

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



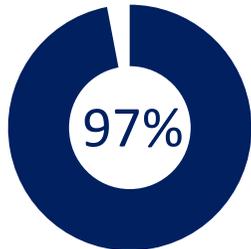
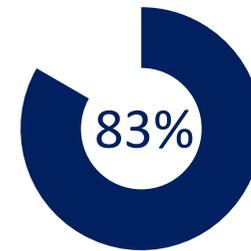
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1. Putting victims first



The average answer time for 999 calls has remained consistent throughout 2016/17, whilst the answer time for 101 calls has improved compared to 2015/16.

Completion of victims' needs assessments has reduced; whilst those completed within 24 hours has increased.



Contact handlers identify vulnerability on 97% of occasions using THRIVE.

Compliance with NCRS has improved compared to last year; 93% compared to 90% in 2015/16.



Response rates have remained consistent, and response rates for those most vulnerable have improved.

2. Putting victims first



Satisfaction levels for victims of crime remains high (90%); the Force is placed first nationally for satisfaction with the treatment and whole experience. Providing a good follow up service by keeping victims informed throughout their case remains an area for improvement.

Satisfaction of service users whose incident or crime was managed without an officer deployment is also high (89%).



What are victims saying?

“They were very professional. They treated me with respect and took the incident seriously.”

Vehicle Crime Victim
October 2016

“I have tried to contact him a few times but he has either been busy or not on shift and never got back to me.”

Burglary Victim
January 2017

“I have more confidence in contacting the police in future. They were lovely, they calmed me down.”

Violent Crime Victim
January 2017

“It was quick and friendly from start to finish.”

RWD Service User
April 2017



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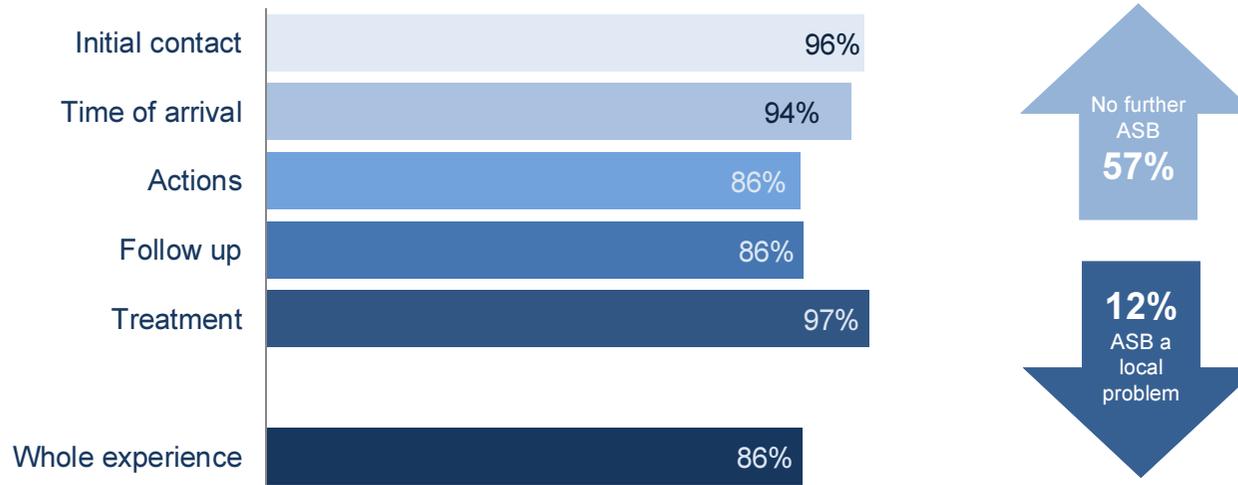
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3. Dealing with ASB



Overall **satisfaction levels** for victims of **anti-social behaviour** remain high at 86%, and the percentage of victims with long term ASB problems who experienced no further incidents following police contact has increased from 51% to 57%.

Perceptions of ASB have reduced in the wider community in the last three years, from 14% to 12%.



4. Domestic and sexual abuse



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The **report to conviction rate** for rape offences has reduced from 12% to 8% and is lower than the national average of 9% (2015/16).

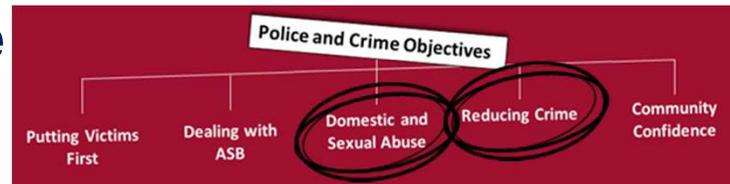
The report to conviction rates for both sexual offences and domestic abuse have reduced compared to 2015/16.

The conviction rate for domestic abuse has increased from 71% to 73%, however, it is below target (75%) and the national average (74.5%).

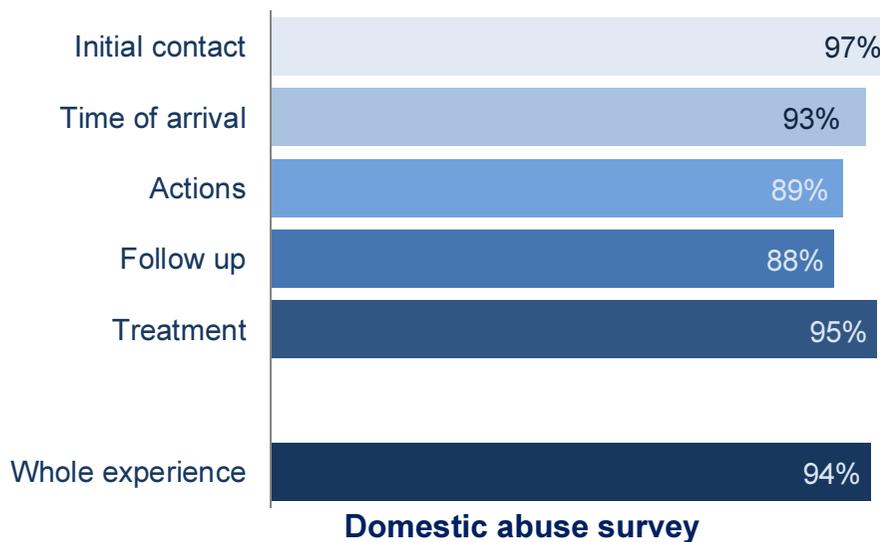


Standard of **harm reduction plans** for high/medium risk victims (domestic abuse, crime and hate crime) assessed as high.

5. Domestic and sexual abuse & Reducing crime



Satisfaction levels for victims of **domestic abuse** is high, with 96% saying they would report further abuse to the police.



“They were very specific to my circumstances. The service was great and the officer was very thorough”

Domestic Abuse Victim
September 2016

“They made sure I was safe and let me know that I could call back at any time. They were amazing.”

Domestic Abuse Victim
January 2017

What are victims saying?

“The police are quick to react to hate crimes and are on top of it”

Hate Crime Victim
November 2016

“They helped me, supported me and protected me.”

Hate Crime Victim
December 2016

The satisfaction of **hate crime** victims has increased from 87% to 90%; Northumbria Police is placed 1st nationally.

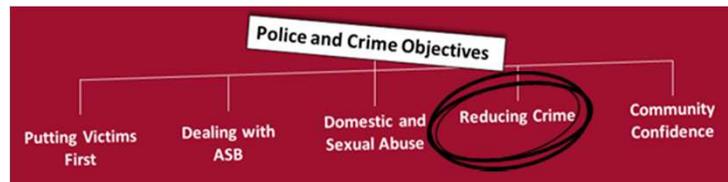


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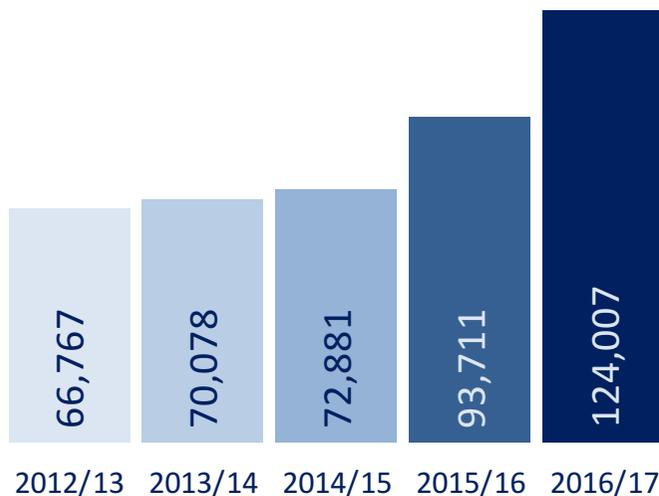


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6. Reducing crime



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2012/13 2013/14 2014/15 2015/16 2016/17

Recorded crime has increased by 33% compared to 2015/16.



The percentage of volume crimes finalised within 14 days has increased to 65%. (53% 2015/16)



The percentage of **guilty pleas** at first hearing has reduced to 63% and is below the target of 70%.



The **conviction rate** at magistrate's court has reduced slightly from 83% in 2015/16 to 82%, and is below the target of 85%.

7. Community confidence



Public confidence in the police remains high with 85% thinking the police do a good or excellent job in their neighbourhood, and 90% trusting that the police would be there if you needed them.

Overall perceptions of safety are very high, with 97% feeling safe where they live.

Northumbria Police is placed first in the country for reliability.



The percentage of time **neighbourhood officers** spend outside a police station in their neighbourhood has increased to 49%. (48% 2015/16)



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8. Community confidence

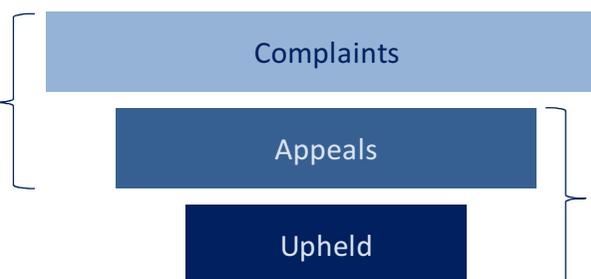


Allegations relating to incivility, impoliteness or intolerance have reduced.

63% of complaints have been finalised within 50 days; compared to a target of 50%.



The percentage of **appeals** made has increased slightly to 20%. (18% 2015/16)



Appeals considered by the IPCC have a higher **upheld rate** and for those complaints investigated, however, the rate of upheld appeals has reduced to 39%. (51% in 2015/16).