

POLICE & CRIME PLAN PERFORMANCE REPORT

Building Safer Communities and Effective Justice

December 2017

- Performance is compared to the column 'Comparative period FY 2016/17 unless stated'
- 2016/17 when stated in the document refers to the period 1 April 2016 – 31 March 2017

Domestic and Sexual Abuse

Highlights

- Improving satisfaction of domestic abuse victims
- Improved recording of sexual offences

Concerns

- Increase in recorded sexual offences
- Increase in reported domestic abuse incidents

Pages 2 to 5

Putting Victims First

Concerns

- Call handling rates
- Reduction in satisfaction with respect to action taken
- Victim needs assessments

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Effective Criminal Justice System

Highlights

- Improved recording of sexual offences
- Use of out of court disposals
- Improved digital forensic unit

Concerns

- Reduced charge rates for sexual offences and domestic abuse
- Reduced conviction rates for rape and domestic abuse

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Reducing Anti-Social Behaviour

Highlights

- Reduced ASB

Concerns

- Increasing perception of ASB
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Cutting Crime

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- Improving compliance with NCRS

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- Increase in recorded crime
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Community Confidence

Highlights

- High confidence to report further domestic abuse and ASB
- Increasing confidence in the PCC
- Reduction in IPCC upheld appeals

Concerns

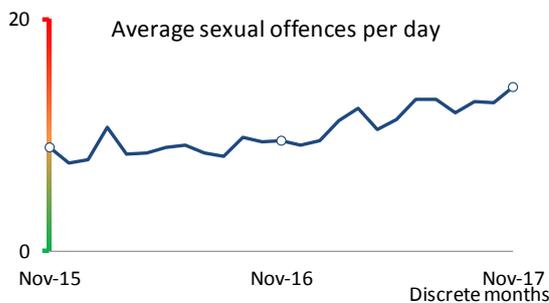
- Reduced satisfaction of victims of hate crime

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A reduction in sexual and domestic abuse

Domestic and Sexual Abuse

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
1. Recorded sexual offences	12 /day 1,832 crimes	April to August 2017	9 /day 3,467 crimes		12 /day 3,037 crimes	April to November 2017
2. Recorded domestic abuse incidents	92 /day 14,173 incidents	April to August 2017	85 /day 31,048 incidents		91 /day 22,158 incidents	April to November 2017
3. Percentage of high or medium risk victims of domestic abuse who have suffered a subsequent incident or crime	43% 3,330 repeat victims	12 months to August 2017	44% 3,345 repeat victims	12 months to November 2016	43% 3,353 repeat victims	12 months to November 2017
4. Percentage of victims of sexual abuse who have suffered a subsequent crime	N/A				8% 205 repeat victims	12 months to November 2017
5. Level of reduction in domestic abuse RFG score of MATAAC subjects	63%	November 2015 to August 2017			72%	November 2015 to November 2017



Sexual and domestic abuse

The number of sexual offences recorded per day has increased from an average of nine per day during 2016/17 to 12 per day since April 2017 (measure 1); this is equivalent to an increase of 31%. The Force is ranked 38th nationally (based on the rate per 1,000 population for the 12 months to October 2017).

The Force's improved crime recording is a contributing factor to this increase. The number of reported incidents of sexual offences has increased by 11%¹, indicating a real increase in reporting (although the proportion of adults who said that they had been a victim of such crimes in the crime survey of England and Wales has remained relatively stable).

The number of domestic abuse incidents has also increased, from an average of 85 per day during 2016/17 to an average of 91 per day since April 2017; this is equivalent to an increase of 7% (measure 2).

Repeat sexual offences

The repeat rate for sexual offences is reported for the first time. There were 2,568 victims of sexual assaults that occurred during the 12 months to November 2017. Of those, 205 had been a victim of a sexual assault in the previous 12 months. The details of the repeat victims have been shared with the Safeguarding Department who will review and assess each case to consider any additional actions to reduce victimisation (measure 4).

MATAAC

The percentage of perpetrators whose RFG² score reduced after being discharged from MATAAC is 72%; an improvement since the previous

¹ Due to the likely influence of improvements in crime recording, incidents are used to indicate increases or decreases in crime.

² The RFG score is calculated using the recency, frequency and gravity of offending and the number of victims over the last two years.

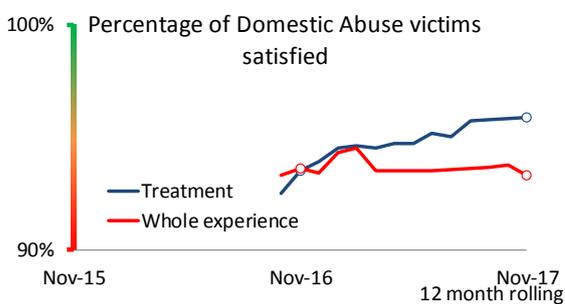
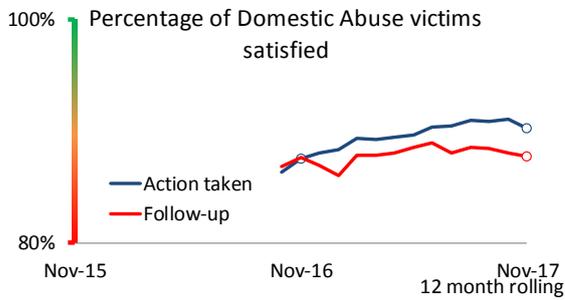
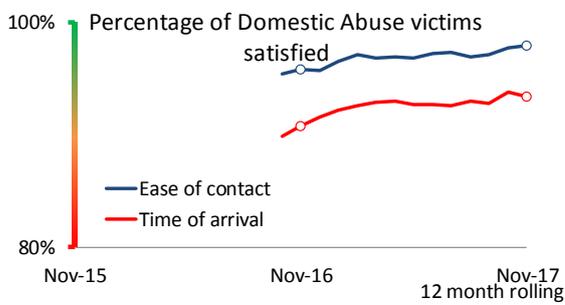
report.

From the 371 perpetrators managed since November 2015, the average recorded domestic abuse offences reduced to 0.3 per month after being discharged from MATAAC from 0.8 offences per month pre-MATAAC involvement (measure 5).

Since the previous report, 44 MATAAC cases have been closed:

- 21 – All actions completed, no further offending, NPT monitoring
- 6 – Restrictions in place, offending has decreased, NPT managing
- 5 – Engaging with alcohol treatment / mental health services etc.
- 4 – In prison
- 3 – Children’s Services managing
- 2 – All actions completed, NPT monitoring
- 2 – Referred to MAPPA
- 1 – Moved out of area

An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse					Domestic and Sexual Abuse	
	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of domestic abuse victims satisfied with the policing response provided (600 surveys completed per annum):						
6. Ease of contact	97% +/- 1.4	12 months to August 2017	96% +/- 2.5	May 2016 to November 2016	98% +/- 1.2	12 months to November 2017
7. Time of arrival	93% +/- 1.9	12 months to August 2017	91% +/- 3.3	May 2016 to November 2016	93% +/- 1.9	12 months to November 2017
8. Action taken	91% +/- 2.1	12 months to August 2017	88% +/- 3.6	May 2016 to November 2016	90% +/- 2.2	12 months to November 2017
9. Follow-up	89% +/- 2.3	12 months to August 2017	88% +/- 3.8	May 2016 to November 2016	88% +/- 2.5	12 months to November 2017
10. Treatment	96% +/- 1.5	12 months to August 2017	94% +/- 2.7	May 2016 to November 2016	96% +/- 1.5	12 months to November 2017
11. Whole experience	94% +/- 1.8	12 months to August 2017	94% +/- 2.6	May 2016 to November 2016	93% +/- 1.8	12 months to November 2017
12. Assessment of the effectiveness of harm reduction plans for vulnerable victims	88% of harm reduction plans were considered to be of a good or outstanding standard based on a review of a sample of 50 harm reduction plans in July 2016 (90% had a satisfactory plan in place that addressed victim vulnerabilities). This exercise was repeated in March 2017 and 92% were considered to be of a good or outstanding standard (98% had a satisfactory plan in place that addressed victim vulnerabilities).					
Establish a baseline assessment of our response to Adolescent to Parent Violence and Abuse					N/A	



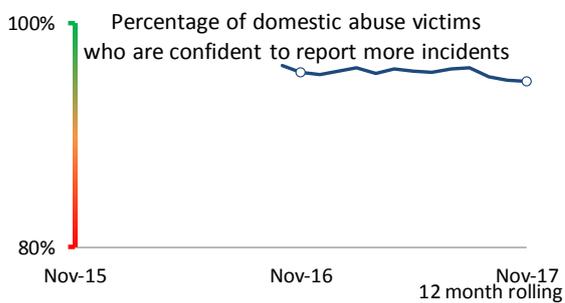
Domestic Abuse Victim Satisfaction

In the 12 months to November 2017, the satisfaction of domestic abuse victims has increased for ease of contact, time of arrival, action taken and treatment in comparison to the comparative period. Satisfaction with the whole experience reduced from 93.6% to 93.3%. It remains higher than the equivalent satisfaction level for volume crime victims (89%) (measures 6 to 11).

More confidence in the reporting of domestic and sexual abuse

Domestic and Sexual Abuse

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Percentage of victims who are confident to report further abuse to the police again (600 surveys completed per annum):			
13. Domestic abuse	96% +/- 1.4	12 months to August 2017	96% +/- 2.2 May 2016 to November 2016
14. Sexual abuse			95% +/- 1.7 12 months to November 2017
			N/A



Confidence – Domestic Abuse

The confidence of domestic abuse victims to report future incidents has remained relatively stable over time and is currently at 95%, compared to 96% for the previous period (not statistically significant) (measure 13).

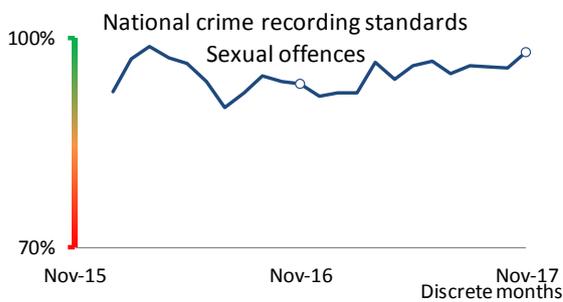
Victim Satisfaction – Rape and Serious Sexual Assault

A new survey of rape and serious sexual assault victims is being implemented. A victim screening process has been developed, with victim consent to be obtained prior to all survey contact. Surveys will be conducted 6 to 12 weeks following the initial report. Following this process surveys will start early 2018 (measure 14).

An overall better policing response and support services for victims with complex needs and those affected by domestic and sexual abuse

Domestic and Sexual Abuse

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
15. Percentage of sexual offences that comply with National Crime Recording Standards	96% 83 under recorded April to August 2017	94% 231 under recorded	96% 126 under recorded	April to November 2017
16. Percentage of rape offences recorded within 24 hours	93% 676 within 24 hrs April to August 2017	89% 1,106 within 24 hrs	90% 941 within 24 hrs	April to November 2017
17. Percentage of cancelled crimes for sexual offences appropriately cancelled	91% 33 appropriately cancelled April to July 2017* <small>August data was not available for this reporting period</small>	98%	95% 58 appropriately cancelled	April to November 2017
18. Percentage of domestic abuse incidents that meet incident recording standards			N/A	



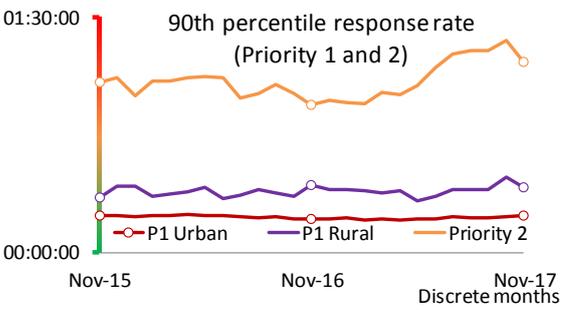
The compliance with National Crime Recording Standards (NCRS) for sexual offences has increased from 94% in 2016/17 to 96% (measure 15).

The timeliness of recording rape offences has also improved over the same period from 89% recorded within 24 hours to 90% (measure 16). This improvement is partly attributable to the introduction of crime recording at source within the Communications Department. There has been a reduction in the timeliness of recorded rape offences when compared to the last reporting period. This reduction is due to the complexities of NCRS, in particular the need to crime more than one crime in more complex cases. In some cases the officer did not record the appropriate number of crimes e.g. rape offences which have multiple offenders, but only one crime created, rather than a crime for each offender. The Operation Verify Team provides regular feedback to officers and senior managers to improve learning and compliance.

All cancelled sexual offences are reviewed by Operation Verify; there have been no inappropriately cancelled crimes for sexual offences in the period September to November 2017. In the previous period, there were four inappropriately cancelled crimes, and therefore the percentage compliance for April to November 2017 is 95% compared to 98% in 2016/17 (measure 17).

Improved victim satisfaction and police response (1 of 3)

Putting Victims First

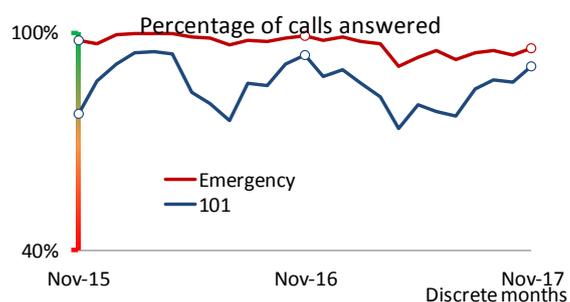
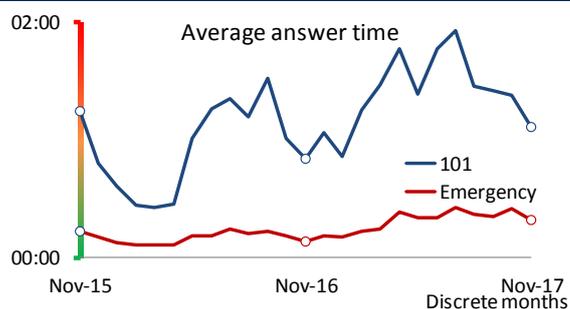
	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Percentage of calls dealt with meeting call handling standards (based on sample sizes of 446 in February 2017 and 345 in November 2017)			
19. Correct greeting and overall politeness	N/A	96% February 2017 sample	97% November 2017 sample
20. An explanation of response was given	N/A	58% February 2017 sample	65% November 2017 sample
21. All information was recorded	N/A	80% February 2017 sample	85% November 2017 sample
22. Contact handler reassured the caller	N/A	88% February 2017 sample	86% November 2017 sample
23. Contact handler related with the caller	N/A	90% February 2017 sample	88% November 2017 sample
24. Contact handler resolved the caller's request	N/A	93% February 2017 sample	94% November 2017 sample
25. Attendance rate for priority 1 incidents (Urban)	13m 01s April to August 2017	13m 23s	13m 19s April to November 2017
26. Attendance rate for priority 1 incidents (Rural)	22m 47s April to August 2017	23m 25s	23m 51s April to November 2017
27. Attendance rate for priority 2 incidents	1h 10m April to August 2017	1h 01m	1h 12m April to November 2017
 <p>90th percentile response rate (Priority 1 and 2)</p> <p>Nov-15 Nov-16 Nov-17 Discrete months</p> <p>—○ P1 Urban —○ P1 Rural —○ Priority 2</p>	<p>The latest assessment of call handling standards was conducted in November 2017, based on a sample of 345 calls. The percentage of calls where the contact handler has reassured and related with the caller reduced from the previous assessment (measures 22 & 23). Most aspects of the call are similar to the previous assessment, with improvements in explaining the response (measure 20) and recording all of the information (measure 21); however, these remain areas for improvement.</p> <p>While the response rates to priority 2 incidents (measure 27) and priority 1 incidents in rural areas (measure 26) improved slightly in November, further improvements are required to return to the level of service provided in 2016/17.</p>		

Improved victim satisfaction and police response (2 of 3)

Putting Victims First

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Average time to answer calls			
28. Emergency calls	0m 22s April to August 2017	0m 11s	0m 22s April to November 2017
29. 101 calls	1m 39s April to August 2017	1m 06s	1m 31s April to November 2017
30. Non-Emergency calls	2m 04s April to August 2017	0m 41s	2m 02s April to November 2017
31. Secondary calls	3m 07s April to August 2017	1m 24s	3m 02s April to November 2017

32. Switchboard calls	0m 30s	April to August 2017	1m 27s	August 2016 to March 2017	0m 25s	April to November 2017
Percentage of calls answered						
33. Emergency calls	93% of 106,784	April to August 2017	98% of 211,449		94% of 169,156	April to November 2017
34. 101 calls	79% of 365,196	April to August 2017	86% of 747,889		82% of 576,182	April to November 2017
35. Non-Emergency calls	80% of 156,876	April to August 2017	94% of 290,807		81% of 259,945	April to November 2017
36. Secondary calls	53% of 95,792	April to August 2017	76% of 367,574		57% of 118,395	April to November 2017
37. Switchboard calls	98% of 112,527	April to August 2017	98% of 89,508	August 2016 to March 2017	99% of 197,842	April to November 2017



Call handling performance reduced in 2017 due to:

An increase in calls. This increase in call demand was seen nationally. Some of the reasons for the increase included:

- Callers ringing 999 after having faced longer response times on 101. (Measure 28)
- Higher volume of mental health related calls.
- Greater confidence in reporting crimes.
- Higher volume of calls suitable for other agencies.

There has also been an increase in call handling times, as call handlers (CH) spent more time with each call conducting more detailed risk assessments (utilising THRIVE), providing safeguarding advice and in some incidents, recording crimes.

Performance was further affected by staff turnover, with one third of the workforce being new in post. Following police officer recruitment, new staff were required to replace those who had been recruited resulting in the recruitment of 24 new key time staff members. There is a 12 week training programme for new staff, followed by mentoring by experienced call handlers. This has a consequence of slowing down the experienced call handlers as they mentor the new recruits. It takes approximately nine months for a call handler to become fully competent.

There has been a range of activity completed to address performance and to further understand and manage demand including:

Short Term

- The Force Operations Manager role will be introduced into the Force Control Rooms in January 2018 as a Team/Shift Manager for performance and incident management driving the performance framework and Call Handling Action Plan.
- A sample of 12 calls per call handler will be used to support one-to-one meetings with staff to improve standards; standards will also be discussed at team performance meetings.
- Daily scrutiny of 24 hour call handling performance will be introduced.
- Introduced performance snapshot reporting via social media and demand reduction messaging on Twitter.
- Introduced Webchat to ease secondary demand.

Medium Term

- The integration of RWD into the Communications Department will increase capability around performance challenges and call handling functions.
- Recruited to establishment (12 new key time call handlers) who are in the second stage of their training programme.
- The Communications Department senior management team will engage with Area Commanders to reinforce improved discipline on 'task not ask' to reduce time taken deploying resources.
- The Customer Service Desk interim structure has been maintained with investment in staff training to increase functionality.

Longer Term

- A review of the 20 key time workers for contact handler and resource controllers function, who work 10-2pm across the working week, appears not to deliver against the performance challenges.
- Plans in place to transform how the force communicates under the Customer Services Project including maximising technology and online communication.

Improved victim satisfaction and police response (3 of 3)

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Percentage of crime victims satisfied with the policing response provided (1,800 surveys completed per annum):			
38. Ease of contact	97% +/- 0.8	12 months to August 2017	98% +/- 0.8
39. Time of arrival	91% +/- 1.5	12 months to August 2017	92% +/- 1.4
40. Action taken	85% +/- 1.4	12 months to August 2017	88% +/- 1.4
41. Follow-up	82% +/- 1.6	12 months to August 2017	84% +/- 1.6
42. Treatment	96% +/- 0.8	12 months to August 2017	96% +/- 0.8
43. Whole experience	89% +/- 1.3	12 months to August 2017	91% +/- 1.3
Percentage of victims satisfied with the RWD policing response provided (600 surveys completed per annum):			
44. Action taken	94% +/- 1.8	12 months to August 2017	93% +/- 1.7
45. Victim thought their incident was taken seriously	91% +/- 2.0	12 months to August 2017	92% +/- 1.8
46. Whole experience	88% +/- 2.2	12 months to August 2017	89% +/- 2.0
Satisfaction levels for victims of crime, with a specific sample for those that are considered vulnerable and for repeat victims			N/A
<p>Satisfaction – Victims of crime In the 12 months to November 2017, there has been a statistical reduction in victim satisfaction with actions taken (measure 40), from 88% to 85%. Satisfaction with follow up (measure 41) has also decreased over time from 84% previously to 82% (not statistically significant).</p> <p>The main reasons for the reduction include:</p> <ul style="list-style-type: none"> Victim expected more action to be taken against the offender. Not being kept informed of progress/outcome. Unhappy with the outcome of the investigation. <p>Satisfaction is also influenced by fewer satisfied victims of vehicle and violent crime.</p> <p>This survey of crime victims, which was mandated by the Home Office, was withdrawn in March 2017. Following the withdrawal the force took the opportunity to develop a better means to capture feedback.</p> <p>A new survey has been introduced which covers a broader spectrum of crime, with a specific sample of vulnerable and non-vulnerable victims. The questions are designed around the code of practice for victims, with a focus on key areas such as the provision of case information, needs assessments, the quality of third party victim support and outcomes.</p> <p>The existing survey will continue until the new survey results are able to be reported in early 2018.</p>			

Satisfaction – Resolution without deployment

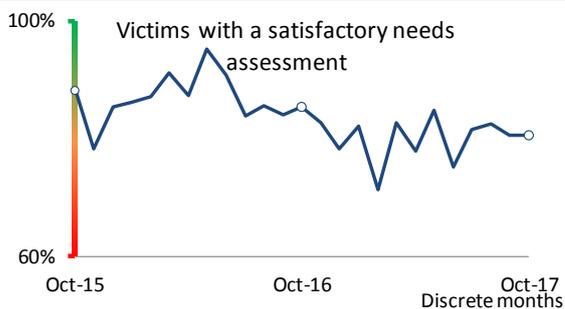
Whole experience satisfaction (measure 46) has been decreasing since March 2017 and is currently at 86% compared to 89% previously; a statistically significant reduction. There have also been decreasing trends for actions taken and follow up, although not statistically significant.

The main reasons for dissatisfaction include:

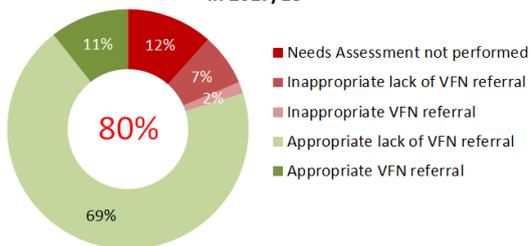
- Victims not receiving updates, or updates taking too long.
- Not taking action quickly enough after the initial report.
- Reports not being taken seriously.

The reduction is also influenced by lower than average satisfaction for offences of theft and handling.

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current
47. Percentage of victims with a satisfactory needs assessment	79% of 44,528	April to August 2017	83% of 90,412		80% of 65,402 April to November 2017
48. Percentage of needs assessments completed within 48 hours	81% of 44,528	April to August 2017	81% of 8,586	March 2017	82% of 65,402 April to November 2017



Satisfactory victim needs assessment breakdown in 2017/18



The Victims' Code of Practice (VCOP) contains a total of 22 individual entitlements for victims; performance against all of VCOP requires a combination of performance reporting and review of cases. VCOP compliance is reported through the Force Assurance Board. A six-monthly review provides insight into compliance and following the first audit in June 2017, a second audit has commenced with findings expected in February 2018.

A regular indicator of compliance is the VNA (Victim Needs Assessment) measure. The VNA assessment considers a range of indicators which are:

- Timeliness of completion – the proportion conducted within 48 hours of the crime being recorded.
- Overall completion – the percentage of victims who have a need assessment completed.
- Appropriateness of outcome – the percentage of victims correctly referred (or not referred) to VFN.

This is shown in the charts opposite.

From this reporting period, customer satisfaction surveys are now being used to reach a greater sample of victims where no needs assessment was conducted, to understand from them, if they feel they should have had an assessment. This has resulted in a small percentage reduction in overall compliance.

80% of victims have a satisfactory needs assessment (measure 47), compared to 79% in the last reporting period and 83% in the comparative period. The number of VNAs completed within 48 hours (measure 48) in this reporting period has improved when compared to the previous and comparative period.

The completion of VNAs within 48 hours continues to be a focus of Area Command and Departmental performance meetings. Criminal Justice leads, who are chief inspectors from each area, are provided with a list of staff that have not completed a VNA within 48 hours to manage and improve performance.

A sample of the cases where a need assessment is not performed (sample = 110) has been reviewed and indicated that around half of these could not have had a VNA completed – this included cases where the victim is Regina or a business, and data input errors mean they are erroneously included in the assessment. In addition, cases where a victim disengages before a VNA could be completed, third party reports where a victim cannot be contacted, multiple crimes for one victim (a VNA only needs to be completed once) or multiple victims when only one

VNA is needed (e.g. mother and child a victim but one VNA for the mother would address the needs for both) and cancelled crimes. If the selection holds true for the total population then the reported non-compliance is halved i.e. 6% (rather than 12% as show in pie chart on previous page – Needs assessment not performed) of recorded crimes require a VNA to be completed.

The assessment also identified examples where offences against police officers and PCSOs, do not have a completed VNA. Guidance will be circulated in January 2018 to ensure officers manually update these crimes to show that a VNA is not required. In addition, there may be some confusion by officers when a child is the victim and therefore adult consent or counter signature is required; guidance will be submitted around this area to address this issue.

The ongoing VCOP action plan continues to manage improvement and will be reviewed against the findings of the audit in February 2018. The impact of completed activity such as improvements to the website and internal awareness, which were completed in September and October, will also be assessed.

Putting Victims First

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
49. Percentage of calls correctly assessed for vulnerability, threat, risk and harm (THRIVE) ³	N/A	97% February 2017 sample	95% November 2017 sample
50. Percentage of calls correctly assessed for vulnerability, threat, risk and harm AND rationale			84% November 2017
51. Percentage of incidents allocated the most appropriate response (THRIVE)	N/A	87% February 2017 sample	82% November 2017 sample
52. A qualitative and quantitative assessment of compliance with the Victims' Code of Practice	Assessment conducted; 9 areas assessed with 3 assessed as non-compliant and 5 assessed as partially compliant.		
53. Attendance rates at incidents with vulnerable victims (priority 2)	1h 13m April to August 2017	1h 14m	1h 15m April to November 2017
54. Percentage of rape offences recorded within 24 hours	93% 676 within 24 hrs April to August 2017	89% 1106 within 24 hrs	90% 941 within 24 hours April to November 2017

A review of the application of THRIVE shows a reduction in the quality of contact handlers' assessments of threat, harm and risk. 82% of callers received the most appropriate response (measure 51), with some callers receiving a quicker response and others receiving a poorer service.

In addition to the previous assessments, incident logs were inspected to identify if the rationale for THRIVE assessment was recorded. While 95% of calls were correctly assessed, only 84% were correctly assessed and had the appropriate rationale recorded on the log (measure 50).

There is an action plan in place to improve performance in this area, key actions include:

- THRIVE Evaluation team review three logs per call handler per incident type, a minimum of 12 per individual. Performance data published regarding rationale and THRIVE.
- Each incident was reassessed by two dedicated team leaders and individual feedback given face to face.
- Clear expectations set for all, included in performance meetings and individuals are held to account.
- Ongoing monitoring to measure improvement.

³ THRIVE performance is based on sample sizes of 446 in Feb 2017 and 345 in Nov 2017.

Improved reporting and recording of rape, sexual offences and domestic abuse

Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
55. Percentage of sexual offences that comply with National Crime Recording Standards	96% 83 under recorded	12 months to August 2017 94% 231 under recorded	96% 126 under recorded	April to November 2017
<p>Crime recording at source has positively affected the timeliness and crime recording compliance for sexual offences. In addition, Operation Verify conducts detailed analysis of all recorded sexual offences and incidents opened as Domestic Abuse. This includes listening to the initial call, examining the content of the log and where necessary contacting the caller/ injured party for clarification. Operation Verify staff have engaged and trained staff e.g. MARAC coordinators to ensure compliance from the outset.</p> <p>The compliance with National Crime Recording Standards for sexual offences (measure 55) has increased from 94% in 2016/17 to 96% since April 2017. While this is an improvement, it represents 126 sexual offences that, without intervention, would not have been recorded. Feedback is provided to the officer in charge and senior managers to improve learning and compliance.</p>				
<p>The graph shows the percentage of sexual offences that comply with national crime recording standards from November 2015 to November 2017. The y-axis represents the percentage, ranging from 70% to 100%. The x-axis shows discrete months from Nov-15 to Nov-17. A horizontal line at 100% represents the national crime recording standards. The 'Sexual offences' line starts at approximately 85% in Nov-15, peaks at 95% in early 2016, dips to 85% in mid-2016, and then fluctuates between 90% and 95% through Nov-17.</p>				

Increased number of guilty pleas at first hearing

Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
56. Percentage of guilty pleas at first hearing ⁴	64% April to July 2017	63% April to October 2016	64%	April to October 2017
<p>The percentage of guilty pleas at first hearing (measure 56) has improved slightly from 63% in 2016/2017, to 64%, which is the same as the previous reporting period. This is lower than the national average of 68.6%. In order to increase the number of guilty pleas at first hearing the LCJB Strategic Group is working together across criminal justice agencies to address the issue of fail to appear (FTA) and Northumbria Police continue to focus on file quality.</p>				

Prevention of first time and repeat offending

Effective Criminal Justice System

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
57. Evaluate the implementation of the out of court disposal framework, including an assessment of its	The out of court disposal framework will be monitored internally and independently evaluated to assess its effectiveness.			
58. Appropriate use of out of court disposals where a charge is the normal outcome ⁵	69% April to June 2017	60%	69%	April to August 2017
59. Percentage of subjects through Integrated Offender Management who have reduced offending			N/A	
60. Monitor first time offending		3,531 12 months to June 2016	2,852	12 months to June 2017
61. Outstanding volume within the Digital Forensic Unit (high risk computers)	55 jobs As at August 2017	150 jobs As at February 2017	39 jobs	As at November 2017

⁴ The percentage of guilty pleas are provided by the CPS and do not include the number of guilty pleas, just the percentage.

⁵ The sample uses the selection criteria adopted by the Out of Court Disposal Scrutiny Panel. This is a focus on serious offences and persistent offenders when a charge is the expected outcome. Between April and August 2017, 140 out of court disposals have been examined, of which 96 were found to be appropriate.

First time offenders

The first time offender information (measure 60) is a new measure for December 2017. This is defined as the number of new entrants from Northumbria in to the Criminal Justice System in England and Wales, and includes first conviction, caution or youth caution.

Digital Forensic Unit

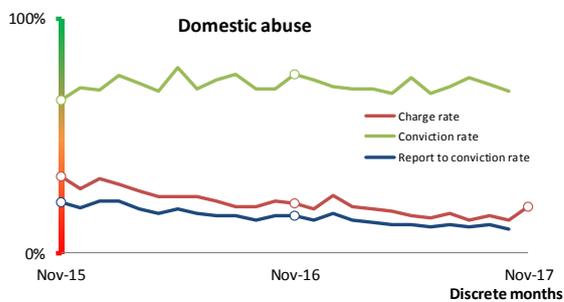
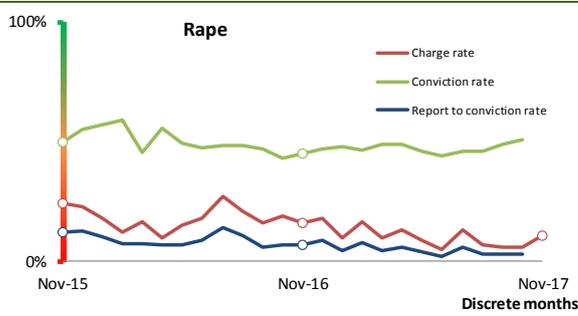
All the outstanding jobs (mobile phones, computers and CCTV) (measure 61) have been triaged and are awaiting allocation for analysis, there are 106 jobs outstanding – 39 of these are graded as high priority and will be processed as a priority.

Demand remains significant due to the Digital Forensic Unit (DFU) suffering high levels of abstractions due to essential training courses, and an influx of work from large scale enquiries for conspiracy, fraud and a large scale grooming enquiry. This work will have an impact on the pace of backlog reduction, but is being managed appropriately by DFU supervision.

Increased charge and conviction rates for cases of rape, sexual offences and domestic abuse Effective Criminal Justice System

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current
Charge rate for:					
62. Rape	9% 63 charges	April to August 2017	15% 190 charges	8% 97 charges	April to November 2017
63. Sexual offences	12% 151 charges	April to August 2017	15% 327 charges	13% 242 charges	April to November 2017
64. Domestic abuse	17% 1,503 charges	April to August 2017	22% 3,316 charges	16% 2,481 charges	April to November 2017
Conviction rate for: ⁶					
65. Rape	48%	April to July 2017	48%	47%	April to October 2017
66. Sexual offences	77%	April to July 2017	75%	78%	April to October 2017
67. Domestic abuse	71%	April to July 2017	72%	71%	April to October 2017
Report to conviction rate for:					
68. Rape	4%	April to July 2017	7%	4%	April to October 2017
69. Sexual offences	10%	April to July 2017	11%	10%	April to October 2017
70. Domestic abuse	12%	April to July 2017	16%	11%	April to October 2017
Assessment of file accreditation standards					
71. Number of post-charge failures	77 per month	April to July 2017	82 per month	168 per month	April to November 2017

⁶ Conviction rates are provided by the CPS and do not contain the number of convictions, just the percentage.



Rape

The reporting and recording of rape has increased overtime; however, the number of rape charges (measure 62) has reduced resulting in a reduction in the charge rate. The Corporate Development Department and Safeguarding have completed data analysis, case reviews and staff focus groups to establish likely causes for the reduction in charge.

Following analysis, the reduction in the number of charges is likely to be due to a number of factors including cases being with the CPS for charging advice, now that the RASSO gatekeeper backlog has reduced – in effect the backlog has moved to the next stage of the process which is at CPS. The Criminal Justice Department and Safeguarding are working closely together to reduce the time waiting to charge, as it also negatively affects charge rates as it increases the chance a victim may withdraw.

In addition, the rate of finalising rape crimes has not kept pace with the increase in the number of reports. This has resulted in an increasing number of open rape crimes. Crimes may be open for either active investigation, to record victim contact, or poor administration in finalising the crime.

The increase in open crimes and the associated workload of investigating officers could impact on:

- Quality of investigation
- Duration of investigation
- Time available to support the victim

Other factors which affect charge rate are increasing reports of third party reports which are unlikely to result in a charge due to lack of victim engagement and complexities around gaining third party material.

The majority of non-convictions of rapes are attributed to jury acquittals, a challenge in maintaining victim engagement and support through the investigation and prosecution. A specialist support service provided by VFN is due to go live in March 2018. The additional support for vulnerable victims is expected to increase engagement and therefore charge and conviction.

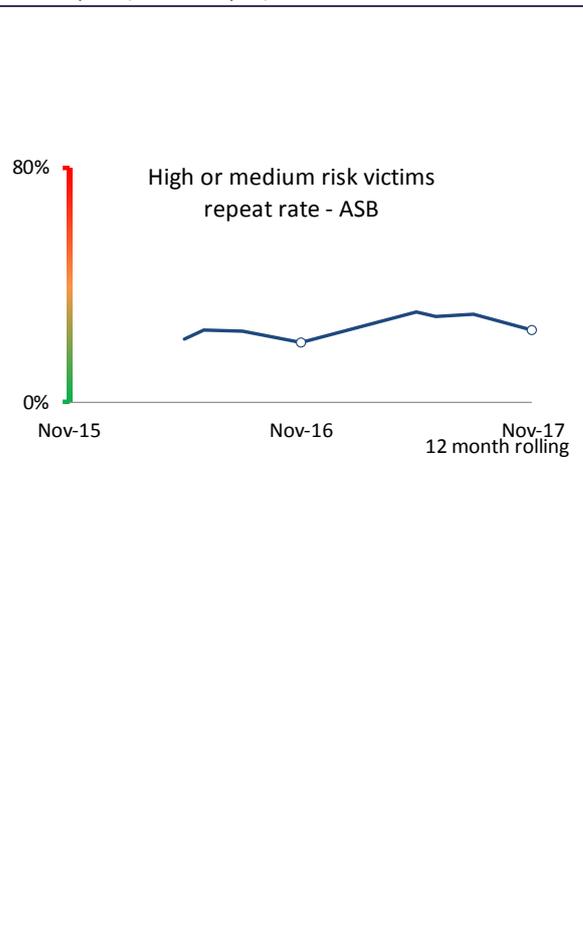
Work to identify opportunities to improve service from report to court is monitored under the rape action plan held by Safeguarding, which has been reviewed following this analysis to understand the reduction in charge.

Domestic Abuse

While domestic abuse recorded crime continues to increase, the number of charges (measure 65) is not increasing at the same pace, and as a result the charge rate had reduced to 16%.

The Safeguarding Department has developed a domestic abuse plan to ensure all departments understand the aims and objectives under Prevent, Pursue, Protect and Prepare and how they are achieved.

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
72. Recorded levels of anti-social behaviour incidents	165/day 25,304 incidents	April to August 2017	167/day 60,934 incidents		160/day 39,030 incidents	April to November 2017
73. Percentage of people who feel that ASB is a very or fairly big problem in their neighbourhood (5,000 surveyed)	13% +/-0.8	12 months to August 2017	12% +/- 0.8	12 months to November 2016	13% +/- 0.9	12 months to November 2017
74. Percentage of ASB victims who are confident to report further incidents to the police again (1,560)	97% +/-0.8	12 months to August 2017	96% +/- 0.9	12 months to October 2016	97% +/- 0.9	12 months to October 2017
75. Percentage of high or medium risk ASB victims who have suffered a subsequent incident	30% 75 repeat victims	12 months to August 2017	20% 39 repeat victims	12 months to November 2016	24% 61	12 months to November 2017
76. Percentage of victims of long term ASB who experienced no further incidents since original report (600 surveyed)	58% +/-3.9	12 months to August 2017	56% +/- 3.6	12 months to November 2016	57% +/- 4.2	12 months to November 2017



Perceptions and Confidence – Victims of ASB
 There are no statistically significant changes this period.

ASB
 The number of reported ASB incidents has decreased, although this is expected to be due to improved crime recording standards, rather than a reduction in actual ASB.

ASB repeat rate
 The number of repeat high or medium risk ASB victims (measure 75) is 24% (61 cases), which is a reduction from 30% (75 cases) the previous period, but still higher than the comparative period. Those cases identified as repeat have been reviewed to ensure correct risk identification, quicker action and partnership working so it can be assured that all victims are safeguarded and offenders have been held accountable.

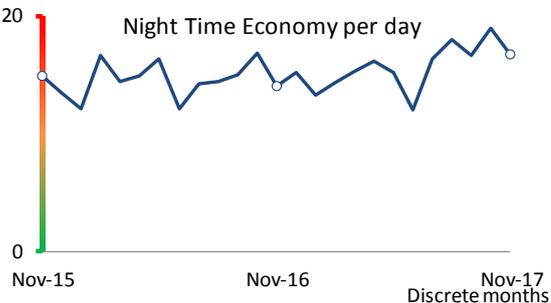
All police officers and community support officers received problem solving training in 2017 and utilise problem solving tactics in addressing ASB. An event hosted by Central NPT with local partners and representation from northern and southern area command was held in November. This provided training on legislation and powers, in addition to sharing best practice. This builds on the training previously delivered to 150 staff.

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of ASB victims satisfied with the policing response provided (1,560 surveys completed per annum):						
77. Ease of contact	96% +/-0.9	12 months to August 2017	95% +/- 1.0	12 months to October 2016	96% +/- 1.0	12 months to October 2017
78. Time of arrival	93% +/-1.7	12 months to August 2017	94% +/- 1.5	12 months to October 2016	92% +/- 2.0	12 months to October 2017
79. Action taken	85% +/-1.9	12 months to August 2017	86% +/- 1.7	12 months to October 2016	85% +/- 2.0	12 months to October 2017
80. Follow-up	87% +/-1.8	12 months to August 2017	85% +/- 1.8	12 months to October 2016	86% +/- 2.0	12 months to October 2017
81. Treatment	97% +/-0.9	12 months to August 2017	96% +/- 1.1	12 months to October 2016	97% +/- 1.1	12 months to October 2017
82. Whole experience	85% +/-1.7	12 months to August 2017	85% +/- 1.6	12 months to October 2016	84% +/- 1.8	12 months to October 2017
			<p>Satisfaction – Victims of ASB</p> <p>Satisfaction with time of arrival (measure 78) amongst victims of ASB has reduced during recent months; however, it is not statistically significant (from 94% to 92%). Short term improvements have been seen for ease of contact (see chart).</p>			

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
Assessment of investigative standards			
83. Volume crime	A review of 376 volume crime offences has been completed. 71% of investigations assessed as good or outstanding.		
84. Hate crime	N/A		
85. Serious offences and domestic abuse	A review of 100 domestic abuse related crimes has been completed, together with a desktop review of 54 rape cases. Overall standards of investigations were high for rape offences, with 86% of domestic abuse related crimes assessed as good or outstanding.		
Evaluate problem solving approaches for those crimes that cause most harm			N/A
	<p>A hate crime thematic inspection has been scheduled by HMICFRS for 2018. A force data and information return has been submitted however, it is yet to be confirmed if Northumbria will be included in fieldwork visits and interviews in early 2018.</p> <p>To prepare for a potential HMICFRS inspection, an internal hate crime inspection has commenced and will be completed by mid-January. The objectives of the internal inspection mirror the HMICFRS Hate Crime Scoping Study including:</p> <ul style="list-style-type: none"> ▪ The effectiveness of Northumbria Police strategies to protect victims and communities. ▪ Northumbria Police response to the government’s hate crime action plan. ▪ The effectiveness of partnership arrangements to improve reporting and recording. ▪ How well the needs of specific communities are understood and how innovative solutions are developed to meet these needs ▪ The effectiveness of the identification of risk to victims and wider communities. ▪ How well victims are referred to appropriate support from partners. ▪ The understanding and response to demand. ▪ The effectiveness of hate crime identification and recording. ▪ The training provided to officers and staff with a particular emphasis on suitability to role. 		

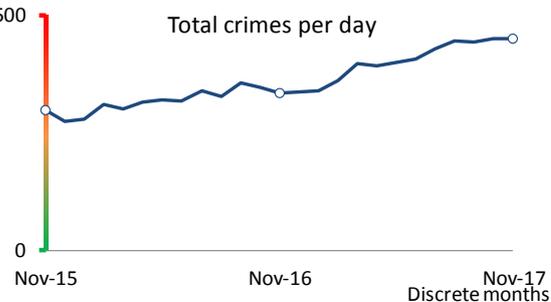
Safer night-time economy

Cutting Crime

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
86. Perceptions of safety of those that use the night time economy (464 surveyed)	90% June to August 2017 +/-3.5		89% June to November 2017 +/-2.8
87. Recorded crime levels in night time economy areas		15/day 5,356 crimes	16/day 3,969 crimes
 <p>Night Time Economy per day</p>	<p>The measure of night time economy is presented for the first time. It is defined as specific crimes and incidents (violence against the person, sexual offences, robbery, theft and begging) that occur between 8pm and 7am in areas across the Force with a night time economy.</p> <p>A slight increase in the past five months is related to assault without injury (measure 87).</p> <p>In November, there were 52 thefts of mobile phones at the O₂ Academy in Newcastle and the Metro Radio arena. The total number of thefts in November was 81 compared to fewer than 50 in every other month in the past two years.</p>		

Fewer offenders, specifically those who cause the most harm to victims

Cutting Crime

	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current
88. Recorded crime	419/day 63,429 crimes April to August 2017	340/day 124,192 crimes	427/day 104,121 crimes
89. Recorded crime levels based on the crime severity score published by ONS	50,895 April to August 2017	41,759	52,431
90. Compliance with National Crime Recording Standards	95% 3,641 under recorded April to August 2017	93% 9,843 under recorded	95% 5,254 under recorded
91. Percentage of crimes recorded within 24 hours ⁷	83% 53,776 within 24 hrs April to August 2017	72% 89,550 within 24 hrs	84% 89,566 within 24 hrs
 <p>Total crimes per day</p>	<p>Total recorded crime (measure 88) and the related crime severity score (measure 89) continue to increase. The largest crime increases are seen in violence against the person, theft, criminal damage and public order.</p> <p>For recorded crime, the Force is ranked 4th in its MSG and 32nd nationally, based on data for the 12 months to October 2017.</p> <p>This is in part, a result of improvements with national crime recording standards to 95%. HMICFRS reports Northumbria as a force with one of</p>		

⁷ The denominator used in the calculation of crimes recorded within 24 hours is slightly higher than the number of recorded crimes, as it also includes crimes subsequently cancelled.

	the highest compliance rates. Improvements have also been made with respect to recording crimes at the first opportunity (measure 91), with 84% of crimes recorded within 24 hours (this is largely attributable to the introduction of crime recording at source).
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Cut drug use and the crime that is a consequence			Cutting Crime	
	Information presented at October 2017 Panel	Comparative period FY 2016/17 unless stated	Current	
92. Monitor the number of offenders given a conditional caution referred to substance abuse	N/A		40	9th October to 30th November
93. Percentage of people who feel that cyber-crime is a very or fairly big problem (1,638 surveyed)	94% +/-1.4	June to August 2017	94% +/-1.1	June to November 2017
94. Awareness of the community regarding exploitation (e.g. sexual, labour and benefit) (2,048 surveyed)	79% +/-2.3	June to August 2017	80% +/-1.7	June to November 2017
95. Percentage of people who feel that exploitation is a very or fairly big problem (703 surveyed)			59% +/-3.6	June to November 2017
96. Perceptions of road safety, including drink driving and use of mobile phones (2,006 surveyed)	84% +/-2.1	June to August 2017	84% +/-1.6	June to November 2017
	The safer community survey was revised in June 2017 to seek perceptions over a wider range of issues. These initial results from the first five months are based on a sample of almost 2,000 surveys. While this sample size is reasonably large and is expected to be representative of the whole community, it is too early to comment on any trends.			

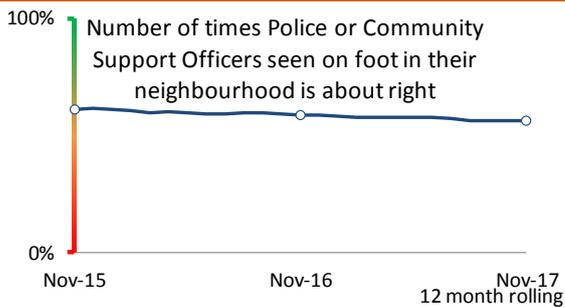
Improved satisfaction with the services that Northumbria Police and key community safety and criminal justice partners provide

Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
97. Percentage of people who believe the police do a good or excellent job in their neighbourhood	86%	12 months to +/- 0.9 August 2017	85%	12 months to +/- 1.0 November 2016	86%	12 months to +/- 1.0 November 2017
98. Satisfaction levels for victims of crime, with a specific sample for those that are considered					N/A	
99. Percentage of people who feel safe in their local area	98%	12 months to +/- 0.4 August 2017	98%	12 months to +/- 0.4 November 2016	97%	12 months to +/- 0.4 November 2017
100. Percentage of people who believe that the level of visibility in their neighbourhood is about right	56%	12 months to +/- 1.3 August 2017	59%	12 months to +/- 1.4 November 2016	56%	12 months to +/- 1.4 November 2017

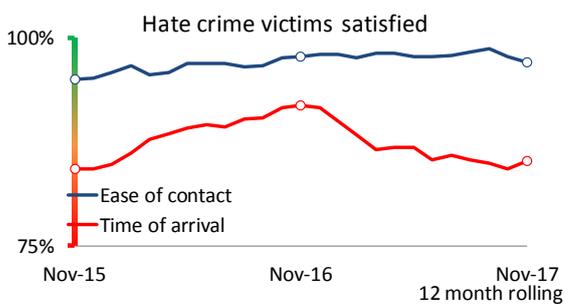
Percentage of hate crime victims satisfied with the policing response provided (approx.. 300 surveys completed per annum):

101. Ease of contact	98%	12 months to +/- 1.7 August 2017	98%	12 months to +/- 2.0 November 2016	97%	12 months to +/- 2.1 November 2017
102. Time of arrival	85%	12 months to +/- 4.4 August 2017	92%	12 months to +/- 3.5 November 2016	85%	12 months to +/- 4.3 November 2017
103. Action taken	85%	12 months to +/- 4.2 August 2017	89%	12 months to +/- 3.9 November 2016	83%	12 months to +/- 4.2 November 2017
104. Follow-up	81%	12 months to +/- 4.5 August 2017	84%	12 months to +/- 4.4 November 2016	78%	12 months to +/- 4.8 November 2017
105. Treatment	95%	12 months to +/- 2.6 August 2017	97%	12 months to +/- 1.9 November 2016	92%	12 months to +/- 3.0 November 2017
106. Whole experience	84%	12 months to +/- 4.1 August 2017	92%	12 months to +/- 3.3 November 2016	82%	12 months to +/- 4.2 November 2017



Perceptions of police visibility

Residents' perceptions of police visibility (measure 100) have steadily decreased over time. In the 12 months to November 2017, there has been a statistically significant reduction from 59% to 56%. Most resident comments show that a police presence is desired as it would act as a general deterrent, rather than being necessary in response to local crime or ASB problems.

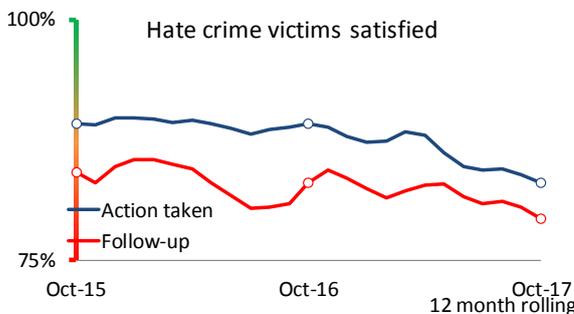


Satisfaction – Victims of Hate Crime

At a force level, whole experience satisfaction (measure 106) has fallen in the 12 months to November, from 91.9% to 82.4%, a statistically significant reduction of 9.5%. This has been influenced by fewer victims being happy with arrival time, actions taken and follow-up contact. This decreasing trend is particularly notable since June 2017.

Common reasons for dissatisfaction include:

- Not responding quickly enough/when advised.
- Not taken seriously.
- Lack of action/safeguarding.
- Not advised of progress/outcome.



Hate crime inspection

An internal Hate Crime inspection has commenced and will be completed by mid-January. The objectives of the internal inspection mirror the HMICFRS Hate Crime Scoping Study including analysis of satisfaction rates to ascertain driver factors which will inform the Hate Crime action plan for 2018.

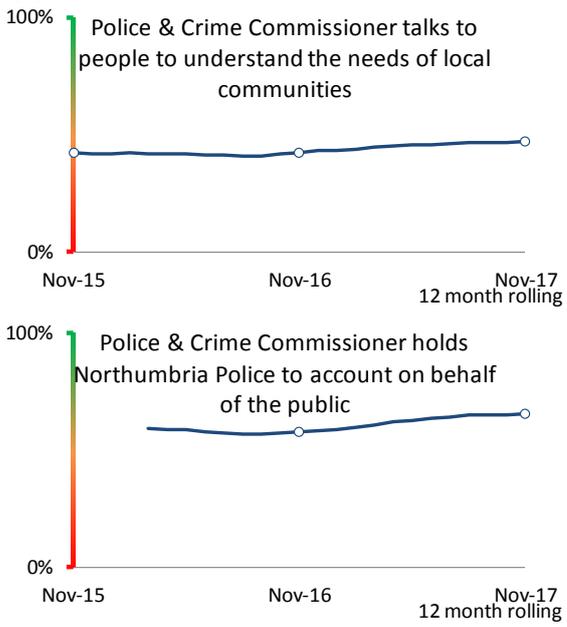
More people connecting with the police to report local concerns and crimes and reporting confidence in the police response

Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
Percentage of victims that have confidence to report further incidents in the future:						
107. Domestic abuse (600 surveyed)	97% +/- 1.4	12 months to August 2017	96% +/- 2.2	May 2016 to November 2016	95% +/- 1.7	12 months to November 2017
108. Anti-social behaviour (1,560 surveyed)	97% +/- 0.8	12 months to August 2017	96% +/- 0.9	12 months to October 2016	97% +/- 0.9	12 months to October 2017
Crime						N/A
Confidence in reporting There has been no statistical change in the confidence levels to report by domestic abuse (measure 107) and ASB victims (measure 108); both remain high at 95% and 97%, respectively.						

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf (1 of 2)

Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
109. Percentage who agree PCC talks to people to understand the needs of local communities (5,000)	46% +/- 1.4	12 months to August 2017	42% +/- 1.5	12 months to November 2016	47% +/- 1.5	12 months to November 2017
110. Percentage of public who agree the PCC holds NP to account on behalf of the public (5,000 surveyed)	65% +/- 1.4	12 months to August 2017	58% +/- 1.5	12 months to November 2016	65% +/- 1.4	12 months to November 2017
111. Evaluate the delivery of training and awareness of the code of ethics						N/A
112. Evaluate the impact of learning inputs, which have been identified during complaint and conduct						N/A
 <p>Safer Community Survey – PCC Perceptions For the 12 months to November 2017, there have been statistically significant increases in both the number of residents who agree the Police and Crime Commissioner talks to people to understand the needs of the community (measure 109) (from 42% to 47%) and holds the police to account on behalf of the public (measure 110) (from 58% to 65%).</p>						

Awareness that the PCC is always available to hear views and suggestions and will scrutinise fearlessly on the public's behalf (2 of 2)

Community Confidence

	Information presented at October 2017 Panel		Comparative period FY 2016/17 unless stated		Current	
113. Number of live complaints being managed	226	As at 31 st August 2017	193	As at 31 st March 2017	174	As at 30th November 2017
Monitor level and type of allegations:						
114. Incivility, impoliteness or intolerance	27 /mth 132 allegations	April to August 2017	34 /mth 406 allegations		29 /mth 229 allegations	Apr to November 2017
115. Other assault	17 /mth 87 allegations	April to August 2017	16 /mth 198 allegations		17 /mth 134 allegations	Apr to November 2017
116. Other neglect or failure in duty	55 /mth 273 allegations	April to August 2017	61 /mth 740 allegations		57 /mth 450 allegations	Apr to November 2017
117. Percentage of appeals made	18% 53 appeals	April to August 2017	13% 95 appeals		19% 95 appeals	Apr to November 2017
118. Percentage of appeals upheld - Overall	20% 18 appeals upheld	April to August 2017	21% 35 appeals upheld		20% 29 appeals upheld	Apr to November 2017
119. Percentage of appeals upheld - Force investigated	8% 2 appeals upheld	April to August 2017	15% 6 appeals upheld		20% 8 appeals upheld	Apr to November 2017
120. Percentage of appeals upheld - Force locally resolved	0%	April to August 2017	0%		0%	Apr to November 2017
121. Percentage of appeals upheld - IPCC investigated	31% 4 appeals upheld	April to August 2017	39% 16 appeals upheld		28% 7 appeals upheld	Apr to November 2017
122. Percentage of appeals upheld - IPCC non-recording	34% 12 appeals upheld	April to August 2017	17% 10 appeals upheld		29% 14 appeals upheld	Apr to November 2017



The number of live complaints (measure 113) has reduced since the previous report from 226 cases to 174, and is now in line with the position last year.

The number of allegations of incivility, impoliteness or intolerance (measure 114) has reduced compared to 2016/17; however, has increased compared to the last report. The number of allegations of other neglect or failure in duty (measure 116) has also reduced compared to 2016/17, but has increased compared to the last report.

The percentage of appeals made (measure 117) has increased, from 13% to 19%, but the overall percentage of appeals upheld (measure 118) has remained similar to 2016/17 (20%). The percentage of appeals upheld, which have been investigated by the force (measure 119) has increased from 15% to 20% (18% nationally and 3% MSG average).

There have been no appeals for IPCC locally resolved complaints. The percentage of appeals upheld that were IPCC investigated (measure 121) has reduced from 39% to 28% (39% national, 44% MSG average). The percentage of appeals upheld - IPCC non-recording (measure 122) has increased from 17% to 29% (38% national, 30% MSG average).

Based on data for April to September 2017, Northumbria Police had 170 allegations recorded per 1,000 employees (137 nationally, 148 MSG average).