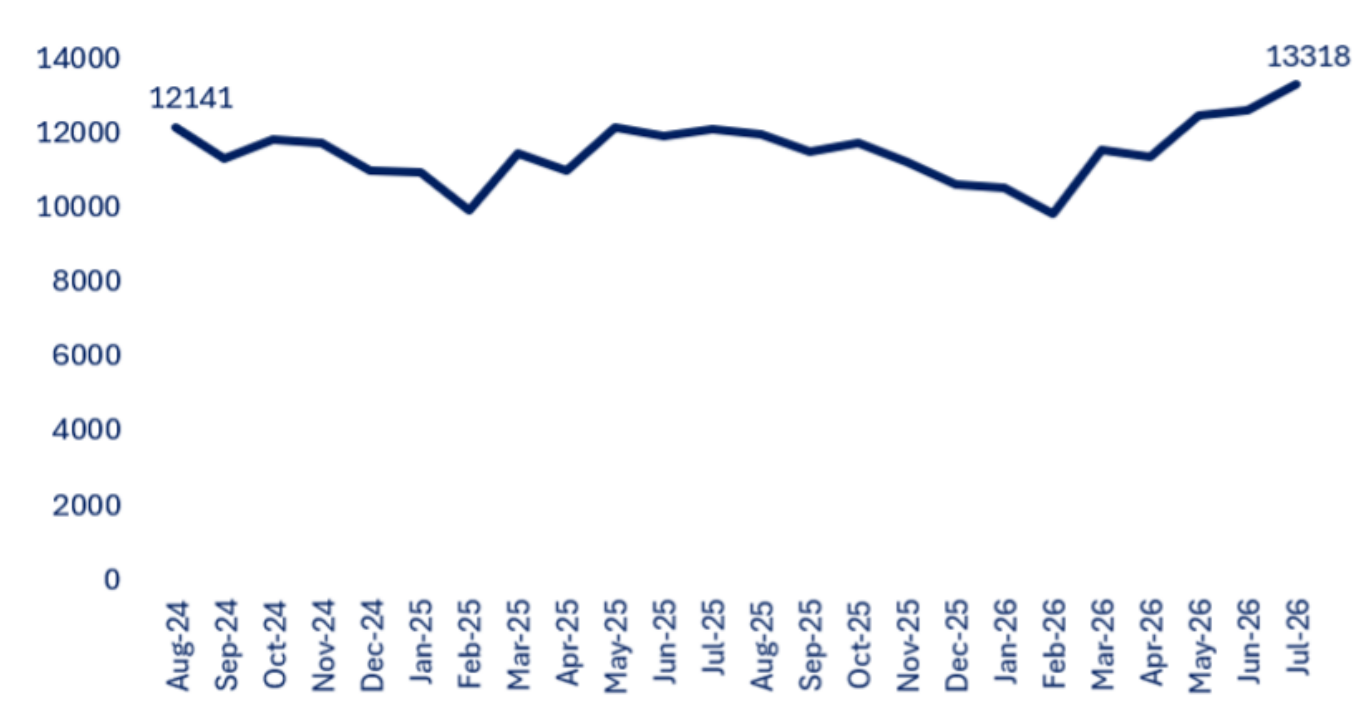
Table 3: Crime Types

Crime Types	Measure	12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Violence against the person	50,509	49,911	-1%
	Sexual offences;	5,876	5,804	-1%
	- Rape	2,055	2,308	+12%
	- Other Serious Sexual Offences	2,452	2,279	-7%
	- Other Sexual Offences	1,369	1,217	-11%
	Theft and handling	29,070	31,084	+7%
	Vehicle crime	6,412	6,810	+6%
	Criminal damage	16,940	17,302	+2%
	Burglary	6,757	7,093	+5%
	Robbery	1,411	2,409	+71%
	Other crime (drug, public order, fraud and misc.)	20,507	18,323	-11%
	Cyber crime	9,275	6,707	-28%
	Hate crime	3,829	3,539	-8%

Table 4: Total Recorded Crime

Total recorded crime	Measure	12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Total	137,482	138,736	+1%
	Sunderland	27,355	27,130	-1%
	South Tyneside	15,010	14,600	-3%
	Gateshead	18,262	18,038	-1%
	North Tyneside	17,421	17,902	+3%
	Newcastle	35,103	35,490	+1%
	Northumberland	23,745	22,854	-4%
	Crimes yet to be allocated	586	2,722	-

Graph 1: Total Crime



Commentary:

- The largest reductions can be seen in drug crime (-28%), other sexual offences (-11%), violence against the person (with injury -7%), other serious sexual offences (-7%), public disorder (-7%), vehicle interference (-7%) and other theft and handling (-6%).
- The largest increase is in robbery offences (+71%) with a significant increase in business robbery, which has increased by +157%. This change is a result of a change to crime recording rules for shoplifting.

Table 5: Anti-Social Behaviour (ASB) Overview

ASB Overview	Measure	12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Anti-Social Behaviour incidents	30,950	29,399	-5%
	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%	79%	+2%

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

ASB by Local Authority	Measure	12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Sunderland	5,328	4,902	-8%
	South Tyneside	3,245	3,047	-6%
	Gateshead	3,859	3,918	+2%
	North Tyneside	4,181	3,711	-11%
	Newcastle	8,621	7,789	-10%
	Northumberland	5,716	6,032	+6%

Table 7: Overall Top 5 ASB Incidents

ASB Incident Type	Volume 12 months to July 2026
General ASB (Nuisance)*	8,314
Motorcycle disorder	5,653
Neighbourly disputes	4,475
Inappropriate use of public space	2,992
Noise complaint - Residential	1,414

Table 8: Top 5 ASB incidents per category

Nuisance		Personal		Environmental	
General ASB (Nuisance)*	8,314	Neighbourly disputes	1,563	General ASB (Environmental)*	760
Motorcycle disorder	5,191	General ASB (Personal)*	715	Motorcycle disorder	416
Neighbourly disputes	2,729	Noise complaint - Residential	170	Inappropriate use of public space	301
Inappropriate use of public space	2,628	Inapprop. use of public space	63	Bonfire and fireworks	238
Begging/Vagrancy	1,222	Motorcycle disorder	46	Noise complaint - Residential	200

Commentary:

- ASB has reduced in four area commands compared to the previous period, the largest reduction was in North Tyneside.
- Northumberland and Gateshead reported increases.
- Nuisance captures incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community.
- Personal identifies ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group.
- Environmental deals with the interface between people and places, including incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

Graph 2: Number of Anti-Social Behaviour Incidents

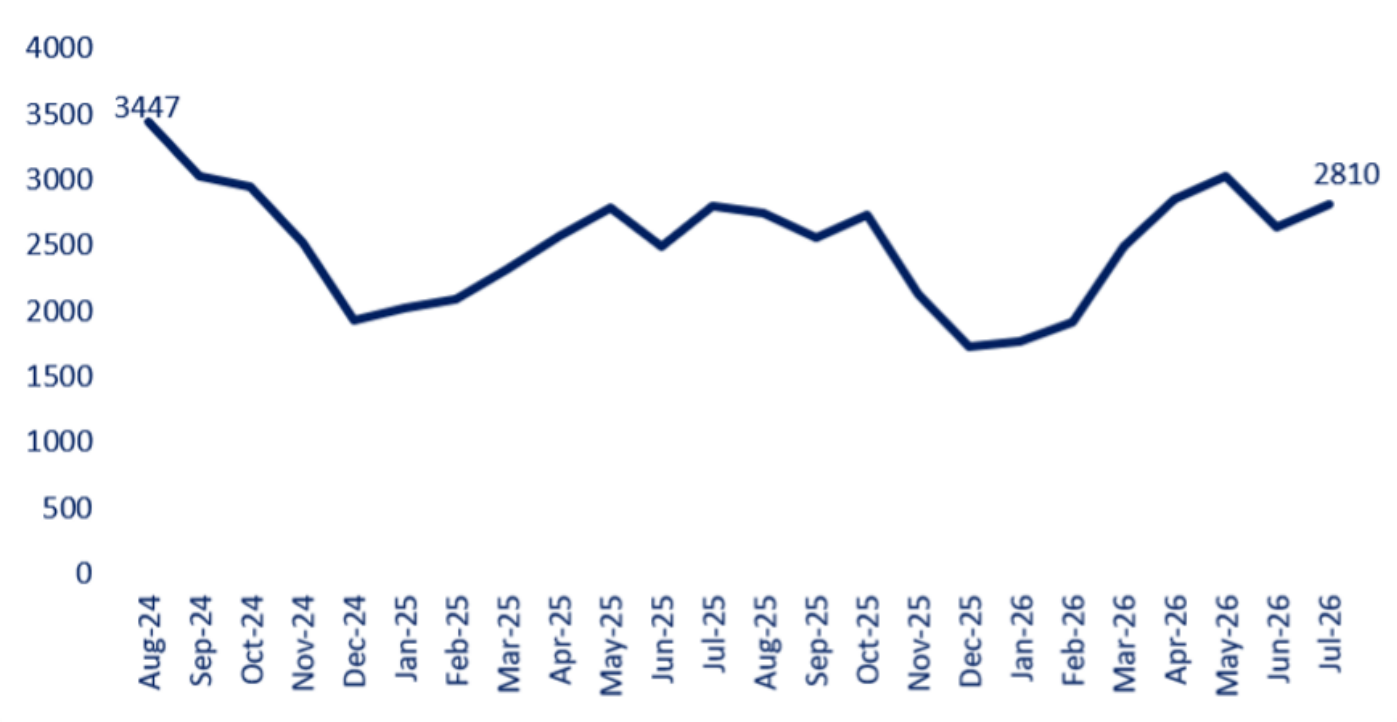


Table 9: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Volume Crime	Initial Contact	94%	91%	-3%
		Response Time	85%	84%	-1%
		Action Taken	72%	70%	-2%
		Overall Experience	76%	73%	-3%
		Follow Up	63%	58%	-5%
		Treatment	91%	93%	+2%
	ASB	Initial Contact	88%	87%	-1%
		Response Time	88%	85%	-3%
		Action Taken	70%	69%	-1%
		Overall Experience	73%	72%	-1%
		Follow Up	44%	37%	-7%
		Treatment	93%	92%	-1%

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 10: Serious Violence

Measure	12 Months to July 2025	12 Months to July 2026	% Change Year on Year
Serious violence crimes	22,433	23,089	+3%
Knife enabled serious violence	1,048	1,167	+11%
Homicides	14	10	-4
Hospital admissions (under 25s for assault with a sharp object) ¹	25 (to Jan 2025)	20 (to Jan 2026)	-5

Table 11: Homicides

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

Commentary:

- There has been an increase in serious violence in the latest 12-month period, mainly due to the large increase in robbery offences. 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 12: Violence Against Women and Girls (VAWG) Crimes

	Measure	Crimes		
		12 Months to July 2025	12 Months to July 2026	% Change Year on Year
Violence Against Women and Girls (VAWG) Crimes	Stalking and harassment	9,895	9,621	-3%
	Violence with Injury	7,337	6,919	-6%
	Public fear, alarm, distress	4,948	4,392	-11%
	Sexual offences ¹	3,348	3,274	-2%
	- Rape	1,396	1,551	+11%
	- Other sexual offences	1,952	1,723	-12%
	Child sexual offences	816	758	-7%
	Threats to kill	595	818	+37%
	Kidnapping	100	126	+26%
	Modern Slavery	64	82	+28%
	Obscene publications	28	64	+129%
	Homicide	4	2	-50%
	Exploitation of prostitution	1	2	100%
	Total	27,136	26,058	-4%

Table 13: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to May 2025	12 Months to May 2026	% Change Year on Year
	Rape	Initial Contact	93%	94%	-1%
		Response Time	92%	94%	+2%
		Action Taken	79%	83%	+4%
		Overall Experience	87%	88%	+1%
		Follow Up	74%	75%	+1%
		Treatment	93%	94%	+1%
	Domestic Abuse	Initial Contact	98%	96%	-2%
		Response Time	92%	94%	+2%
		Action Taken	81%	79%	-2%
		Overall Experience	88%	84%	-4%
		Follow Up	88%	83%	-5%
		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 harassment.
- Increase in modern slavery (+28%) 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 VAWG charge rate has reduced on last year, across crime types including violence with injury, rape, other sexual offences, child sexual offences and threats to kill.

MEASURING PROGRESS
Priority 5: Hate Crime And Community Cohesion

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

Table 14: Hate Crime

	Measure	Crimes		
		12 Months to July 2025	12 Months to July 2026	% Change Year on Year
Hate Crime	Total	3,829	3,538	-8%
	Race	2,748	2,608	-5%
	Religion/Belief	225	240	+7%
	Disability	327	216	-34%
	Sexual Orientation	629	511	-19%
	Transgender	105	78	-26%
	Not included in national hate crime strands			
	Sex	32	21	-34%
	Other Prejudice Hate	19	23	+21%

Table 15: Victim Satisfaction

Victim Satisfaction	Measure		12 Months to July 2025	12 Months to July 2026	% Change Year on Year
	Hate crime	Initial Contact	94%	91%	-3%
		Response Time	86%	87%	+1%
		Action Taken	70%	68%	-1%
		Overall Experience	78%	69%	-9%
		Follow Up	63%	55%	-8%
		Treatment	93%	92%	-1%

Commentary:

- Hate crime has decreased by 8% when compared to the previous 12 months.
- Race, 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, with satisfaction for overall experience having a reduction 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 July 2025	12 Months to July 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.



SUSAN DUNGWORTH
NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**



**SAFER STREETS
STRONGER
COMMUNITIES**

