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Victim's Journey			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
			Value	Period	Value	Period	Value	Period				
Putting victims first Proud to serve	Response (slides 8-9)	Response (slide 9)										
		90th percentile allocation rate - Priority 1	3m 25s	April to June 2015	3m 34s	2015/16	3m 36s	April to June 2016				
		90th percentile allocation rate - Priority 2	32m 34s	April to June 2015	35m 12s	2015/16	37m 54s	April to June 2016				
		90th percentile response rate - Priority 1 (Urban)	13m 4s	April to June 2015	13m 29s	2015/16	14m 21s	April to June 2016	●			
		90th percentile response rate - Priority 1 (Rural)	22m 7s	April to June 2015	22m 48s	2015/16	23m 3s	April to June 2016	●			
		90th percentile response rate - Priority 2	57m 44s	April to June 2015	1 h 2m 6s	2015/16	1 h 7m 6s	April to June 2016	●			
		Resourcing (slide 8)										
		Delayed incidents - Percentage	23%	April to June 2015	16%	2015/16	16%	April to June 2016				
		Delayed incidents - Median length	31m 41s	April to June 2015	28m 46s	2015/16	27m 11s	April to June 2016				
		Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	April to June 2015	17%	2015/16	17%	April to June 2016	●			
		Percentage of unavailable officer time (duty states 1 and 8) - NPT	20%	April to June 2015	21%	2015/16	21%	April to June 2016	●			
		Median waiting time in custody (arrival to detention authorised)	19m 53s	April to May 2015	21m 3s	2015/16	21m 26s	April to May 2016				
		Assessment of vulnerability (slide 8)										
		Percentage of victims with a satisfactory needs assessment	95%	April 2015	87%	2015/16	87%	April 2016				
		Satisfaction (slide 8)										
		Percentage of victims satisfied with time of arrival - Crime			93%	12mths to June 2015	92%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with time of arrival - Burglary Dwelling			95%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with time of arrival - ASB			93%	12mths to June 2015	92%	12mths to June 2016				ASB survey

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		Value	Period	Value	Period	Value	Period	of travel	Position	Position		
Putting victims first Proud to serve	Investigation (slides 10-11)	Standards of investigation (slide 10)										
		Proportionate investigation - Percentage of volume crimes finalised within 14 days	47%	April to June 2015	53%	2015/16	62%	April to June 2016	●			
		Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	3%	April to June 2015	5%	2015/16	16%	April to June 2016	●			
		Assessment of the quality of investigative standards (volume crime)										
		File quality - number of pre-charge failures			104 per month	January to March 2016	96	April to May 2016				
		File quality - number of post-charge failures			163 per month	January to March 2016	58	April to May 2016				
		Re-bail rate	36%	April to June 2015	31%	2015/16	31%	April to June 2016				
		Percentage of bails concluded in more than 28 days	71%	April to June 2015	62%	2015/16	62%	April to June 2016				
		Percentage of bails granted with conditions										
		Offender management										
		IOM re-offending rate.										
		Satisfaction (slide 11)										
		Percentage of victims satisfied with action taken - Crime			89%	12mths to June 2015	88%	12mths to June 2016		1st	5th	User satisfaction survey - Crime
		Percentage of victims satisfied with action taken - Burglary Dwelling			92%	12mths to June 2015	92%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with action taken - ASB			90%	12mths to June 2015	86%	12mths to June 2016	●			ASB survey
		Percentage of victims satisfied with action taken - RWD			92%	February to March 2016	94%	April to June 2016				RWD survey
		Percentage of victims satisfied with follow-up - Crime			89%	12mths to June 2015	83%	12mths to June 2016	●	1st	3rd	User satisfaction survey - Crime
		Percentage of victims satisfied with follow-up - Burglary Dwelling			90%	12mths to June 2015	87%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with follow-up - ASB			89%	12mths to June 2015	85%	12mths to June 2016	●			ASB survey

Victim's Journey		Previous YTD		Previous		Current		Direction	MSG	National	Notes	
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Putting victims first Proud to serve	Outcome (slides 12-13)	Criminal justice (slide 12)										
		Percentage of guilty pleas at first hearing	69%	April 2015	65%	2015/16	63%	April 2016				
		Conviction rate at Magistrates Court	84%	April 2015	84%	2015/16	82%	April 2016				
		Appropriate use of out of court disposals where a charge is the normal outcome			42%	January to March 2016	47%	January to April 2016				
		Appropriate use of cancelled crimes			89%	January to March 2016	94%	April to May 2016				
		Monitor the use of charge for a lesser offence										
		Satisfaction (slide 13)										
		Percentage of victims satisfied with treatment - Crime			97%	12mths to June 2015	96%	12mths to June 2016		1st	2nd	User satisfaction survey - Crime
		Percentage of victims satisfied with treatment - Burglary Dwelling			98%	12mths to June 2015	97%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with treatment - ASB			97%	12mths to June 2015	96%	12mths to June 2016				ASB survey
		Percentage of victims who thought their incident was taken seriously - RWD			92%	February to March 2016	91%	April to June 2016				RWD survey
		Percentage of victims satisfied with whole experience - Crime			92%	12mths to June 2015	90%	12mths to June 2016	●	1st	1st	User satisfaction survey - Crime
		Percentage of victims satisfied with whole experience - Burglary Dwelling			94%	12mths to June 2015	93%	12mths to June 2016				User satisfaction survey - Crime
		Percentage of victims satisfied with whole experience - ASB			89%	12mths to June 2015	84%	12mths to June 2016	●			ASB survey
		Percentage of victims satisfied with whole experience - RWD			90%	February to March 2016	87%	April to June 2016				RWD survey
		Percentage of ASB victims who are confident to report further incidents to the police again			98%	12mths to June 2015	96%	12mths to June 2016	●			ASB survey

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction	MSG	National	Notes	
		Value	Period	Value	Period	Value	Period	of travel	Position	Position		
Domestic and sexual abuse	Proud to serve	Prepare (slide 15)	Resourcing									
			Assessment of whether capacity and capability match projected demand									
			Satisfaction (slide 15)									
			Assessment of quality of service following survey of domestic abuse victims									
			Percentage of hate victims satisfied									
			Ease of contact		97%	12mths to June 2015	97%	12mths to June 2016				User satisfaction survey - Crime
			Time of arrival		86%	12mths to June 2015	90%	12mths to June 2016				User satisfaction survey - Crime
			Action taken		89%	12mths to June 2015	89%	12mths to June 2016				User satisfaction survey - Crime
			Follow-up		85%	12mths to June 2015	82%	12mths to June 2016				User satisfaction survey - Crime
			Treatment		95%	12mths to June 2015	95%	12mths to June 2016				User satisfaction survey - Crime
			Whole experience		89%	12mths to June 2015	88%	12mths to June 2016		2nd	7th	User satisfaction survey - Crime

Safeguarding the Vulnerable			Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes		
			Value	Period	Value	Period	Value	Period						
Domestic and sexual abuse	Proud to serve	Prevent (slides 16-19)	Evaluation of initiatives (slide 16)											
			Evaluations of initiatives and plans											
			Number of referrals into domestic abuse perpetrator programmes		3 referrals	April to June 2015	442 referrals	2015/16	109 referrals	April to June 2016				
			Sunderland BIG programme		1	April to June 2015	135	2015/16	32	April to June 2016				
			South Tyneside programme		1	April to June 2015	86	2015/16	20	April to June 2016				
			Newcastle programme		1	April to June 2015	63	2015/16	19	April to June 2016				
			Northumberland BIPP programme		-	April to June 2015	39	2015/16	25	April to June 2016				
			Gateshead DETER programme		-	April to June 2015	119	2015/16	Not applicable					
			North Tyneside programme		-	April to June 2015	-	2015/16	13	April to June 2016				
		Management of orders (slides 16 &19)												
		Number of DVPO applications to court		17 per month	April to June 2015	19 per month	2015/16	11 per month	April to June 2016	<div></div>			April to June 2016 - 32 DVPO applications	
		Percentage substantiated		78%	April to June 2015	79%	2015/16	91%	April to June 2016	<div></div>				
		Number of arrests for breached DVPOs		4 per month	April to June 2015	4 per month	2015/16	4 per month	April to June 2016				April to June 2016 - 11 arrests for breached DVPOs	
		Percentage of breached DVPOs charged or escorted to court		83%	April to June 2015	94%	2015/16	82%	April to June 2016				5 x charge, 4 x escort to court, 2 x NFA	
		Number of Sexual Harm Prevention Orders (SHPOs) issued												
		Number of applications to magistrates courts for Sexual Risk Orders (SROs)												
		Percentage of breached Child Abduction Warning Notices (CAWNs)												
		Management of offenders (slide 17 & 18)												
		Percentage of subjects through MATAC who have reduced offending						68%	November 2015 to June 2016				120 people have been managed through the MATAC process. Offending rate based upon Recency, Frequency, Gravity (RFG) scoring.	
		Track a defined MAPPA cohort to monitor rehabilitation/ offending rates												
		Disrupting and targeting offenders ensuring investigative opportunities				Overall in Operation Sanctuary, 67 persons have been charged, with 273 charges between them; there have not been any new charges identified in this period (Operation Sanctuary South). To date, there have been 254 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations; 6 new potential complainants have been identified in this period. Disruption work continues to prevent offending within the taxi community (Operation Shield).								

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Value	Period	Value	Period	Value	Period						
Domestic and sexual abuse	Proud to serve	Assessment of vulnerability (slide 20)									
		Percentage of victims not referred to VFN when they ought to have been	3%	April to May 2015	5%	2015/16	9%	April to May 2016			Not statistically significant
		Safeguarding (slide 21-22)									
		Assessment of the effectiveness of harm reduction plans for vulnerable victims			A review of 50 harm reduction plans identified the majority of domestic abuse cases to be of a good standard, with some organisational learning to consider. All the hate crime and ASB plans reviewed range from good to outstanding.						
		Assessment of the quality of investigations into missing and absent children.									
		Assessment of the quality of investigations into hate crime.			54 hate crimes were reviewed. All cases were assessed as good or outstanding. Those investigations with a structured supervisory plan ultimately led to positive outcome, even when no suspect was identified. Some organisational learning to consider.						
		Measures to be determined (MARAC)									
		Measures to be determined (MSET)									
		Section 136 detentions taken to custody	1	April to June 2015	2	2015/16	2	April to June 2016			
		Confidence in reporting									
		Percentage of domestic abuse victims who are confident to report further abuse to the police again									
		Repeat victimisation (slide 20)									
		Percentage of high or medium risk victims who have suffered a subsequent incident:									
		Domestic Violence			47%	12mths to June 2015	49%	12mths to June 2016			The number of repeat victims of DV increased from 3,435 to 3,700
		Crime			35%	12mths to June 2015	41%	12mths to June 2016			The number of repeat victims of crime increased from 429 to 827
		Anti-social behaviour			24%	12mths to June 2015	25%	12mths to June 2016			The number of repeat victims of ASB increased from 71 to 111
		Hate			63%	12mths to June 2015	45%	12mths to June 2016			The number of repeat victims of hate increased from 25 to 27
		Overall			44%	12mths to June 2015	46%	12mths to June 2016			The number of repeat victims increased from 3,800 to 4,403

Safeguarding the Vulnerable			Previous YTD		Previous		Current		Direction	MSG	National	Notes			
			Value	Period	Value	Period	Value	Period	of travel	Position	Position				
Domestic and sexual abuse	Proud to serve	Pursue (slides 23-27)	Criminal Justice (slides 23-27)												
			Charge rate - Rape	17%	April to June 2015	21%	2015/16	15%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016		
			Conviction rate - Rape	75%	April 2015	58%	2015/16	56%	April 2016						
			Report to conviction rate - Rape	13%	YTD	12%	2015/16	8%	YTD						
			Charge rate - Sexual offences	21%	April to June 2015	24%	2015/16	17%	April to June 2016		1st	2nd	National/MSG positions based upon 12 months to May 2016		
			Conviction rate - Sexual offences	86%	April 2015	72%	2015/16	73%	April 2016						
			Report to conviction rate - Sexual offences	18%	YTD	18%	2015/16	12%	YTD						
			Charge rate - Domestic abuse	44%	April to June 2015	36%	2015/16	25%	April to June 2016	●					
			Conviction rate - Domestic abuse	70%	April 2015	71%	2015/16	69%	April 2016	●					
			Report to conviction rate - Domestic abuse	31%	YTD	25%	2015/16	17%	YTD	●					
			Charge rate - Hate	29%	April to June 2015	25%	2015/16	19%	April to June 2016						
			Conviction rate - Hate	74%	April 2015	78%	2015/16	79%	April 2016						
			Report to conviction rate - Hate	21%	YTD	19%	2015/16	15%	YTD						
			Percentage of DV MG5s assessed as satisfactory			74%	January to March 2016	59%	April to May 2016						
			Increase the conviction rate for domestic abuse to 75% of cases charged	70%	April 2015	71%	2015/16	69%	April 2016	●					
			Assessment of the quality and standards of file preparation and investigation of serious offences			A review of 148 investigations has been completed for hate crime, sexual offences and domestic abuse. The majority of hate crime and sexual offences were assessed to be of a good or outstanding standard whilst the majority of domestic abuse investigations were assessed as good, with some organisational learning.									

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes		
Community confidence	Proud to lead	Engagement & understanding (slides 28-29)											
			Officer visibility (slide 29)										
			Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	April to June 2015	48%	2015/16	49%	April to June 2016	<div></div>			
			See Police or Community Support Officers at least once a week			24%	12mths to June 2015	17%	12mths to June 2016	<div></div>			Safer community survey
			Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			64%	12mths to June 2015	59%	12mths to June 2016	<div></div>			Safer community survey
			Police in their neighbourhood can be relied on to be there when needed			92%	12mths to June 2015	91%	12mths to June 2016	<div></div>			Safer community survey
			Volunteering										
			Measures to be determined										
			Engagement and awareness (slide 29)										
			The percentage of respondents who are aware of local meetings			64%	12mths to June 2015	62%	12mths to June 2016	<div></div>			Safer community survey
			Community tension assessments										
			Police & Crime Commissioner talks to people to understand the needs of local communities			43%	12mths to June 2015	41%	12mths to June 2016				Safer community survey
			Police in this area understand the issues that affect this community			74%	12mths to Dec 2014	78%	12mths to Dec 2015		1st	3rd	Crime survey for England and Wales Next update due 21 July 2016

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes
Community confidence	Proud to lead	Prevent (slide 30)	Value	Period	Value	Period	Value	Period			
			Crime and ASB (slide 30)								
			Total crime	222 per day 1 April to 5 July 2015	257 per day 2015/16		318 per day 1 April to 5 July 2016		●	3rd	33rd +24% increase (+25% reported last month)
			Signal crimes - Burglary dwelling	8 per day 1 April to 5 July 2015	9 per day 2015/16		8 per day 1 April to 5 July 2016			1st	14th -5% reduction (-7% reported last month)
			ASB	218 per day 1 April to 5 July 2015	184 per day 2015/16		173 per day 1 April to 5 July 2016				-6% reduction (-6% last month)
			Measures in support of the Force control strategy								
			Percentage of victims of long term ASB who experienced no further incidents since their original report		51% May 2015 to Mar 2016		54% April to June 2016				Long term ASB survey
			The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime		4% 12mths to Dec 2014		3% 12mths to Dec 2015			3rd	13th Crime survey for England and Wales Next update due 21 July 2016
			The estimated percentage risk of a household being a victim once or more in 12 months - Household crime		11% 12mths to Dec 2014		9% 12mths to Dec 2015			1st	7th Crime survey for England and Wales Next update due 21 July 2016
			Public perceptions (slide 30)								
			Crime is a very or fairly big problem in their neighbourhood		8% 12mths to June 2015		6% 12mths to June 2016		●		Safer community survey
			ASB is a very or fairly big problem in their neighbourhood		13% 12mths to June 2015		12% 12mths to June 2016		●		Safer community survey

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead	Treatment (slide 31)	Use of powers (slide 31)									
			Percentage of Stop & Searches resulting in an arrest / outcome other than NFA		32%	Oct to Dec 2015	24%	Jan to Mar 2016				
			Percentage of Stop & Searches with sufficient grounds recorded		62%	Oct to Dec 2015	68%	Jan to Mar 2016				
			Conduct and standards									
			Measures to be determined									
			Public perceptions (slide 31)									
			Police in their neighbourhood treat everyone fairly, regardless of who they are		96%	12mths to June 2015	96%	12mths to June 2016				Safer community survey
			Police in this area would treat you with respect if you had contact with them for any reason		88%	12mths to Dec 2014	89%	12mths to Dec 2015		2nd	8th	Crime survey for England and Wales Next update due 21 July 2016

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Notes	
		Value	Period	Value	Period	Value	Period					
Community confidence	Proud to lead	Overall service (slide 32)										
		Management of complaints (slide 32)										
		Finalise 50% of complaint cases within 50 days	78%	April to June 2015	70%	2015/16	70%	April to June 2016				
		Number of allegations relating to incivility, impoliteness or intolerance	21 per month	April to June 2015	19 per month	2015/16	20 per month	April to June 2016				
		Number of allegations relating to breach of Code C PACE	14 per month	April to June 2015	9 per month	2015/16	9 per month	April to June 2016				
		Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	April to June 2015	100%	2015/16	99%	April to June 2016				
		Number of live complaints being managed	178	As at at June 2015	135	As at 31st March 2016	177	As at 30th June 2016	●			
		Percentage of complainants who are satisfied with the way their complaint was dealt with										
		Percentage of appeals made	16%	April to June 2015	18%	2015/16	14%	April to June 2016				
		Percentage of appeals upheld - Overall	22%	April to June 2015	30%	2015/16	26%	April to June 2016				
		Percentage of appeals upheld - Force investigated	14%	April to June 2015	16%	2015/16	25%	April to June 2016				
		Percentage of appeals upheld - Force locally resolved	0%	April to June 2015	6%	2015/16	0%	April to June 2016				
		Percentage of appeals upheld - IPCC investigated	29%	April to June 2015	53%	2015/16	60%	April to June 2016				
		Percentage of appeals upheld - IPCC non-recording	63%	April to June 2015	41%	2015/16	6%	April to June 2016	●			
		Public perceptions (slide 32)										
		Police do a good or excellent job in their neighbourhood			85%	12mths to June 2015	85%	12mths to June 2016				Safer community survey
		Feel very or fairly safe living in their neighbourhood			97%	12mths to June 2015	98%	12mths to June 2016				Safer community survey
		Police and local council are dealing with the ASB and crime issues that matter in their area			75%	12mths to June 2015	73%	12mths to June 2016				Safer community survey