

Proud  
to serve

Proud  
of our  
people

Proud to  
improve

Proud  
to lead



# *Proud to Protect*

PROUD OF WHAT WE DO • PROUD OF WHO WE ARE



## Our Vision is:

To be outstanding in the service we provide



**VERA BAIRD** QC  
POLICE & CRIME COMMISSIONER



**NORTHUMBRIA  
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# 1. Summary

1. Continued management of call handling, recognising the increased call demand.
2. Planned improvements to ensure compliance with the Victims' Code of Practice.
3. Review of rape offences from initial report to decision to assess standards of investigation and reduction in charge rates.
4. Analysis of repeat ASB victims to ensure harm reduction and problem solving interventions are managed.
5. Continued focus of incident and crime demand to assess changes to recorded crime.
6. Emphasis on the management of complaints to ensure timely investigations.

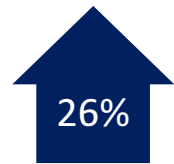


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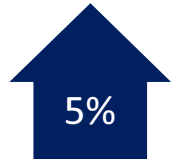


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## 2. Objective – Domestic and Sexual Abuse



increase in recorded sexual offences (*equivalent to 12 offences per day from 10 per day 2016/17*);  
*and equivalent to 224 more offences.*



increase in recorded domestic abuse incidents to 89 per day (*from 85 per day 2016/17*);  
*equivalent to 401 more domestic abuse incidents.*



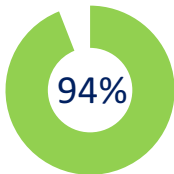
improvement in the timeliness of recording rape offences (*89% in 2016/17*).

100%

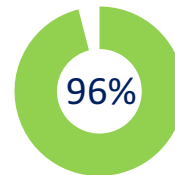
of cancelled sexual offences are done so appropriately (18 crimes in total)



initial compliance with NCRS for sexual offences (*from 95% in 2016/17*).



of domestic abuse victims satisfied  
with the overall service.



of domestic abuse victims state they  
feel confident to report further abuse.

**MATAC**

Of those perpetrators subjected to MATAC interventions, draft evaluations state  
the average rate of domestic abuse offences per month reduced by 65%  
(*November 2015 to March 2017*).

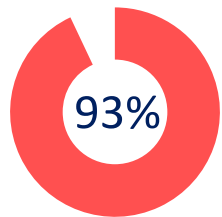


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### 3. Objective – Putting Victims First



Reduction in the percentage of 999 calls answered (*98% in 2016/17*); *equivalent to 4,415 unanswered 999 calls.*



Increase in average call answer times (*from 11s (999) and 1m 3s (101) in 2016/17*).

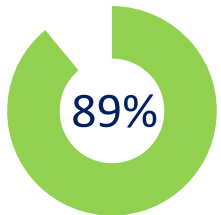


Improved response rates to Priority 1 incidents (*13m 23s for priority 1 and 1h 01m 31s for priority 2 in 2016/17*).



Improved response rates at incidents with vulnerable victims (priority 2) (*1h 15m 45s in 2016/17*).

**79%** of victims with a satisfactory needs assessment (*83% in 2016/17*).



High satisfaction levels for victims of crime (*90% in the previous month*).



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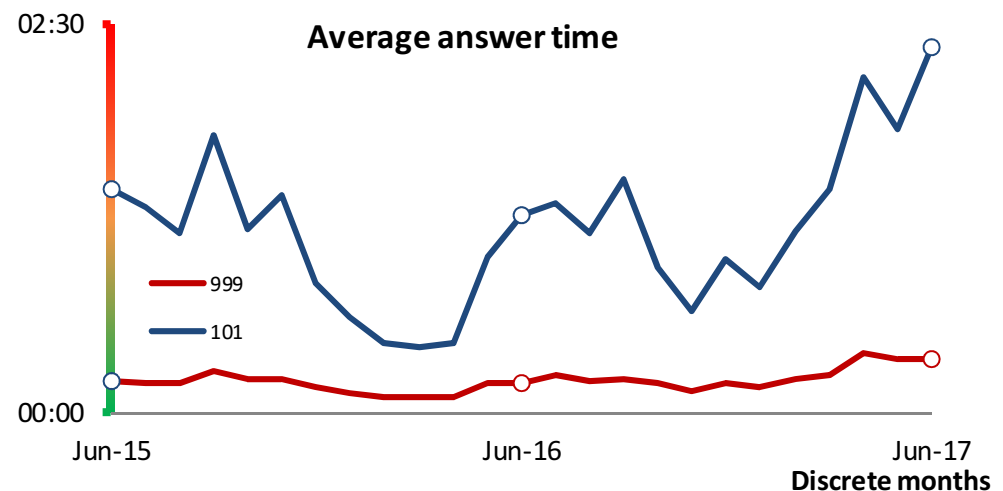
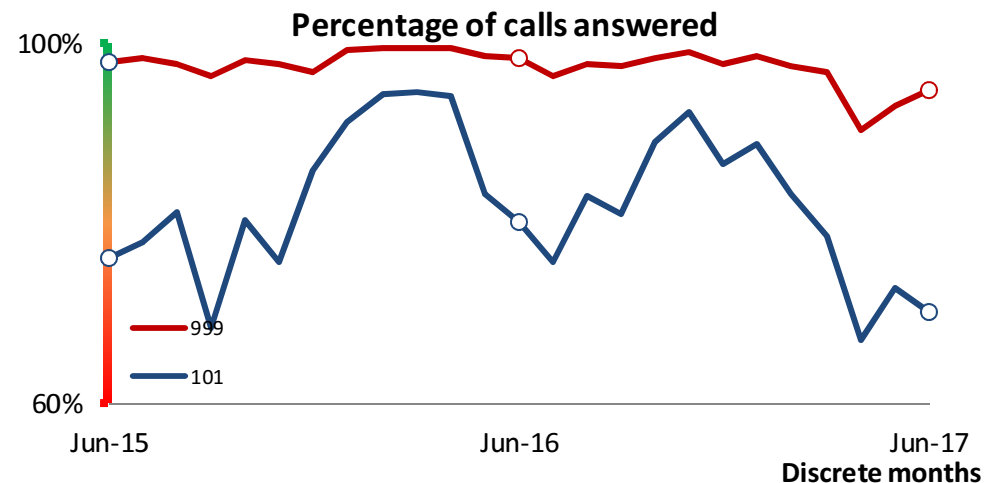
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# 4. Call Handling

1. The answer rate for 999 calls answer has improved over the last two months; however, remains low at 95% in June 2017.
2. The average answer time has also improved, but remains above 20 seconds, compared to 11 seconds for 2016/17.
3. The answer rate for 101 calls remains below 75% and the average answer time remains high (2 minutes and 21 seconds in June 2017).
4. The average call durations have increased for both 999 and 101 calls.

999 calls			
	Jun-16	Jun-17	% change
Call duration	3:07 mins	3:31 mins	12%
Wrap-up	2:41 mins	3:24 mins	27%

101 calls			
	Jun-16	Jun-17	% change
Call duration	4:13 mins	5:46 mins	37%
Wrap-up	1:39 mins	2:31 mins	53%

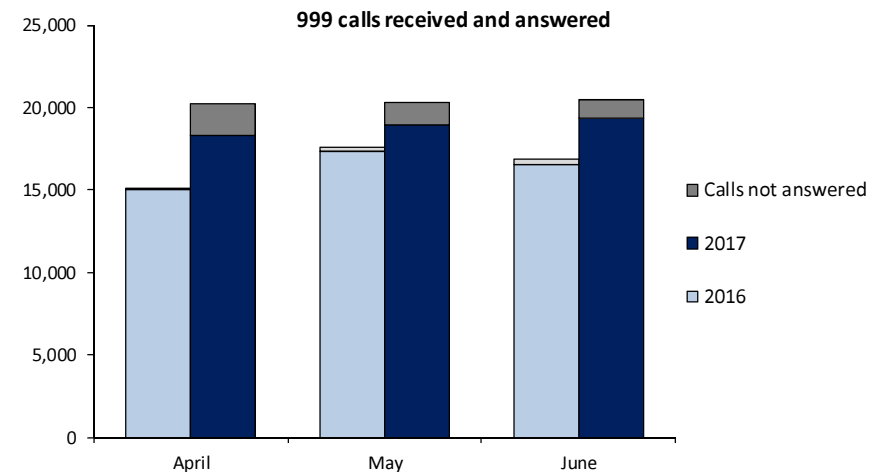
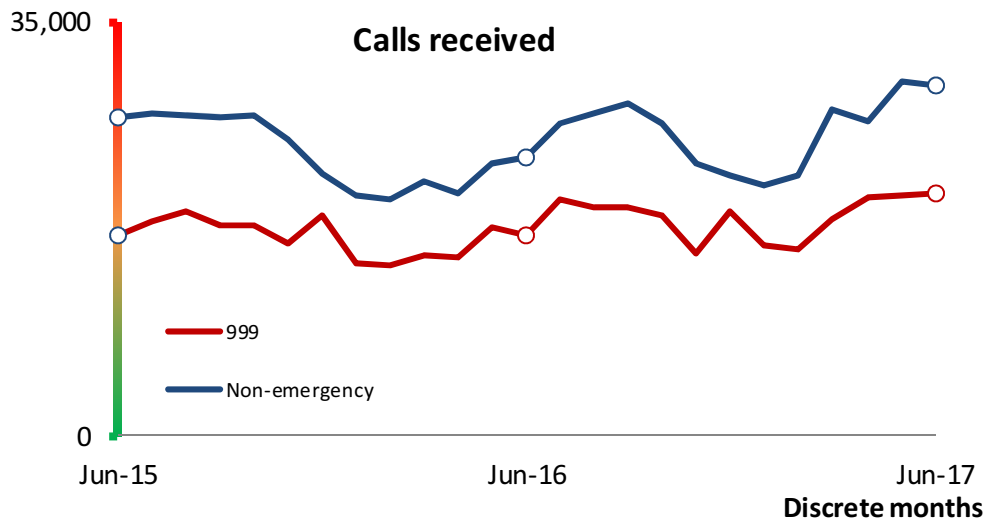


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# 5. Call Handling



1. Non-emergency call demand has increased in the last twelve months, and are similar to levels received prior to late 2015.
2. 999 call demand has increased during April to June 2017 (the seasonal increase in call demand normally experienced during the summer months has occurred at an earlier point).
3. The number of 999 calls answered in each of the first three months of the year is more than the number of calls received in the same months of the previous year.
4. Nationally, analysis is being completed to examine call handling data.
5. All the 31 forces who replied are experiencing an increase in 999 calls – an average of 11%, the highest reporting force was 29%; Northumbria was 15%.
6. The information is being combined with data around welfare, sickness, overtime and accrued TOIL and leave to better understand demand and its impact on forces. Initial analysis indicates that nationally there is an increase in crime, which is not just attributed to improved crime recording, but to an increase in actual demand and crime. Further analysis is ongoing and will be published later this year via POLKA.
7. Demand is also predicted to increase further as per seasonal increases in summer.

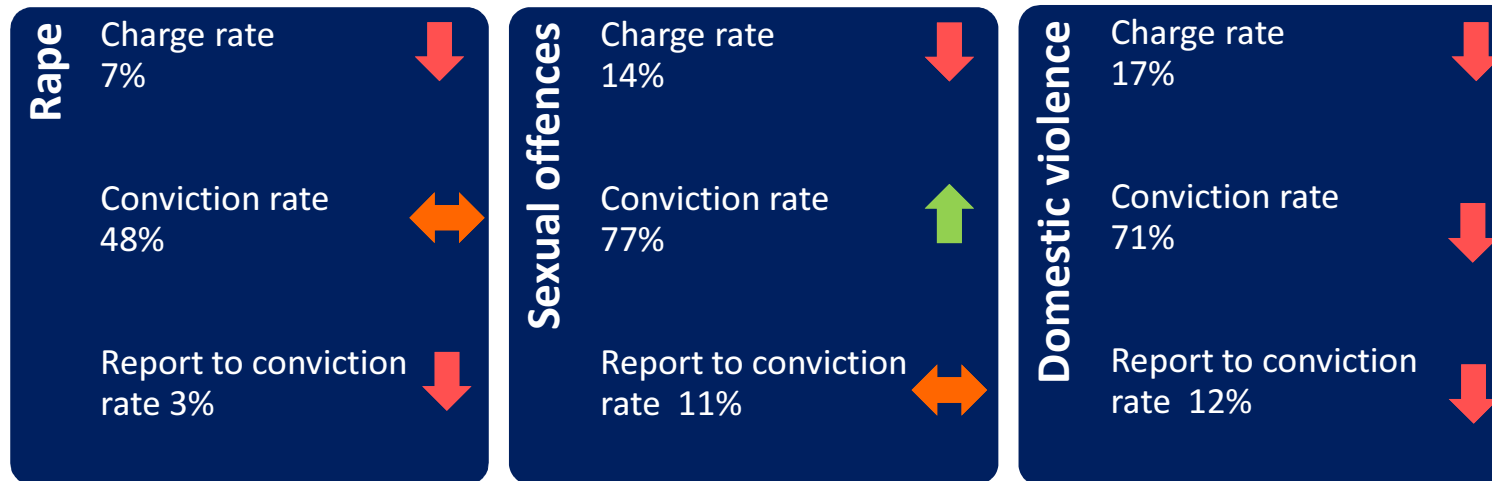


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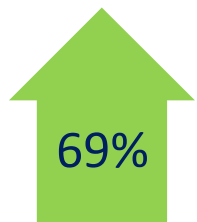
## 6. Objective – Effective Criminal Justice



Improvement in the percentage of guilty pleas at first hearing (64% in 2016/17).



Improvement in post – charge failures (82 per month in 2016/17).



Improvement in the appropriate use of out of court disposals where charge is the normal outcome (59% in 2016/17).



Improvement in Digital Forensic Unit backlog (14 months as at February 2017).



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# 7. Objective – Reducing Anti-Social Behaviour

-1%

Reduction in anti-social behaviour incidents to 165 per day *(from 167 per day 2016/17); equivalent to 167 fewer ASB incidents.*

12%

Low perceptions of ASB *(same as previous period).*

96%

High confidence to report ASB *(same as previous period).*

58%

Increase in the percentage of long term victims who experienced no further incidents *(52% previous period).*

96%

Improved satisfaction for ease of contact *(94% previous period).*

→ **ASB**

29%

Increase in repeat rate *(24% previous period).*

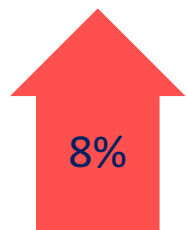


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## 8. Objective – Cutting Crime



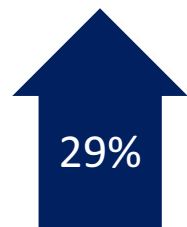
Increase in crime severity score  
(placed 33<sup>rd</sup> nationally).



Improved timeliness of crime  
recording (72% in 2016/17).

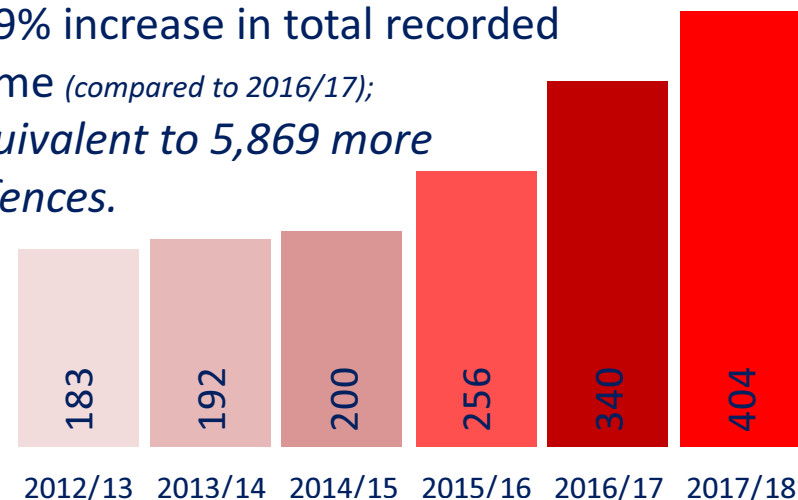


Improved compliance with NCRS  
(93% compliance in 2016/17).



of incidents result in a recorded crime,  
and increase compared to last year (16%  
in June 2015).

+19% increase in total recorded  
crime (compared to 2016/17);  
equivalent to 5,869 more  
offences.



- 95% think police do a good job in keeping NTE safe
- 94% think cyber crime is a problem
- 86% think roads are safe where they live
- 83% aware of modern day slavery as a problem

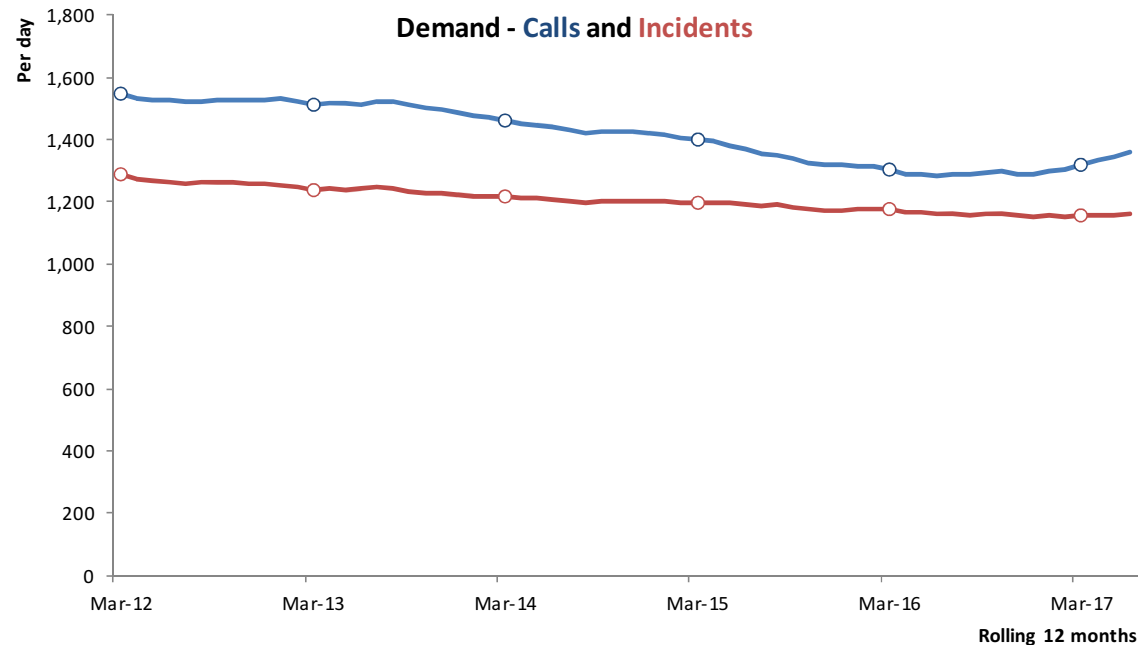


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## 9. Total Recorded Crime



1. Total recorded crime has increased by 19% (April to June 2017 compared to 2016/17).
2. The volume of emergency and non-emergency calls answered per day has increased by 7%.
3. The number of incidents has increased by 2%.
4. Of the 19% increase in recorded crime, 2% can be considered to represent an increase in offending, whilst 17% can be considered to be attributable to further improvements in crime recording.
5. Analysis of incidents opened as a crime suggests there have been increases in theft and sexual offences.

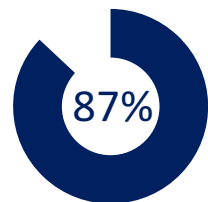
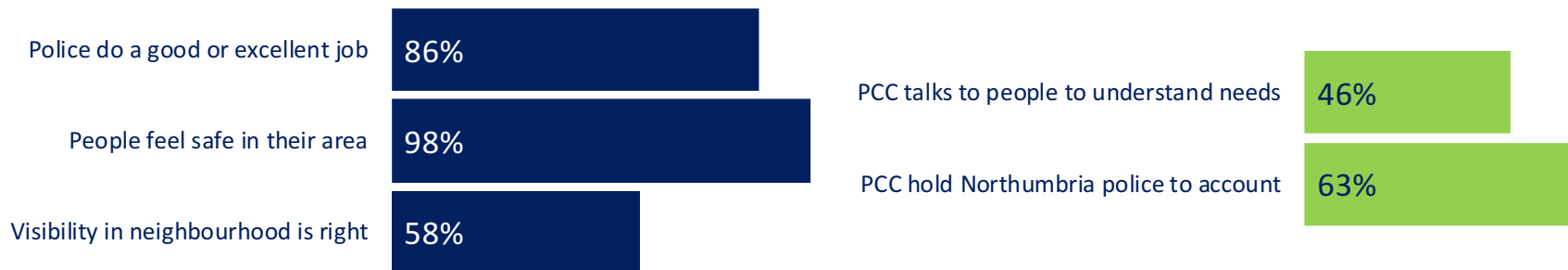


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# 10. Objective – Community Confidence



Hate victims satisfied with whole experience.

96%

of ASB and domestic abuse victims confident to report further incidents.



Increase in live complaints *(from 193 as at 31 March 2017).*

There is an 8% reduction in overall recorded complaints: 205 in Apr-Jun 17 compared to 224 in Apr-Jun 16.



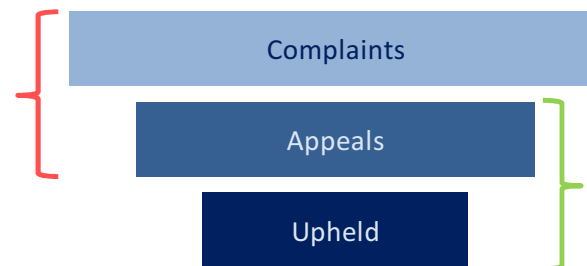
## Allegations

Incivility, impoliteness and intolerance (-24%)

Other assault (no change)

Other neglect or failure in duty (-8%)

Increase in appeals to 18% *(13% in 2016/17).*



11% of Force investigated appeals upheld *(15% in 2016/17).*

36% of IPCC investigated appeals upheld *(39% in 2016/17).*



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