

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



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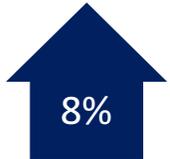


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1. Objective – Domestic and Sexual Abuse



increase in recorded sexual offences (12 offences per day from 10 per day 2016/17).
(equivalent to an increase of 390)



increase in recorded domestic abuse incidents (92 per day from 85 per day 2016/17).
(equivalent to an increase of 1,104)



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

91%

of cancelled sexual offences are done so appropriately (4 out of 43 were cancelled inappropriately as there was insufficient detail recorded on NPICCS to justify cancellation).



compliance with NCRS for sexual offences (from 94% 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

From the 326 perpetrators managed since November 2015, the average recorded DA offences reduced to 0.3 per month after being discharged from MATAC from 0.7 offences per month pre-MATAC involvement.

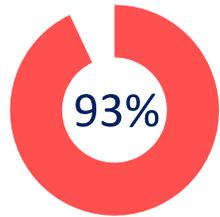


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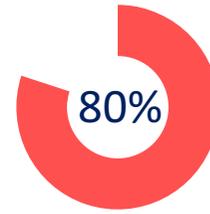


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2. Objective – Putting Victims First



Reduction in the percentage of 999 calls answered (*98% in 2016/17*); (*118,742 answered, 7,448 unanswered Apr-Aug 2017*)



Reduction in the percentage of 101 calls answered (*84% in 2016/17*); (*287,849 answered, 77,347 unanswered Apr-Aug 2017*)



Increase in average call answer times (*from 11s (999) and 1m 06s (101) in 2016/17*).

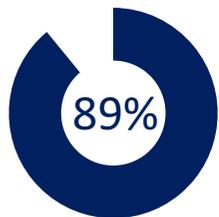


Improved response rates for priority 1 (*13m 23s for priority 1 and 1h 01m 22s for priority 2 in 2016/17*).



Improved response rates at incidents with vulnerable victims (priority 2) (*1h 13m 47s in 2016/17*).

81% of victims with a satisfactory needs assessment (*83% in 2016/17*).



High satisfaction levels for victims of crime (*91% in the previous year*).



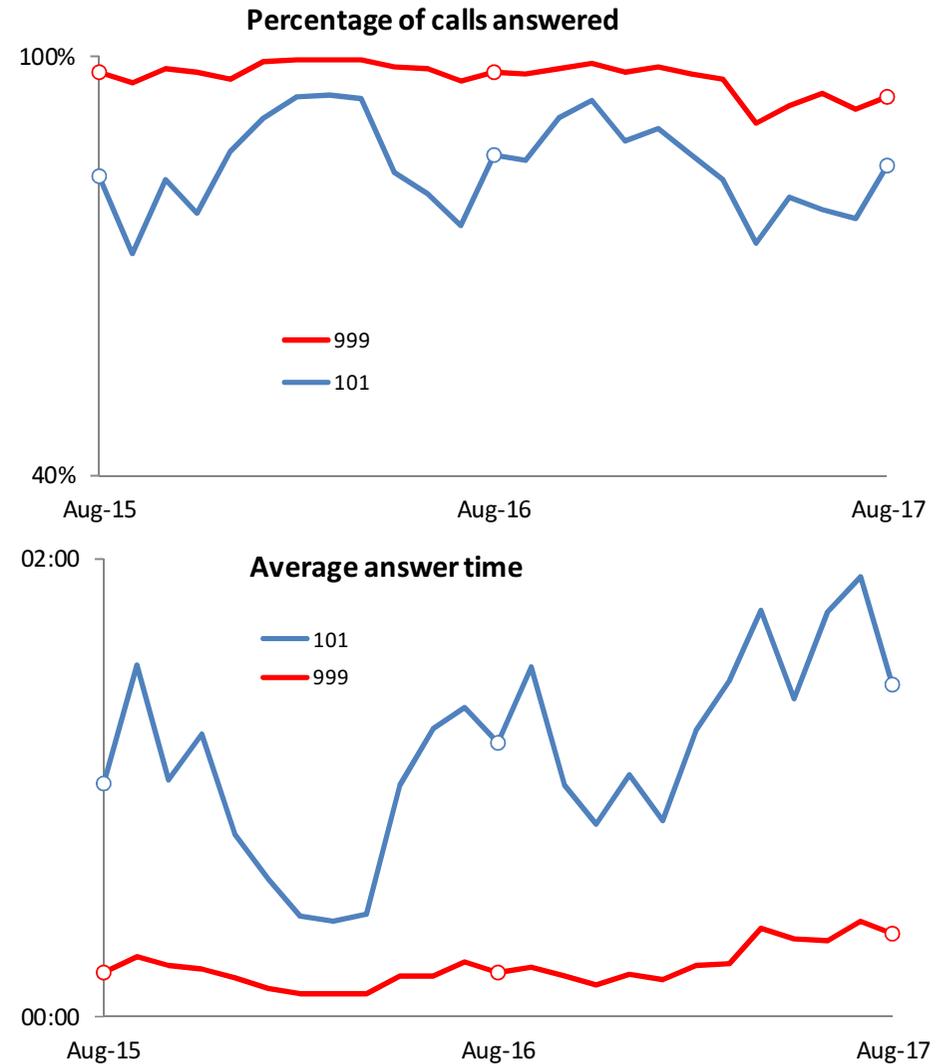
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3. Call Handling

1. Implementation of a Customer Service Desk (CSD) has improved secondary call handling performance with those calls now included as part of 101 to better reflect call handling performance.
2. The answer rate for 999 calls is 94% in August compared to 98% in 2016/17.
3. The average answer time is 22 seconds in August (11 seconds in 2016/17).
4. The answer rate for all 101 calls is 84% in August, lower than 86% in 2016/17.
5. The average answer time remains higher at 1mins 28secs in August 2017, compared to 1min 06secs for 2016/17.
6. The average call duration has increased for both 999 and 101 calls (excluding CSD).



999 calls			
	Aug-16	Aug-17	% change
Call duration	3:12 mins	3:33 mins	11%
Wrap-up	2:39 mins	3:32 mins	33%

101 calls (excluding CSD)			
	Aug-16	Aug-17	% change
Call duration	4:24 mins	6:10 mins	40%
Wrap-up	1:48 mins	2:43 mins	51%

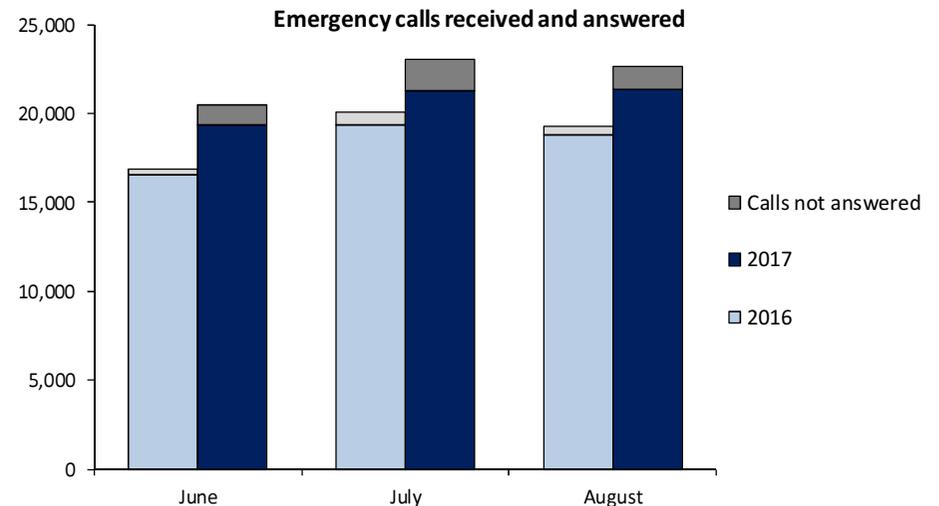
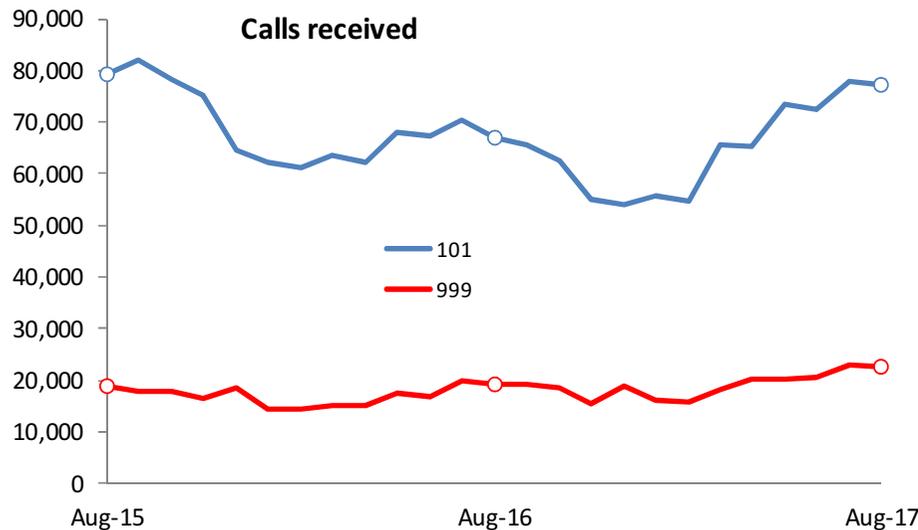


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4. Call Handling



1. 999 call demand has continued to increase to highest recorded levels (data available from 2011).
2. Although the answer rate has reduced to 94%, the number of emergency calls answered between June - August 2017 is more than the number of calls received in the same period last year.
3. Actions to manage demand include: on-going review of demand and resources, recruitment of call handlers, development of a temporary customer service desk; reduction of non-emergency demand utilising RWD and reduction of secondary and internal demand via process improvements and training.



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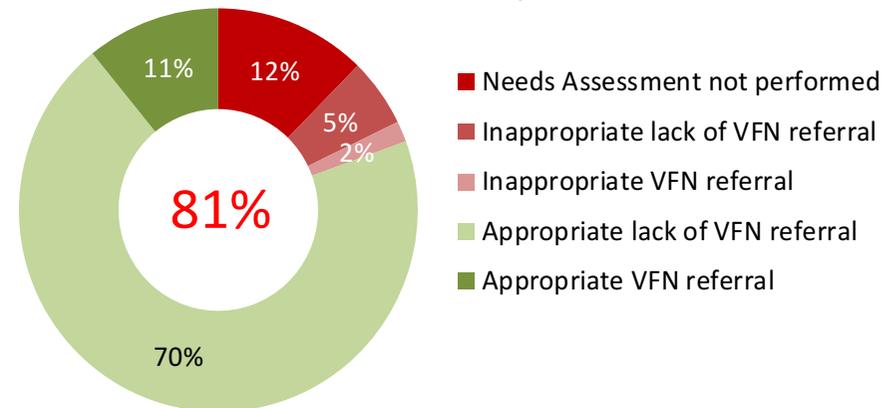


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5. Victims' Code of Practice

1. 81% of victims have a satisfactory needs assessment (11% are referred to VFN and 70% do not need to be referred).
2. 12% of victims do not receive a needs assessment; however, there are some cases where it is not appropriate.
3. 5% of victims had a needs assessment, but were not referred when they should have been.
4. 2% of victims were referred to VFN, but did not have any identified vulnerability.
5. Action plan in place to improve compliance with the Victims' Code of Practice, monitored at Criminal Justice Strategy Group.
6. Changes completed to Police E-Box crime recording 'app' and to VNA screens to ensure erroneous referrals are not made to Victim First Northumbria; NPICCS still to be amended.
7. An external Victims and Witnesses page on the force website – easy to navigate, with links to the Victims' Code of Practice, Victims First Northumbria and useful information on crime prevention, as well as help line numbers.
8. A more streamlined process for the Victims' Right to Review Scheme.
9. A video, accessible via the smartphone, which allows the victim to directly hear about the services provided by Victims First Northumbria and the Victim Needs Assessment.
10. An internal video briefing on the support offered by Victims First Northumbria and the Victim Needs Assessment process.
11. Operational Steering Group and Victims' Forum in place to discuss best practice and communicate key messages, via victims' champions.

Satisfactory victim needs assessment breakdown in 2017/18



6. Objective – Effective Criminal Justice

Rape Charge rate 9% reduced from 15% last year. National 6% ↓

Conviction rate 48% same as last year. National 58%. ↔

Report to conviction rate 4% reduced from 7% last year. National 4%. ↓

Sexual offences Charge rate 12% reduced from 15% last year. National 9%. ↓

Conviction rate 77% increase from 75% last year. National 80%. ↑

Report to conviction rate 10% reduced from 11% last year. National 7%. ↓

Domestic violence Charge rate 17% reduced from 22% last year. ↓

Conviction rate 71% reduced from 72% last year. National 77%. ↓

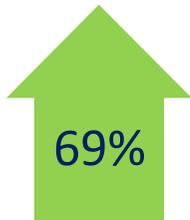
Report to conviction rate 12% reduced from 16% last year. ↓



Improvement in the percentage of guilty pleas at first hearing (63% 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 (60% in 2016/17).



Improvement in Digital Forensic Unit backlog (150 jobs as at February 2017).



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7. Objective – Reducing Anti-Social Behaviour



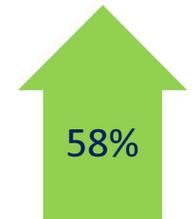
Reduction in anti-social behaviour incidents to 165 per day *(from 167 per day 2016/17).*
(equivalent to a reduction of 168 incidents)

13%

Low perceptions of ASB *(12% for the previous 12 months).*



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



Increase in the percentage of long term victims who experienced no further incidents *(53% previous period).*



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



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

75 repeats from 251 high or medium risk individuals in 12 months to August 2017.
42 repeats from 173 high or medium risk individuals in 12 months to August 2016.



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8. Objective – Cutting Crime



Crime Severity Score. An alternative measure of total recorded crime that weights each offence by the severity of the type of offence (based on sentencing data). There is an 22% increase (*placed 30thth nationally*).



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

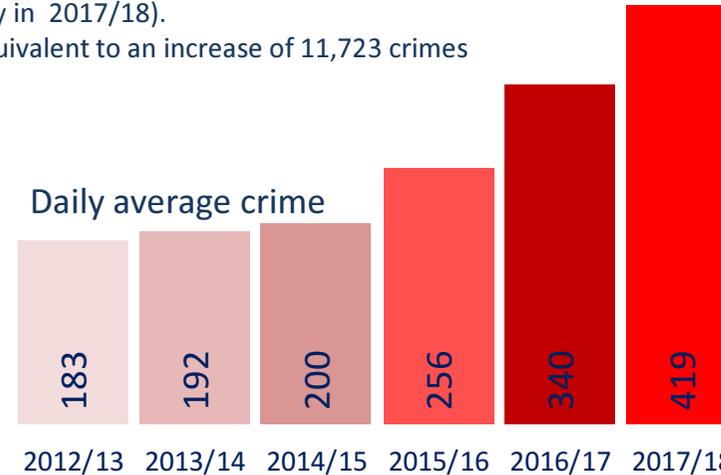


Improved compliance with NCRS (*93% compliance in 2016/17*).



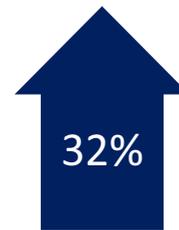
- 90%** think police do a good job in keeping NTE safe
- 94%** think cyber crime is a problem
- 84%** think roads are safe where they live
- 79%** aware of modern day slavery as a problem

There is a 23% increase in recorded crime (from an average of 340 crimes per day during 2016/17 to an average of 419 crimes per day in 2017/18).
Equivalent to an increase of 11,723 crimes



Approximately 3% represents an increase in offending, 20% is attributable to further improvements in crime recording.

Crime levels are now projected to increase between 17% and 27% by March 2018.



of incidents result in a recorded crime, and increase compared to last year (*24% in August 2016*).

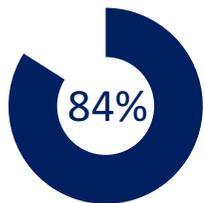
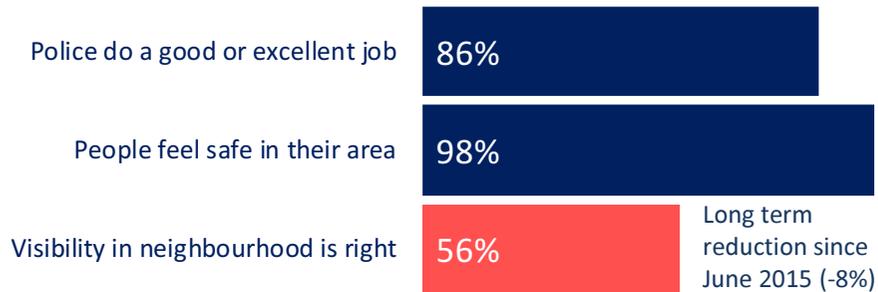


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9. Objective – Community Confidence



Hate victims satisfied with whole experience.

97% of ASB and domestic abuse victims confident to report further incidents.

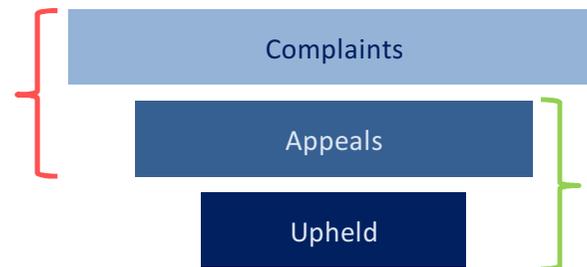


Increase in live complaints (from 193 as at 31 March 2017).

Allegations

- ↓ Incivility, impoliteness and intolerance (-21%)
- ↑ Other assault (+6%)
- ↓ Other neglect or failure in duty (-10%)

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



8% of Force investigated appeals upheld (15% in 2016/17, National average 18% in 2016/17).
 31% of IPCC investigated appeals upheld (39% in 2016/17, National average 40% in 2016/17).



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