



KIM MCGUINNESS
NORTHUMBRIA
POLICE & CRIME
COMMISSIONER

NORTHUMBRIA OPCC PERFORMANCE DATA

FEBRUARY 2024

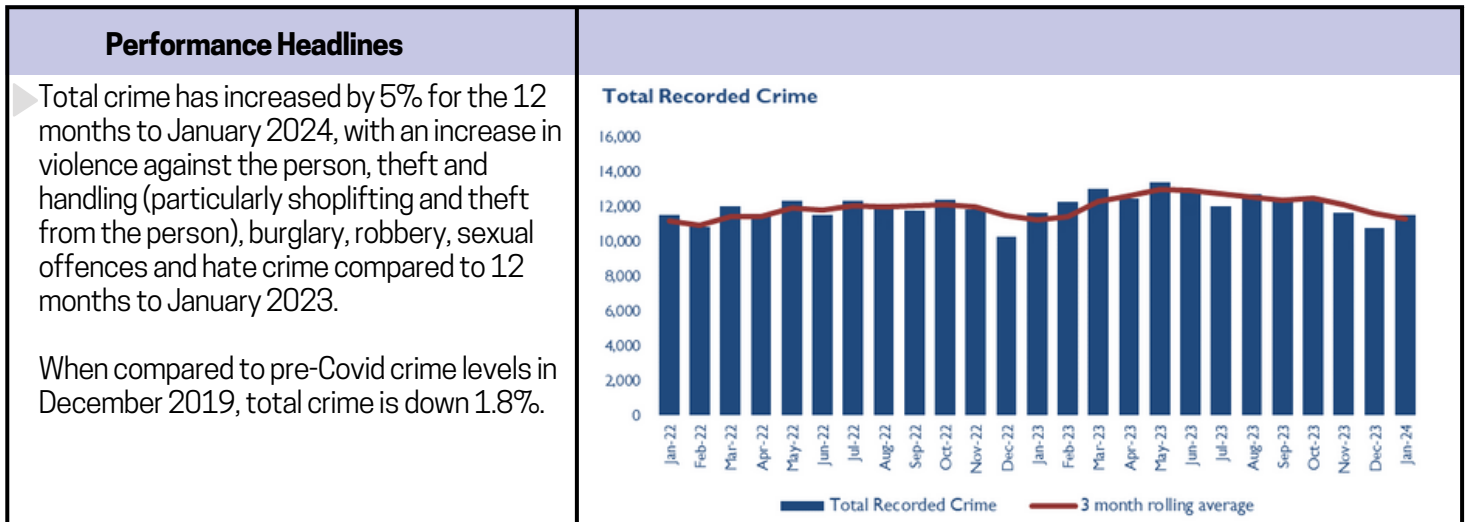




CORE PERFORMANCE DATA

FIGHTING CRIME

Total Recorded Crime (Panel KPI)



Total Recorded Crime by Local Authority

	*12 months to Dec 2019	12 months to January 2023	12 months to January 2024	% change 23 v 24	% change 19 vs 24
Total	149,753	140,172	147,012	5%	-2%
Sunderland	31,405	28,595	29,848	4%	-5%
South Tyneside	15,624	14,195	16,109	13%	3%
Gateshead	20,256	18,987	19,718	4%	-3%
North Tyneside	19,821	17,678	18,140	3%	-8%
Newcastle	38,183	36,437	38,145	5%	0%
Northumberland	24,464	24,280	25,052	3%	2%

* nationally agreed baseline for the Government's Beating Crime Plan

Anti-social behaviour incidents

Performance Headlines

- Looking at February 2024 compared to February 2023. There has been a 17.8% reduction in ASB incidents . 2,631 incidents in Feb 2024 vs 3,202 in Feb 2023.

Motorbike disorder and ASB on the transport network continue to be key areas of focus. The Force have launched Operation Capio to target motorbike and electric bike enabled crime and ASB. Partnership operations (Op Impact and Neighbourhood Week of Action) have recently been utilised to tackle the issue with a view to reducing incidents and increasing public confidence. A new motorbike ASB dedicated task force has been implemented within Southern Area Command which is a hotspot location. The Force has also invested in drone and stinger capability which will increase proactive options to tackle offences.

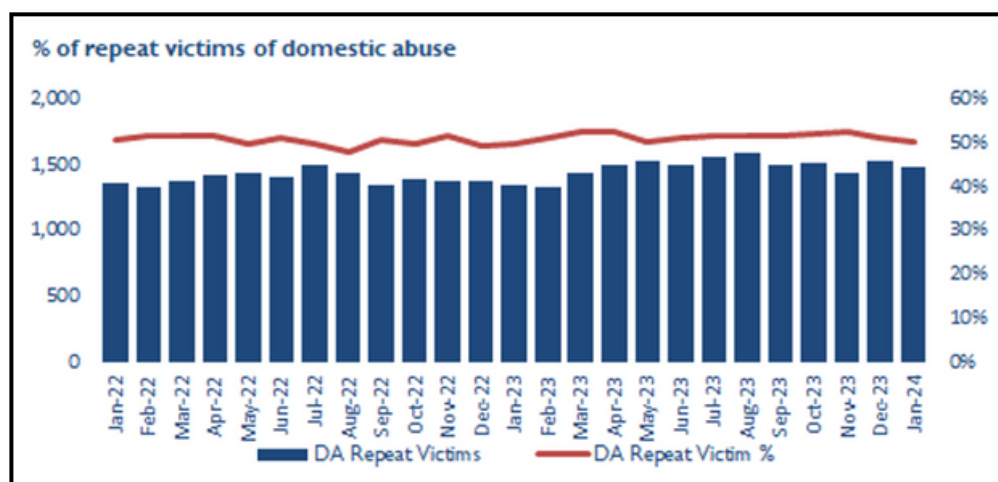
Anti-social behaviour satisfaction

Performance Headlines

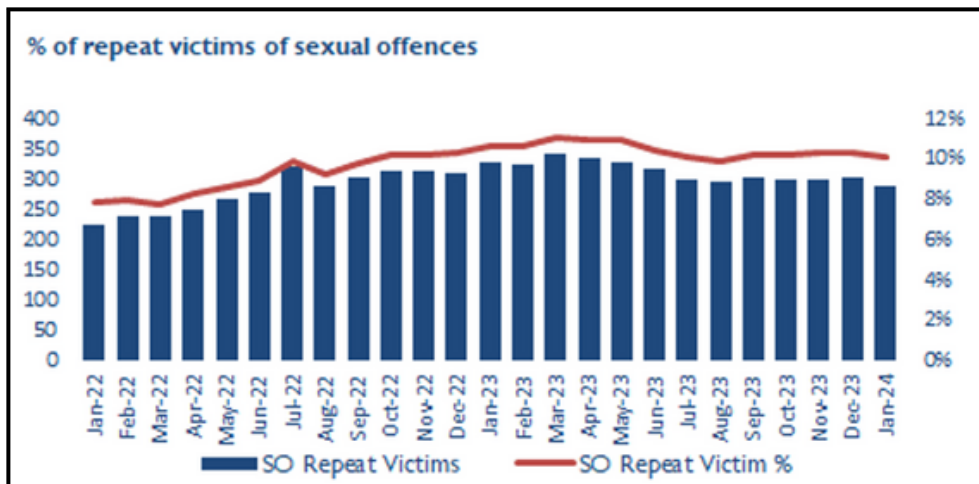
- Significantly less ASB victims were satisfied with the actions taken compared to the same period last year. Dissatisfied victims mainly perceived that police had taken a lack of robust action in response to their report and/or had failed to take it seriously. Not providing resolution to the ASB issue, taking a long time to act and/or police not following up on the actions they said they would take, were also drivers of dissatisfaction.

Indicator	12 months to January 2023	12 months to January 2024
Whole Experience	72%	70%

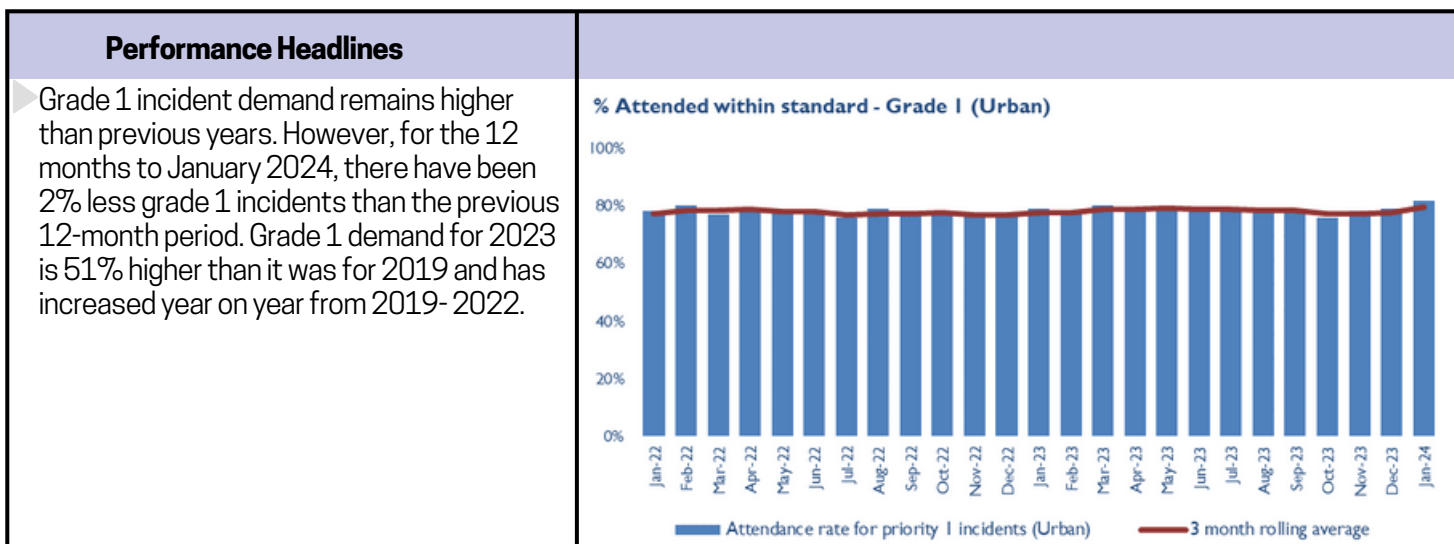
Repeat Victims - Domestic Abuse



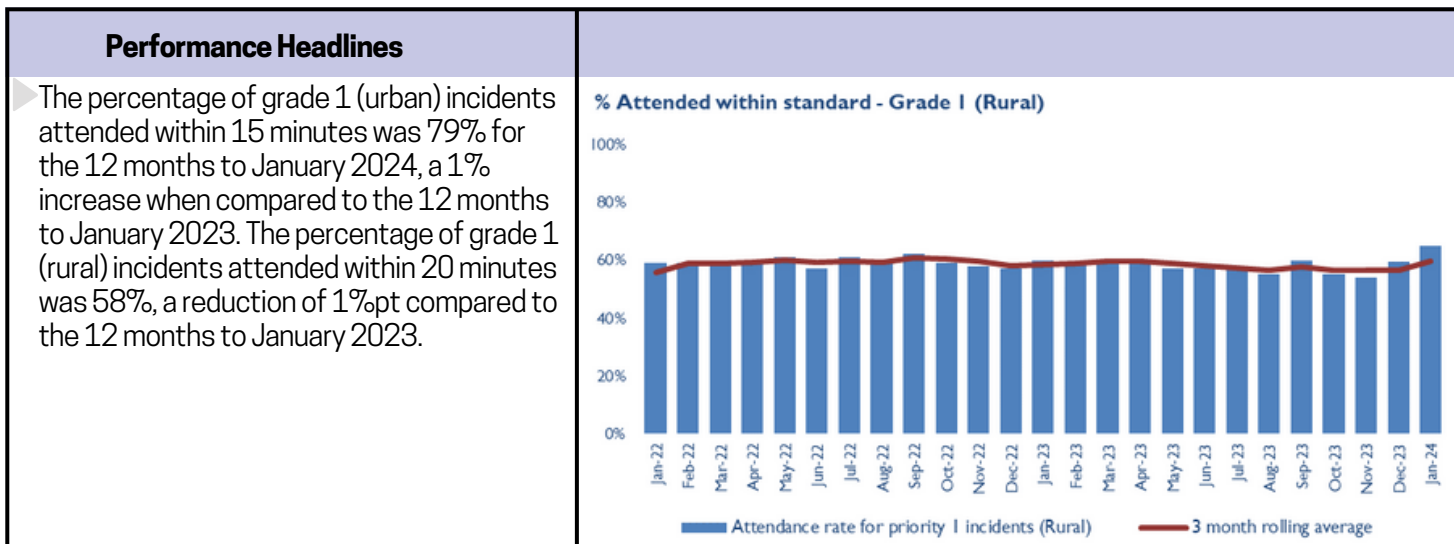
Repeat Victims - Sexual offences



Police Response Times - Grade 1 Urban



Police Response Times - Grade 1 Rural



Answer Times - 999 Emergency Calls

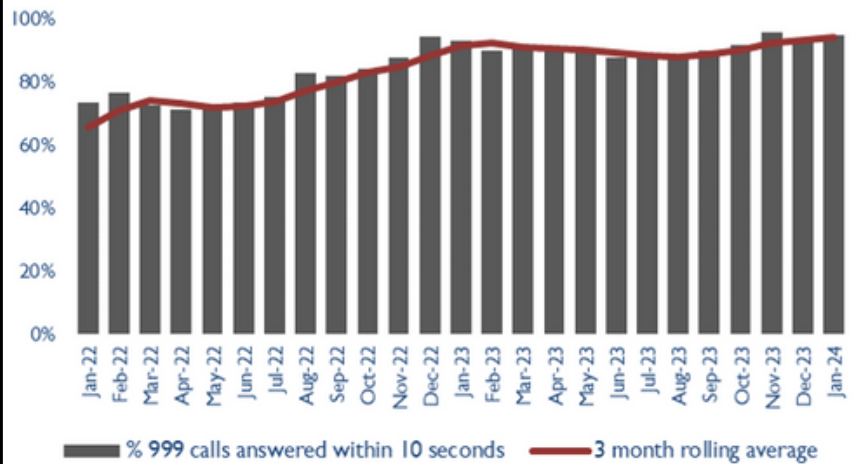
Performance Headlines

There has also been a significant improvement in the 90th percentile compared to the previous 12-month period, with 90% of 999 calls answered in 6 seconds compared to 58 seconds for the 12 months to January 2023.

For the 12 months to January 2024, the number of 999 calls increased by 2% compared to the previous 12 months, from 300,596 to 306,100.

999 call volumes in 2023 were 24% higher than they were in 2019 and have increased each year since then, although the rate of increase has slowed down over the last four years.

999 Calls answered within standard



Answer Times - 101 Non-Emergency Calls

Performance Headlines

For the 12 months to January 2024, the number of 101 non-emergency calls increased by 8% compared to the previous 12 months, from 238,167 to 257,869.

The percentage of 101 calls answered within 1 minute for the 12 months to January 2024 is 64%; this compares to 43% for the 12 months to January 2023. The average answer time for 101 non-emergency calls for the 12 months to January 2024 was 1 minute and 28 seconds, compared to 4 minutes and 17 seconds for the 12 months to January 2023.

101 NE Calls answered within standard



PREVENTING CRIME

First Time Entrants into Criminal Justice System

Number of first-time entrants to the criminal justice system	12 months to December 2020	12 months to December 2021	12 months to December 2022
Total	1,966	1,980	2,049
<i>Adults</i>	1,828	1,839	1,891
<i>Juveniles</i>	138	141	158

Serious Violence Offences

Indicator % change	12 months to December 2019	12 months to January 2023	12 months to January 2024	% change
Serious violence offences	18,709	22,879	24,049	+5%
Knife enabled serious violence	800	989	1,155	+17%
Homicides	12	18	10	-44%
Hospital admissions (under 25s for assault with a sharp object)	25	30 (to Sept 22)	15 (to Sept 23)	-50%

Serious violence offences have remained relatively consistent over the winter months. The force is placed 37th nationally for the 12 months to December 2023. Knife enabled serious violence accounted for 5% of the total serious violence offences in the 12 months to December 2023, which is an increase of 0.5%pts compared to the previous period.

To support a focused approach to tackling and reducing serious violence, the force launched a new Prevention Department in October 2023. The Prevention Department has assumed tactical and strategic ownership of the delivery of the serious youth violence portfolio, including public spaces, knife crime and corrosive substances.

IMPROVING LIVES

Public Perception

Indicator	12 months to January 2023	12 months to January 2024
Percentage of people who think the police do a good or excellent job in their neighbourhood	70%	69%

Performance Headlines

- ▶ The percentage of residents who rated the performance of their local police as good or excellent remains stable compared to the same period last year.

Overall Victim Satisfaction

Indicator	Area Commands (AC)	
	12 months to January 2023	12 months to January 2024
Whole Experience	75%	73%

Performance Headlines

- ▶ 73% of volume crime victims said they were satisfied with their whole experience of service. A Victim Satisfaction Working Group was established in June 2023 to address reductions in victim satisfaction (particularly for victims of volume crime and ASB).

Satisfaction - Hate Crime

Indicator	12 months to January 2023	12 months to Sept 2024
Whole experience	74%	76%



Satisfaction - Domestic Abuse

Indicator	12 months to January 2023	12 months to January 2024
Whole experience	87%	86%

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