

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Call management (slide 5)</b>												
Average time to answer 999 calls		0m 12s	Apr to Sep 2015	0m 11s	2015/16	0m 11s	Apr to Sep 2016				1	
Average time to answer 101 calls		1m 21s	Apr to Sep 2015	1m 4s	2015/16	1m 5s	Apr to Sep 2016	● <sup>5</sup>			1	
Percentage of calls answered - 999		97%	Apr to Sep 2015	98%	2015/16	98%	Apr to Sep 2016				2	
Percentage of calls answered - 101		74%	Apr to Sep 2015	79%	2015/16	80%	Apr to Sep 2016	● <sup>4</sup>			2	
Percentage of calls dealt with in a professional manner												
Correct greeting and overall politeness						93%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
An explanation of response was given						46%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
All information was recoded						78%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
Contact handler reassured the caller						76%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
Contact handler related with the caller						78%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
Contact handler resolved the caller's request						88%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
<b>Initial contact (slides 3-7)</b>												
<b>Assessment of vulnerability</b>												
Percentage of calls correctly assessed for vulnerability, threat, risk and harm						94%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.

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●<sup>9</sup> - Direction of travel and the number of months

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Decision making and standards (slide 4)</b>												
Percentage of incidents allocated the most appropriate response						80%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
Compliance with National Crime Recording Standards		83%	Apr to Sep 2015	90%	2015/16	93%	Apr to Sep 2016				3	
Percentage of crimes recorded within 24 hours		75%	Apr to Sep 2015	74%	2015/16	67%	Apr to Sep 2016	● <sup>3</sup>			4	
Percentage of sexual offences recorded within 24 hours				78%	2015/16	74%	Apr to Sep 2016					Includes those crimes where it is reasonable to record after 24 hours
Compliance with National Standards for Incident Recording												
<div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p><b>Chart 3 National crime recording standards</b></p> </div> <div style="width: 45%;"> <p><b>Chart 4 Crimes recorded within 24 hours</b></p> </div> </div>												
<b>Satisfaction (slide 7)</b>												
Percentage of victims satisfied with ease of contact - Crime				98%	12mths to Sep 2015	98%	12mths to Sep 2016		1st	3rd	5	User satisfaction survey - Crime
Percentage of victims satisfied with ease of contact - ASB				97%	12mths to Sep 2015	94%	12mths to Sep 2016	● <sup>11</sup>			5	ASB survey
Percentage of callers satisfied where their call did not result in the creation of an incident log												
<p><b>Chart 5 Victim satisfaction - ease of contact</b></p>												

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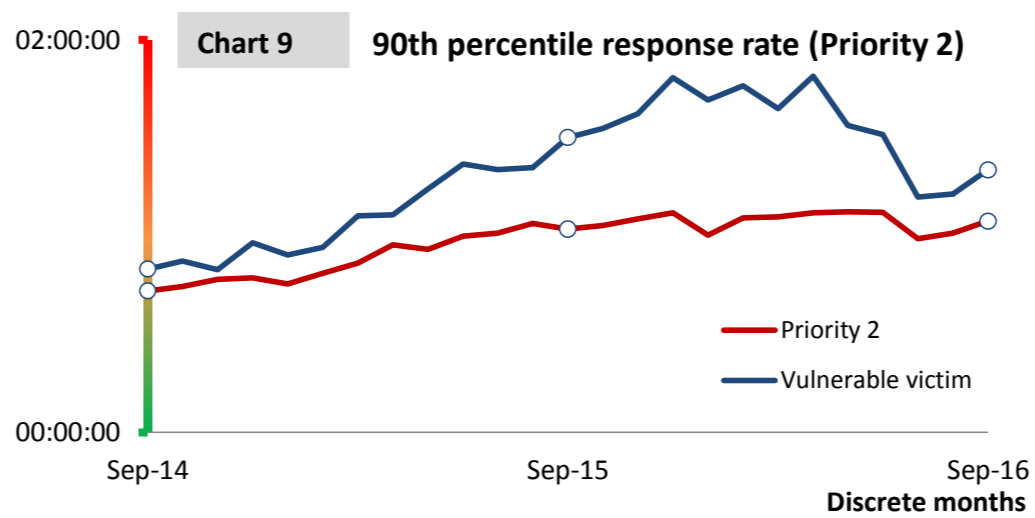
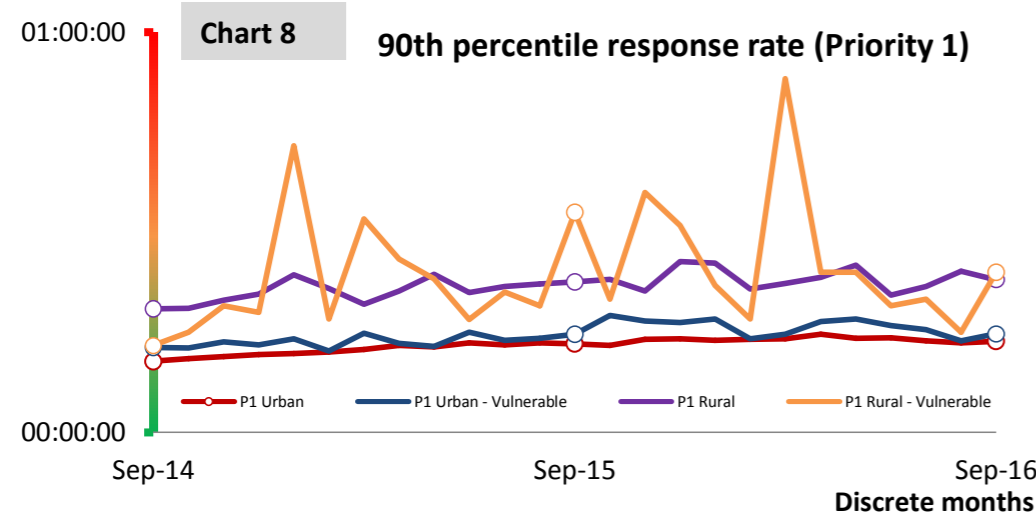
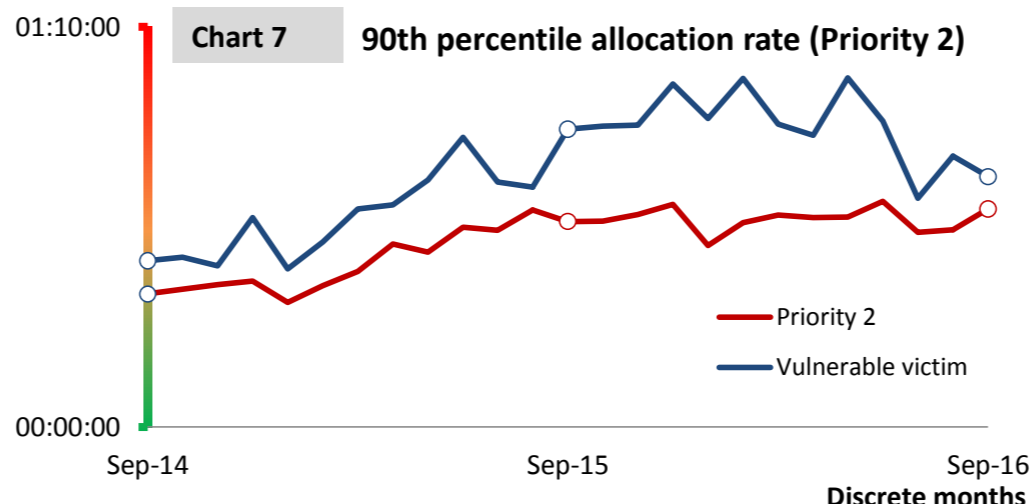
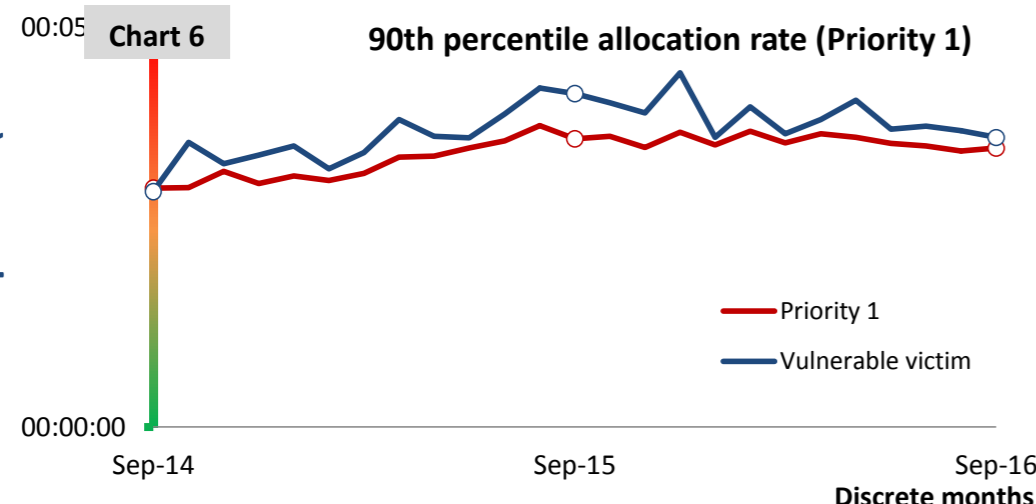
Initial contact (slides 3-7)

●<sup>9</sup> - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Response (slide 9)</b>											
90th percentile allocation rate - Priority 1	3m 33s	Apr to Sep 2015	3m 34s	2015/16	3m 32s	Apr to Sep 2016				6	
Vulnerable victim	3m 52s	Apr to Sep 2015	3m 54s	2015/16	3m 44s	Apr to Sep 2016	● <sup>9</sup>			6	
90th percentile allocation rate - Priority 2	34m 22s	Apr to Sep 2015	35m 12s	2015/16	36m 20s	Apr to Sep 2016				7	
Vulnerable victim	44m 45s	Apr to Sep 2015	49m 23s	2015/16	48m 21s	Apr to Sep 2016	● <sup>4</sup>			7	
90th percentile response rate - Priority 1 (Urban)	13m 11s	Apr to Sep 2015	13m 29s	2015/16	13m 54s	Apr to Sep 2016				8	
Vulnerable victim	13m 54s	Apr to Sep 2015	14m 36s	2015/16	15m 22s	Apr to Sep 2016				8	
90th percentile response rate - Priority 1 (Rural)	22m 8s	Apr to Sep 2015	22m 48s	2015/16	23m 13s	Apr to Sep 2016				8	
Vulnerable victim	23m 33s	Apr to Sep 2015	23m 48s	2015/16	23m 30s	Apr to Sep 2016				8	
90th percentile response rate - Priority 2	59m 53s	Apr to Sep 2015	1 h 2m 6s	2015/16	1 h 4m 3s	Apr to Sep 2016				9	
Vulnerable victim	1h18m 37s	Apr to Sep 2015	1 h 27m 27s	2015/16	1 h 23m 54s	Apr to Sep 2016	● <sup>5</sup>			9	

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Response (slides 8-9)

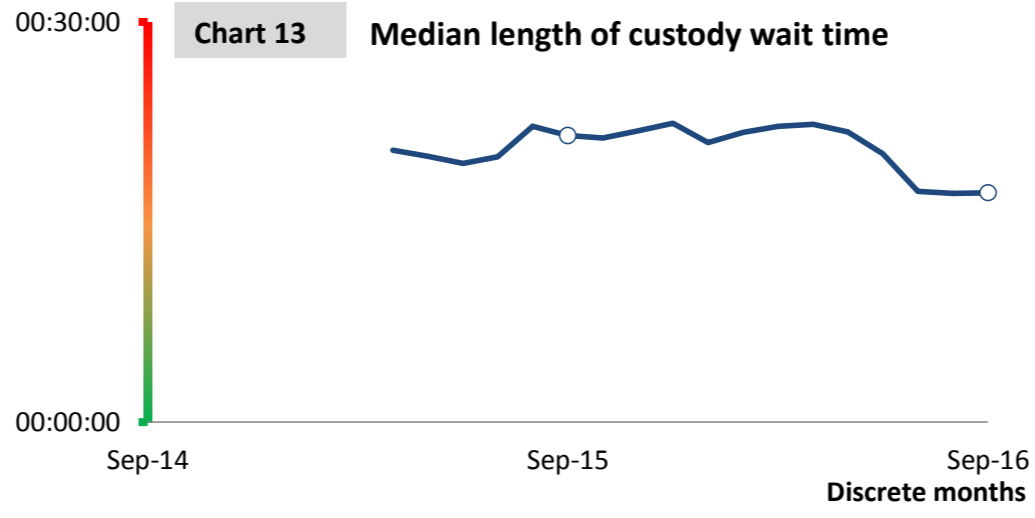
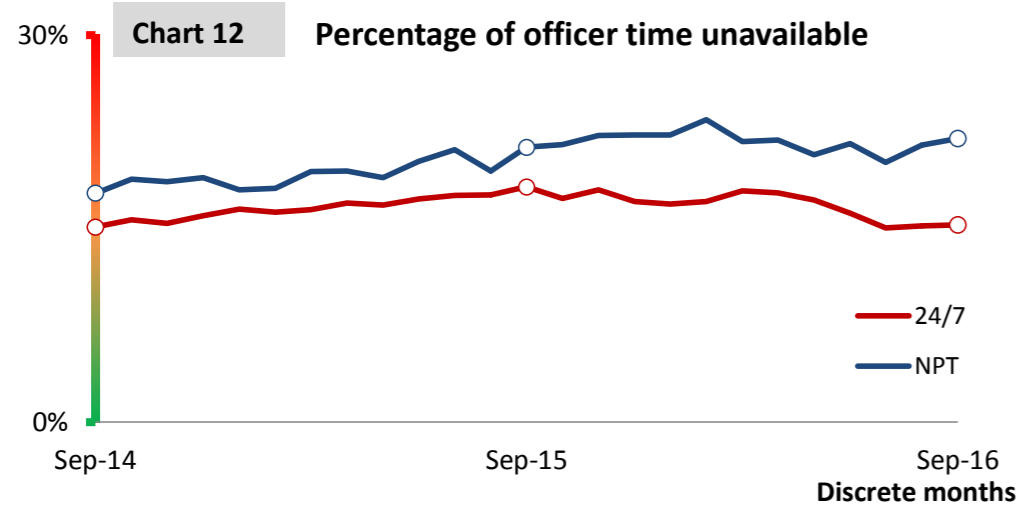
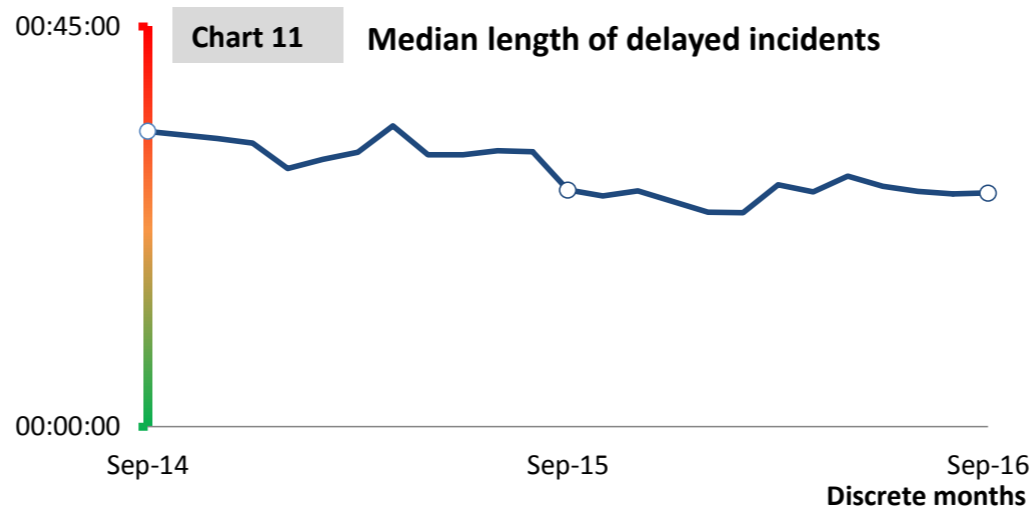
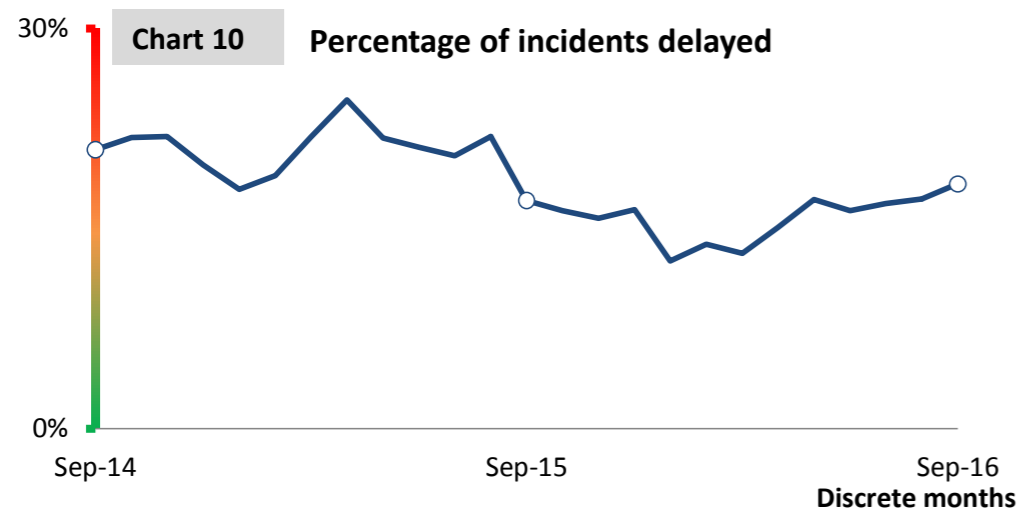


●<sup>9</sup> - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Resourcing</b>											
Delayed incidents - Percentage	21%	Apr to Sep 2015	16%	2015/16	17%	Apr to Sep 2016				10	
Delayed incidents - Median length	30m 48s	Apr to Sep 2015	28m 46s	2015/16	26m 38s	Apr to Sep 2016				11	
Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	Apr to Sep 2015	17%	2015/16	16%	Apr to Sep 2016				12	
Percentage of unavailable officer time (duty states 1 and 8) - NPT	20%	Apr to Sep 2015	21%	2015/16	21%	Apr to Sep 2016				12	
Median waiting time in custody (arrival to detention authorised)	20m 27s	Apr to Sep 2015	21m 3s	2015/16	19m 26s	Apr to Sep 2016	● <sup>5</sup>			13	

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Response (slides 8-9)

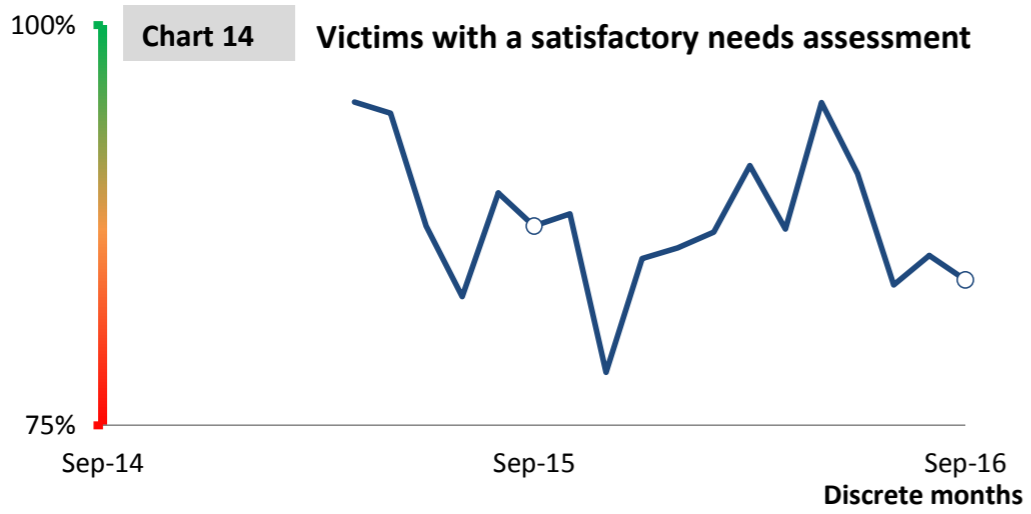


<sup>9</sup> - Direction of travel and the number of months

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					

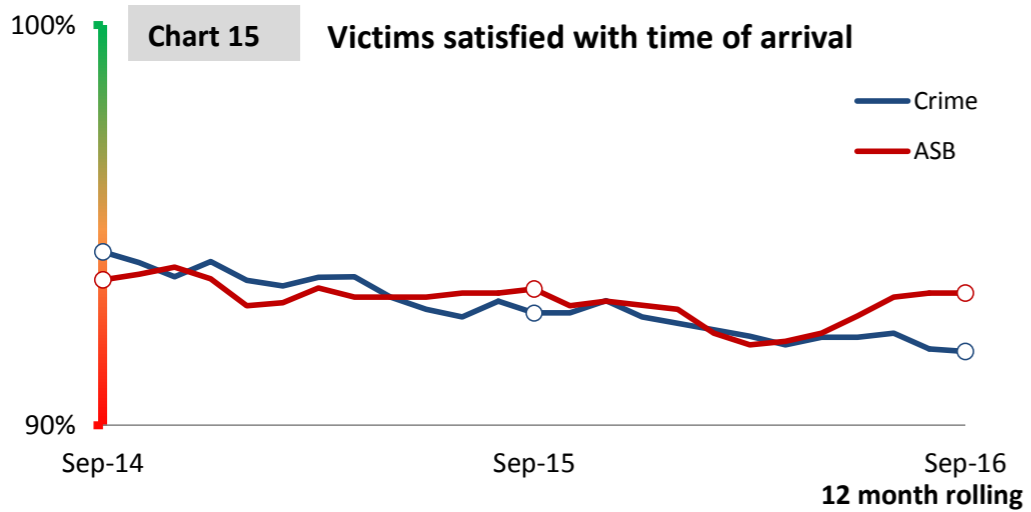
**Assessment of vulnerability**

VCOP: Percentage of victims with a satisfactory needs assessment	90%	Apr to Sep 2015	87%	2015/16	87%	April to Sep 2016				14	Measure supports Victims' Code Of Practice
VCOP: Percentage of needs assessment completed within 24 hours.	81%	Apr to Sep 2015	82%	2015/16	94%	April to Sep 2016					Measure supports Victims' Code Of Practice
VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.	92%	Apr to Sep 2015	88%	2015/16	96%	April to Sep 2016					Measure supports Victims' Code Of Practice



**Satisfaction**

Percentage of victims satisfied with time of arrival - Crime			93%	12mths to Sep 2015	92%	12mths to Sep 2016				15	User satisfaction survey - Crime
Percentage of victims satisfied with time of arrival - ASB			93%	12mths to Sep 2015	93%	12mths to Sep 2016				15	ASB survey



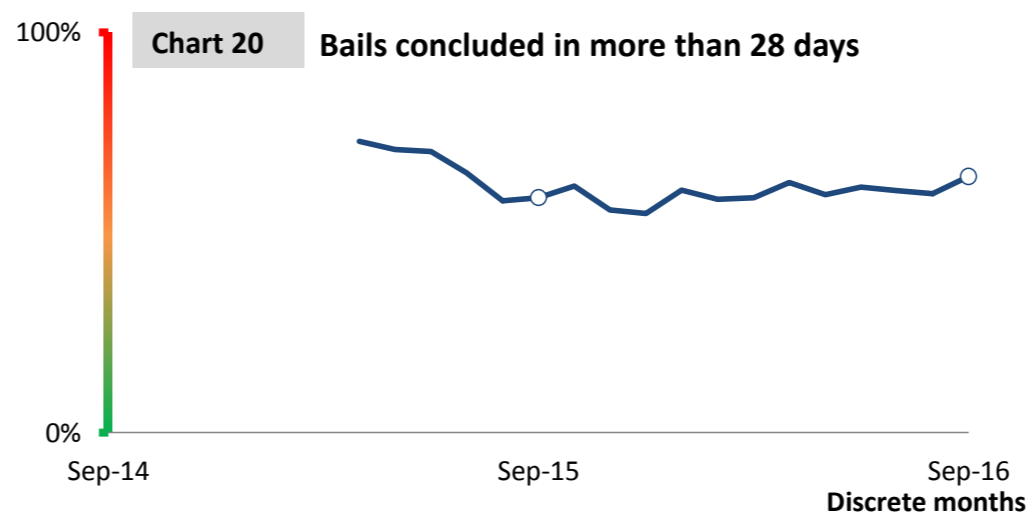
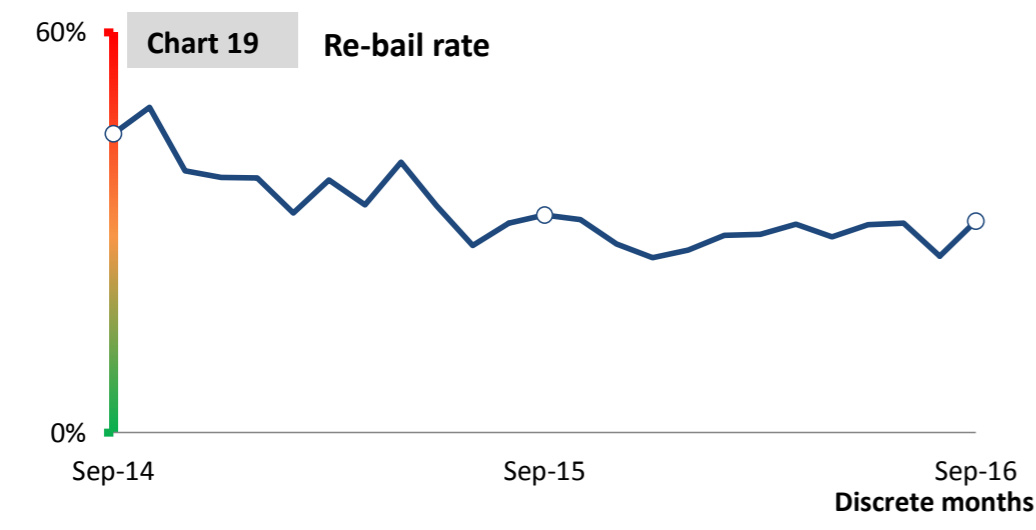
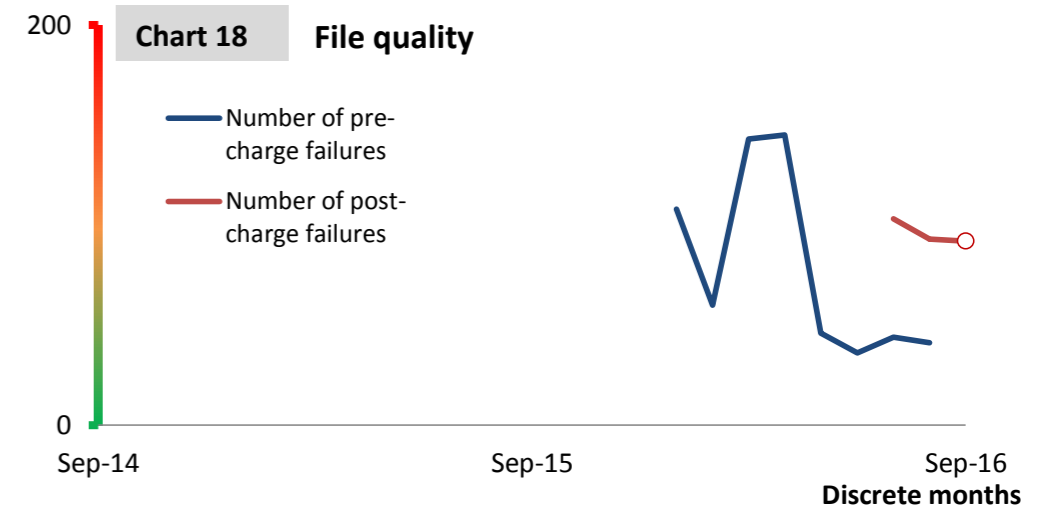
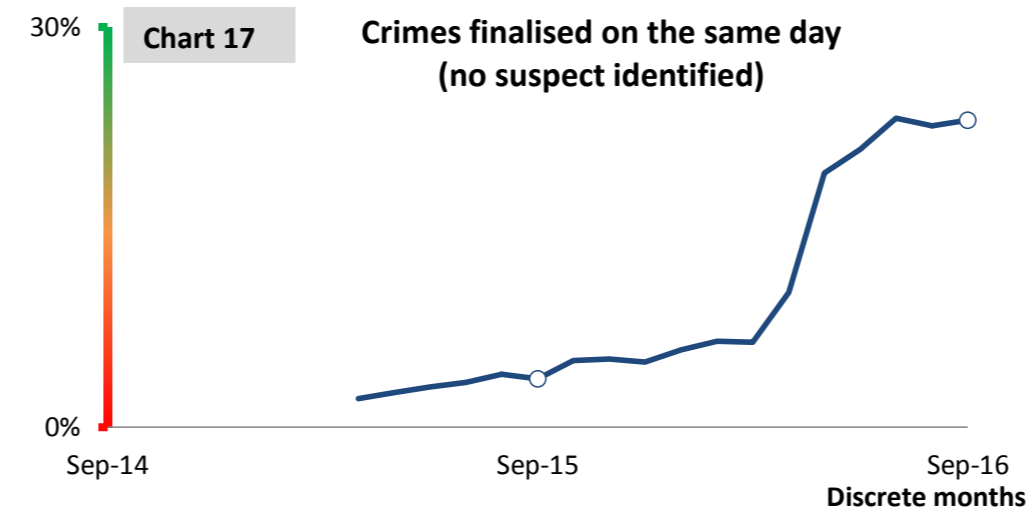
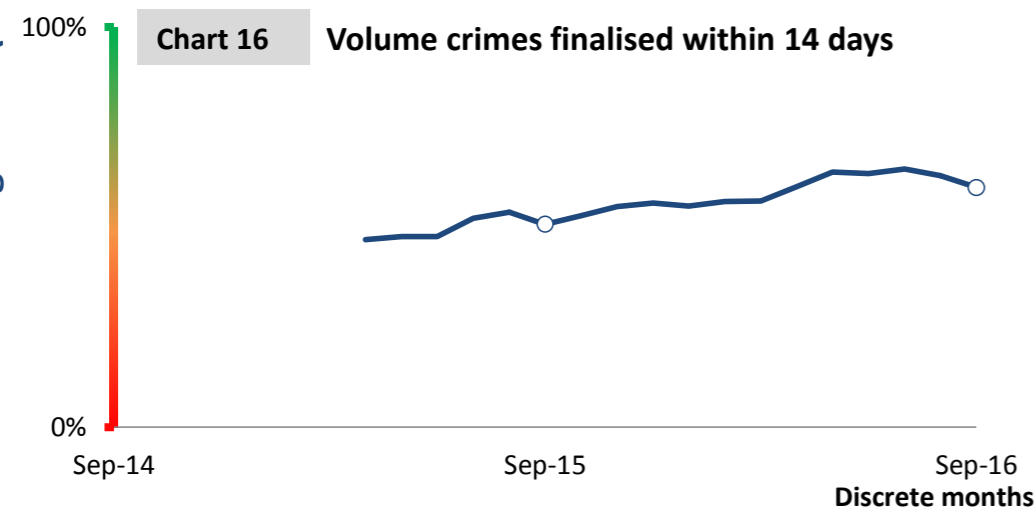
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Response (slides 8-9)

Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Standards of investigation (slide 11)</b>											
Proportionate investigation - Percentage of volume crimes finalised within 14 days	50%	Apr to Sep 2015	53%	2015/16	62%	Apr to Sep 2016	●15			16	
Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	3%	Apr to Sep 2015	5%	2015/16	20%	Apr to Sep 2016	●6			17	
Assessment of the quality of investigative standards (volume crime)			78% of investigations considered to be a good or outstanding standard based on a review of 206 volume crime investigations; burglary OTD and other theft (49), vehicle crime (27), harassment and assault (42), criminal damage (46) and shoplifting (42).								
File quality - number of pre-charge failures			104 per month	Jan to Mar 2016	62 per month	Apr to Aug 2016				18	
File quality - number of post-charge failures					96 per month	Jul to Sep 2016				18	
VCOP: Post charge files where the requirement for special measures was incorrectly recorded.					7 per month	Jul to Sep 2016					
VCOP: Post charge files where the victim personal statement was incorrectly recorded.					4 per month	Jul to Sep 2016					
VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.					11 per month	Jul to Sep 2016					
Re-bail rate	33%	Apr to Sep 2015	31%	2015/16	30%	Apr to Sep 2016				19	
Percentage of bails concluded in more than 28 days	66%	Apr to Sep 2015	62%	2015/16	61%	Apr to Sep 2016				20	
Percentage of bails granted with conditions											

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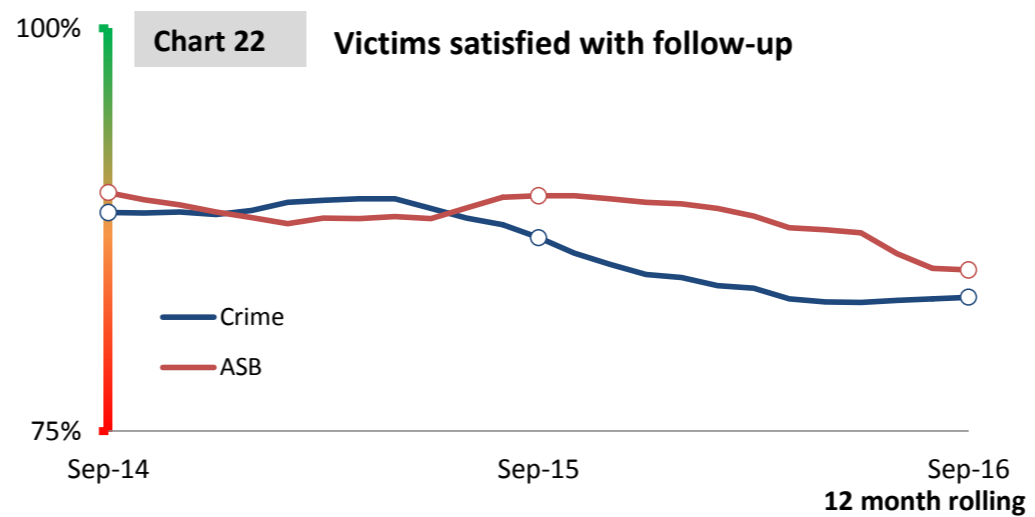
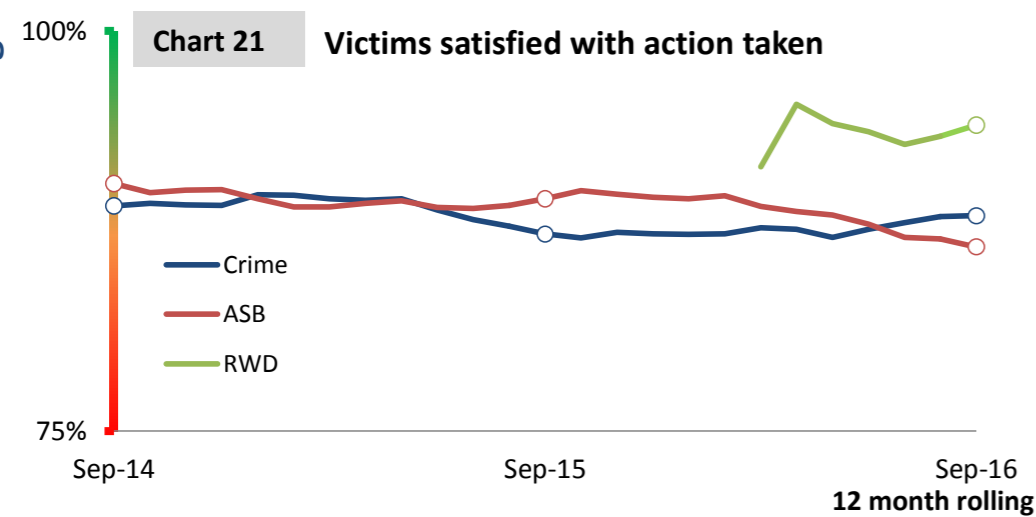
Investigation (slides 10-14)



Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Offender management</b>												
IOM re-offending rate.												
<b>Satisfaction (slide 14)</b>												
Percentage of victims satisfied with action taken - Crime				87%	12mths to Sep 2015	88%	12mths to Sep 2016	● <sup>4</sup>	1st	4th	21	User satisfaction survey - Crime
Percentage of victims satisfied with action taken - ASB				90%	12mths to Sep 2015	86%	12mths to Sep 2016	● <sup>7</sup>			21	ASB survey
Percentage of victims satisfied with action taken - RWD				92%	Feb to Mar 2016	94%	Apr to Sept 2016				21	RWD survey
Percentage of victims satisfied with follow-up - Crime				87%	12mths to Sep 2015	83%	12mths to Sep 2016	● <sup>16</sup>	1st	4th	22	User satisfaction survey - Crime
Percentage of victims satisfied with follow-up - ASB				89%	12mths to Sep 2015	86%	12mths to Sep 2016	● <sup>10</sup>			22	ASB survey

Investigation (slides 10-14)

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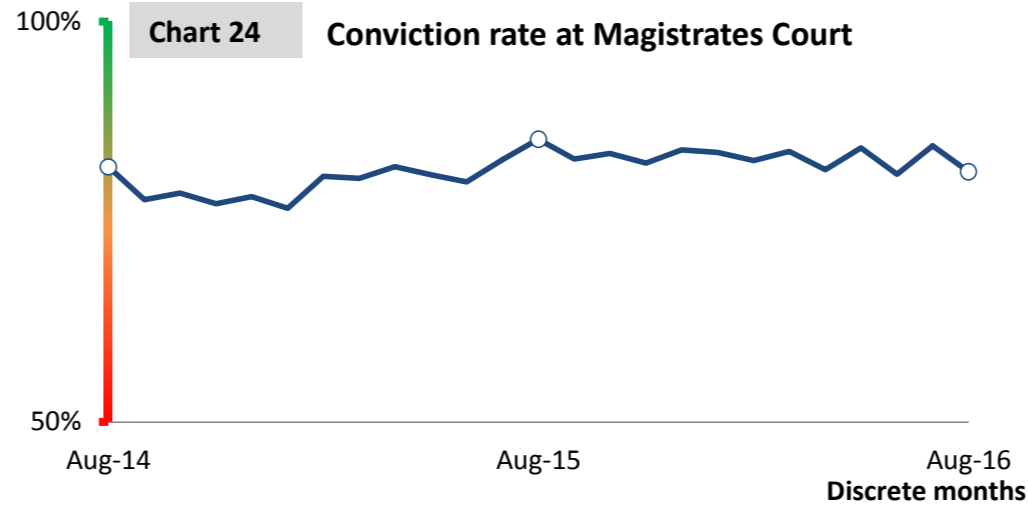
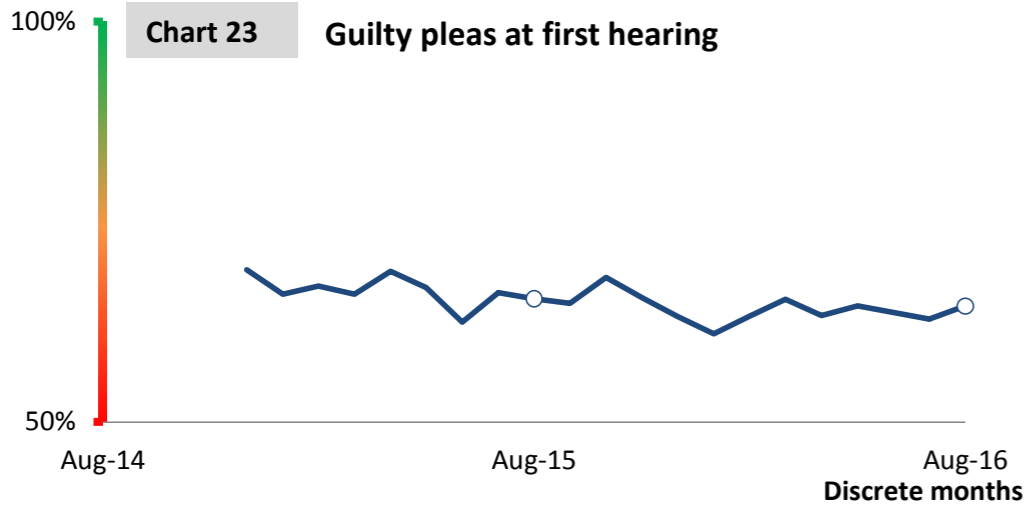


9 - Direction of travel and the number of months

Victim's Journey		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Criminal justice</b>												
Percentage of guilty pleas at first hearing		66%	Apr to Aug 2015	65%	2015/16	63%	Apr to Aug 2016				23	
Conviction rate at Magistrates Court		82%	Apr to Aug 2015	84%	2015/16	83%	Apr to Aug 2016				24	
Appropriate use of out of court disposals where a charge is the normal outcome				38%	Jan to Mar 2016	66%	Apr to Aug 2016					
Appropriate use of cancelled crimes				89%	Jan to Mar 2016	96%	Apr to May 2016					
Monitor the use of charge for a lesser offence												

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Outcome (slides 15-16)

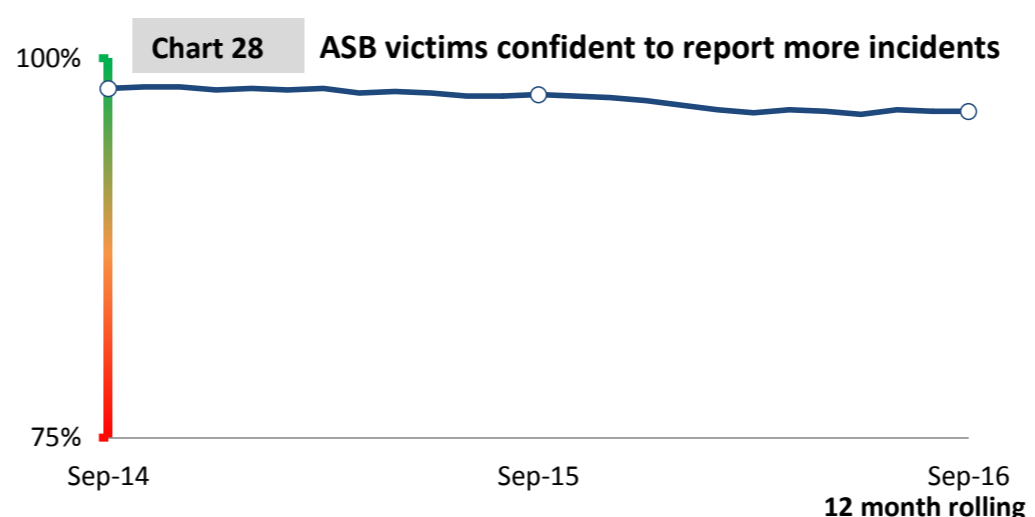
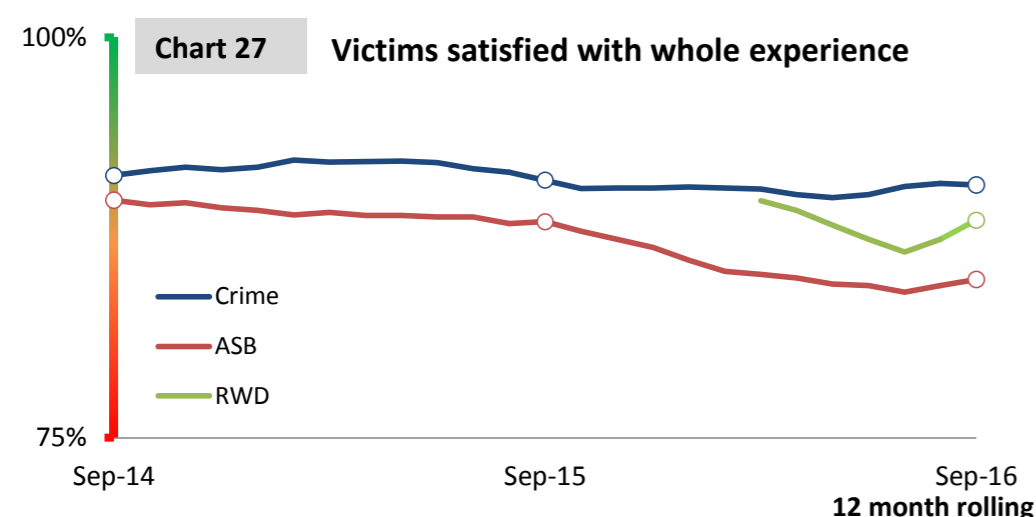
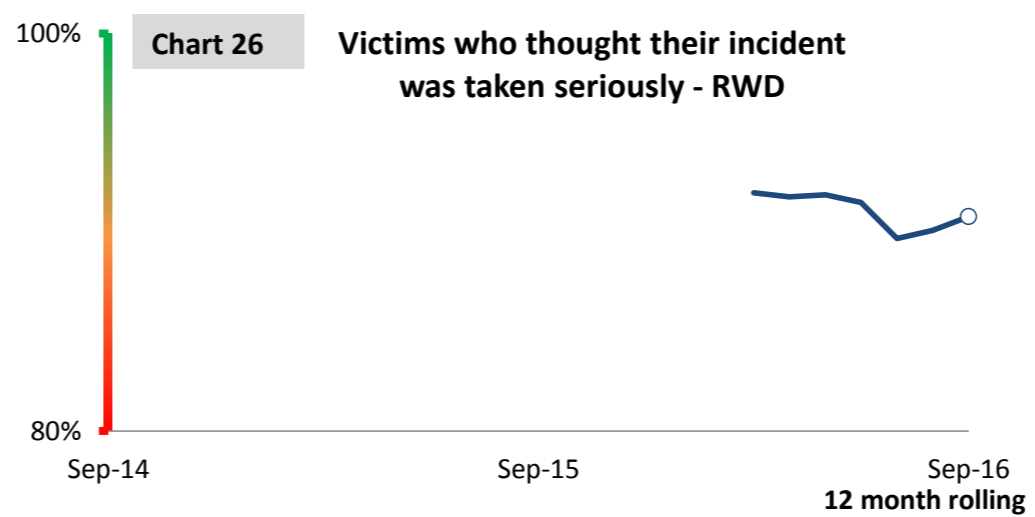




Victim's Journey	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Satisfaction (slide 16)</b>											
Percentage of victims satisfied with treatment - Crime			96%	12mths to Sep 2015	97%	12mths to Sep 2016		2nd	2nd	25	User satisfaction survey - Crime
Percentage of victims satisfied with treatment - ASB			97%	12mths to Sep 2015	96%	12mths to Sep 2016				25	ASB survey
Percentage of victims who thought their incident was taken seriously - RWD			92%	February to March 2016	91%	April to Sept 2016				26	RWD survey
Percentage of victims satisfied with whole experience - Crime			91%	12mths to Sep 2015	91%	12mths to Sep 2016		1st	2nd	27	User satisfaction survey - Crime
Percentage of victims satisfied with whole experience - ASB			89%	12mths to Sep 2015	85%	12mths to Sep 2016	● <sup>24</sup>			27	ASB survey
Percentage of victims satisfied with whole experience - RWD			90%	February to March 2016	89%	April to Sept 2016				27	RWD survey
Percentage of ASB victims who are confident to report further incidents to the police again			98%	12mths to Sept 2015	97%	12mths to Sept 2016	● <sup>10</sup>			28	ASB survey

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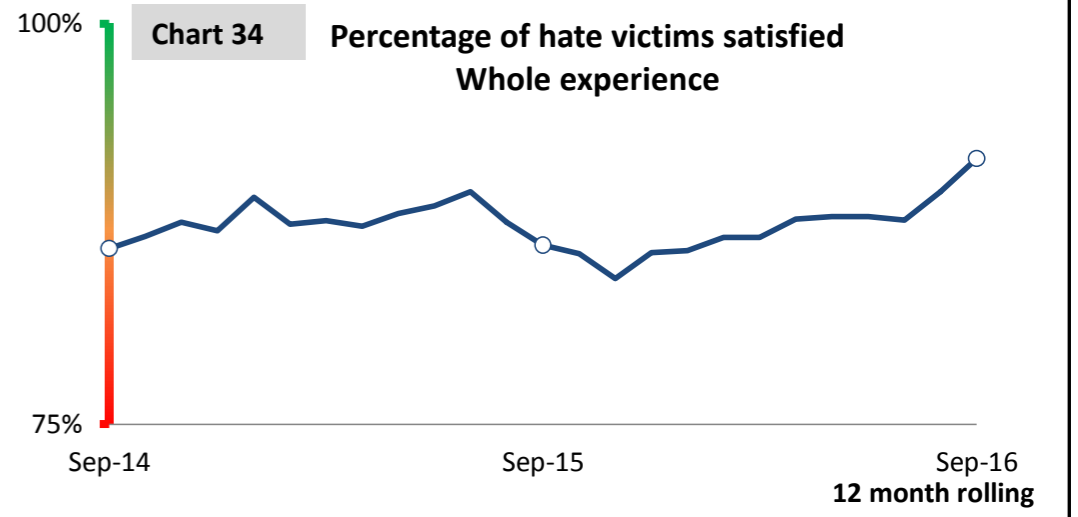
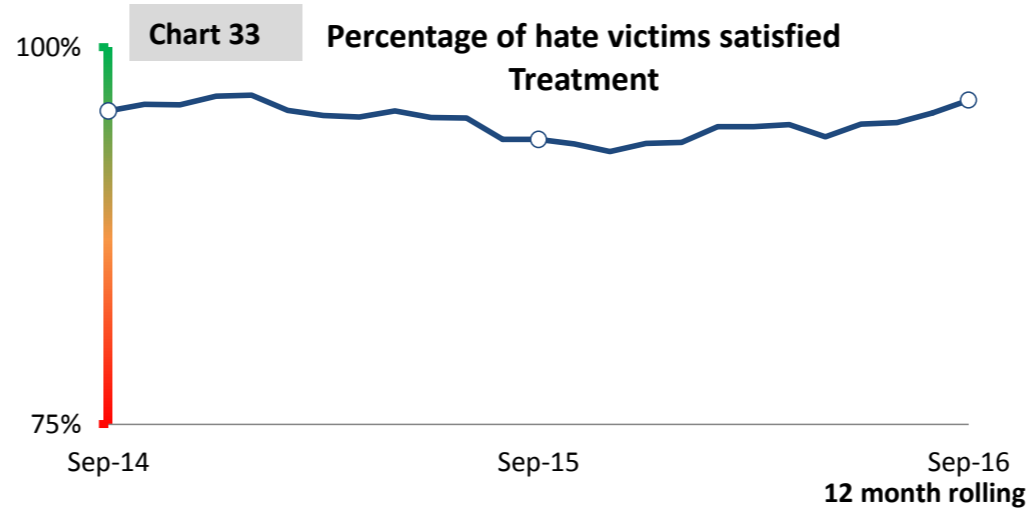
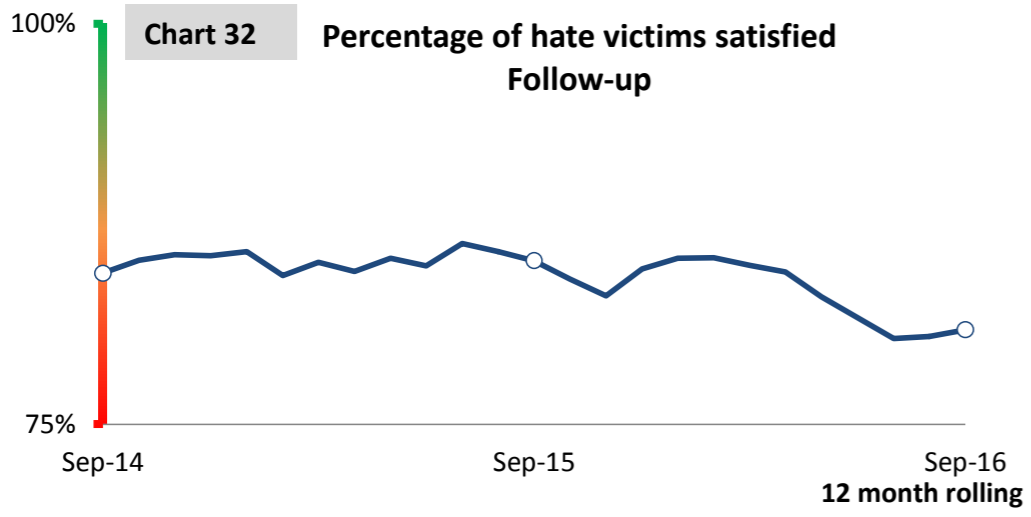
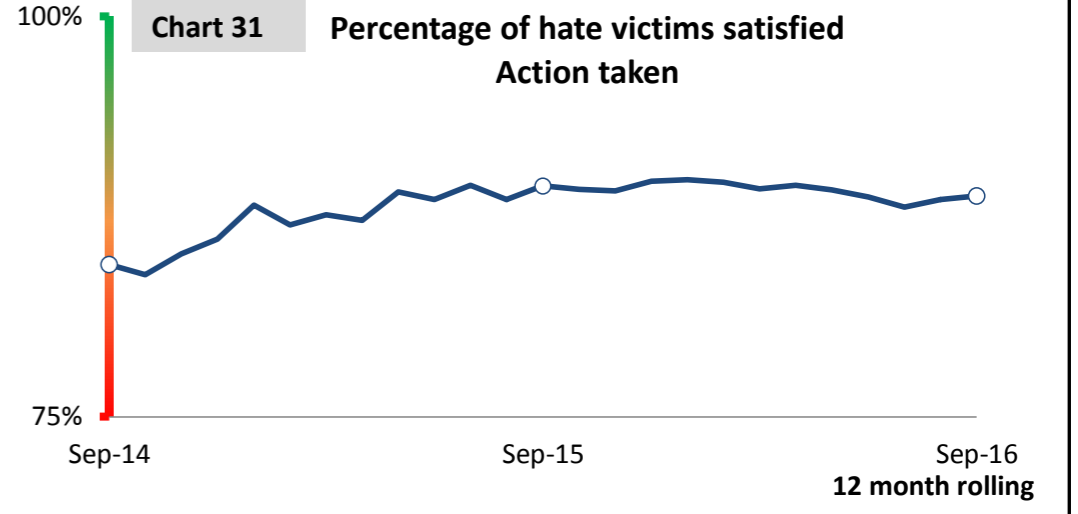
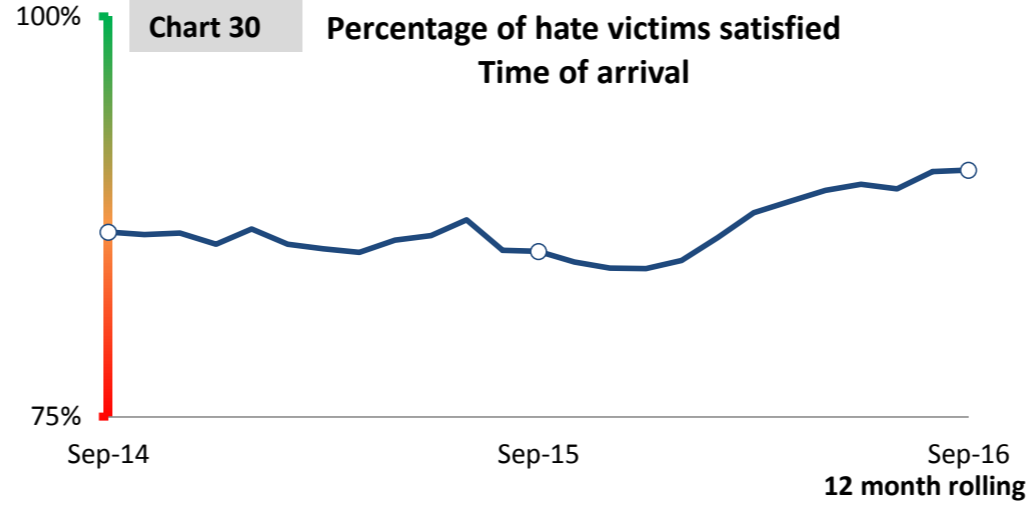
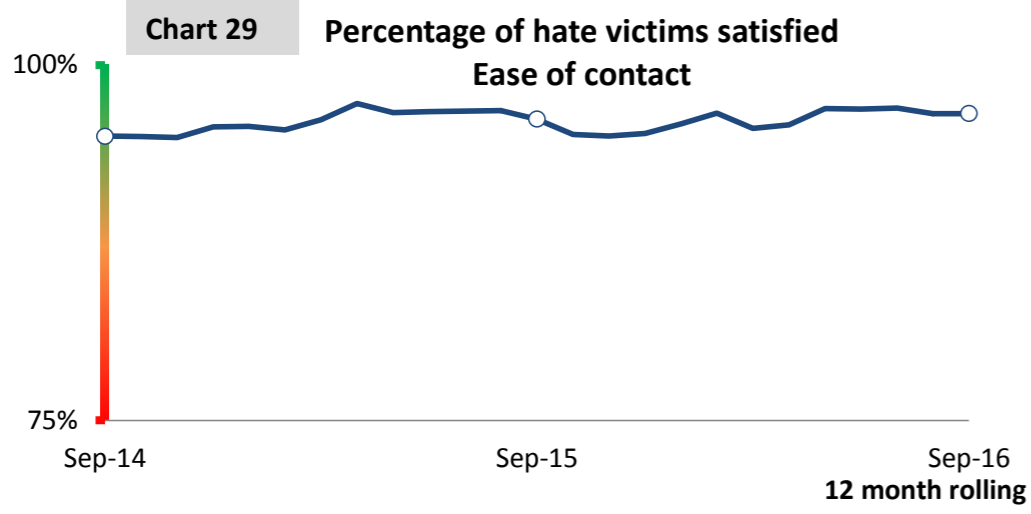
Outcome (slides 15-16)



●<sup>9</sup> - Direction of travel and the number of months

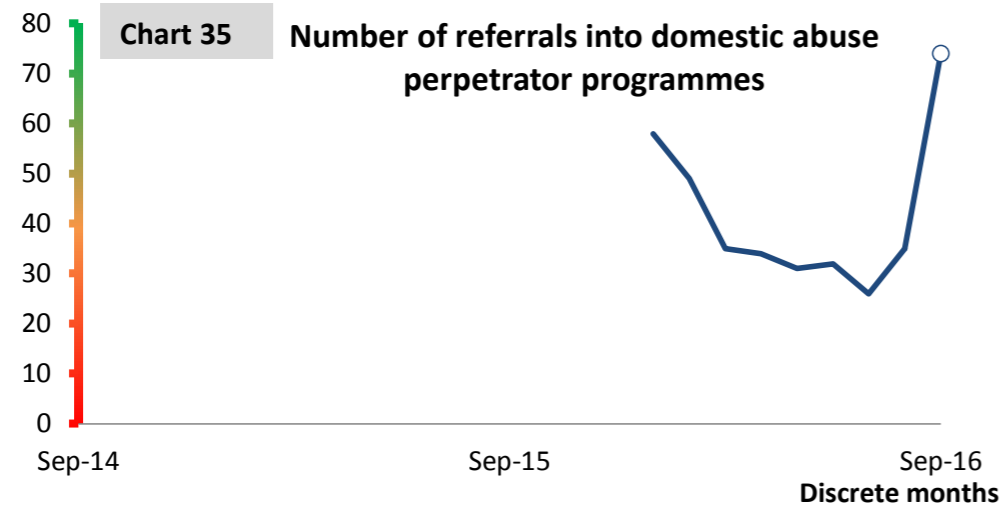
Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
Domestic and sexual abuse	Proud to serve	Resourcing										
		Assessment of whether capacity and capability match projected demand										
		Satisfaction (slide 19)										
		Percentage of <b>domestic abuse</b> victims satisfied										
		Ease of contact										
		Time of arrival										
		Action taken										
		Follow-up										
		Treatment										
		Whole experience										
		Percentage of <b>hate</b> victims satisfied										
		Ease of contact										
		Time of arrival										
		Action taken										
		Follow-up										
		Treatment										
		Whole experience										
		Prepare (slides 18-19)										
				97%	May to Sep 2016							Domestic Abuse survey
				92%	May to Sep 2016							Domestic Abuse survey
				86%	May to Sep 2016							Domestic Abuse survey
				86%	May to Sep 2016							Domestic Abuse survey
				92%	May to Sep 2016							Domestic Abuse survey
				94%	May to Sep 2016							Domestic Abuse survey
			96%	12mths to Sep 2015	97%	12mths to Sep 2016		1st	5th	29		User satisfaction survey - Crime
			85%	12mths to Sep 2015	90%	12mths to Sep 2016	● <sup>9</sup>			30		User satisfaction survey - Crime
			89%	12mths to Sep 2015	89%	12mths to Sep 2016		1st	3rd	31		User satisfaction survey - Crime
			85%	12mths to Sep 2015	82%	12mths to Sep 2016	● <sup>7</sup>	1st	6th	32		User satisfaction survey - Crime
			94%	12mths to Sep 2015	97%	12mths to Sep 2016	● <sup>10</sup>	1st	6th	33		User satisfaction survey - Crime
			86%	12mths to Sep 2015	92%	12mths to Sep 2016	● <sup>10</sup>	1st	5th	34		User satisfaction survey - Crime

●<sup>9</sup> - Direction of travel and the number of months

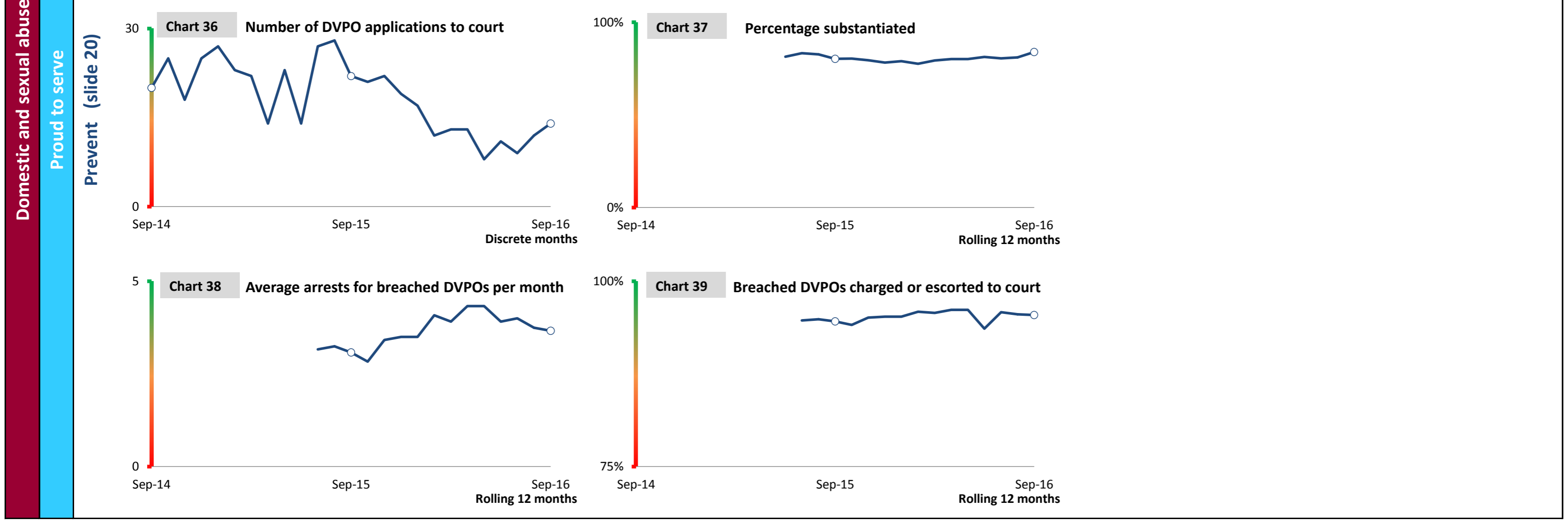


Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Evaluation of initiatives</b>												
Number of referrals into domestic abuse perpetrator programmes				442 referrals	2015/16	255 referrals	Apr to Sep 2016				35	
Sunderland BIG programme				135	2015/16	74	Apr to Sep 2016					
South Tyneside programme				86	2015/16	37	Apr to Sep 2016					
Newcastle programme				63	2015/16	33	Apr to Sep 2016					
Northumberland BIPP programme				39	2015/16	42	Apr to Sep 2016					
Gateshead DETER programme				119	2015/16	39	Apr to Sep 2016					
North Tyneside programme				-	2015/16	30	Apr to Sep 2016					

Domestic and sexual abuse  
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 Prevent (slide 20)



Safeguarding the Vulnerable	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Management of orders</b>											
Number of DVPO applications to court	22 per month	Apr to Sep 2015	19 per month	2015/16	11 per month	Apr to Sep 2016	● <sup>13</sup>			36	April to September 2016 - 65 DVPO applications
Percentage substantiated	79%	Apr to Sep 2015	79%	2015/16	91%	Apr to Sep 2016				37	
Number of arrests for breached DVPOs	4 per month	Apr to Sep 2015	4 per month	2015/16	3 per month	Apr to Sep 2016				38	April to September 2016 - 18 arrests for breached DVPOs
Percentage of breached DVPOs charged or escorted to court	90%	Apr to Sep 2015	96%	2015/16	89%	Apr to Sep 2016				39	10 x charge, 6 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)											



Domestic and sexual abuse

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Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Management of offenders</b>												
<b>Domestic and sexual abuse</b> <b>Proud to serve</b> <b>Prevent (slide 20)</b>	Percentage of subjects through MATAAC who have reduced offending					70%	Nov 2015 to Sep 2016					153 people are being or have been managed through the MATAAC process. Offending rate based upon RFG scoring.
	Track a defined MAPPA cohort to monitor rehabilitation/offending rates											
	Disrupting and targeting offenders ensuring investigative opportunities											<p>To date, there have been 368 charges for Operation Sanctuary North and South Investigations. Overall, 21 people have been convicted (16 North, 5 South).</p> <p>To date, 19 persons have been convicted for Op Themis and 24 persons for Op Mars. 4 persons have been charged for Operation Caspian.</p>
<b>Assessment of vulnerability</b>												
	Percentage of victims not referred to VFN when they ought to have been	7%	Apr to Sep 2015	5%	2015/16	8%	Apr to Sep 2016				40	Not statistically significant
	<b>Chart 40</b> Victims not referred to VFN when they ought to											

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Safeguarding</b>												
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 50 harm reduction plans in July 2016; domestic abuse (18 out of 20), crime (11 out of 15), ASB (all 10 reviewed) and hate (all 5 reviewed).
Assessment of the quality of investigations into missing and absent children.												146 missing person records (HRNs) were reviewed and the majority were found to be of a good standard. Contact handler resource allocation was correct for 92% of cases. All RWD risk assessments were deemed to be of an excellent standard. Where risk levels were escalated (11 cases), they were done so correctly and in a timely manner. In 48% of cases, a thorough THRIVE risk assessment was not recorded on the incident log. 33 out of 97 medium risk missing person reports reviewed could potentially have been dealt with as absent.
Assessment of the quality of investigations into hate crime.												54 hate crimes were reviewed in July 2016. 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	Apr to Sep 2015	2	2015/16	2	Apr to Sep 2016					In FY15/16 1% (2 persons) of those detained under Sec136 were taken to a police station as a place of safety, compared to 7% nationally.
<b>Confidence in reporting</b>												
Percentage of domestic abuse victims who are confident to report further abuse to the police again						96.4%	Apr to Sep 2016					
<b>Repeat victimisation</b>												
Percentage of high or medium risk victims who have suffered a subsequent incident of any category:												
Domestic Violence				48%	12mths to Sep 2015	50%	12mths to Sep 2016					41
Crime				34%	12mths to Sep 2015	43%	12mths to Sep 2016					41
Anti-social behaviour				21%	12mths to Sep 2015	26%	12mths to Sep 2016					41
Hate				55%	12mths to Sep 2015	45%	12mths to Sep 2016					41
Overall				44%	12mths to Sep 2015	47%	12mths to Sep 2016					41
<p><b>Chart 41 High or medium risk victims repeat rate</b></p> <p>Rolling 12 months</p>												

Domestic and sexual abuse

Proud to serve

Protect (slide 21)

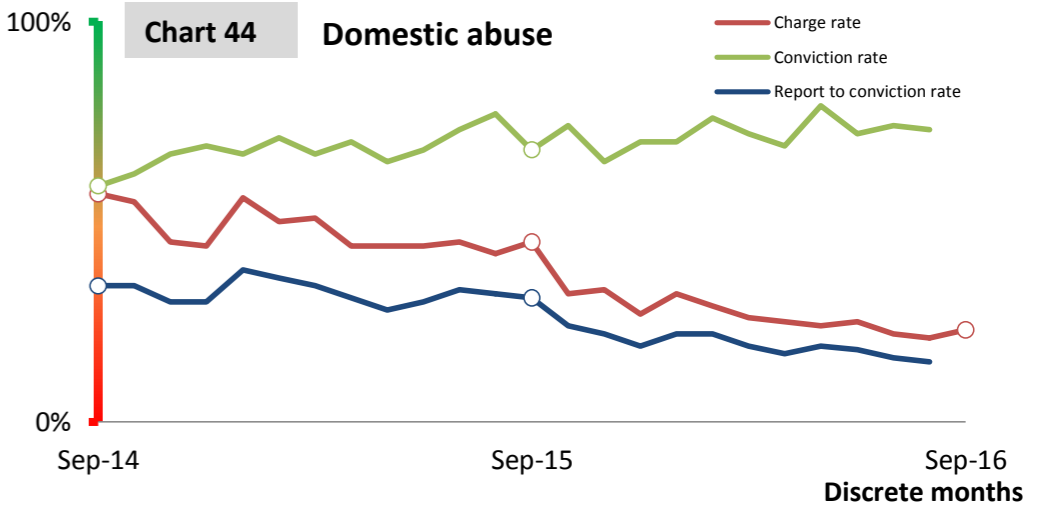
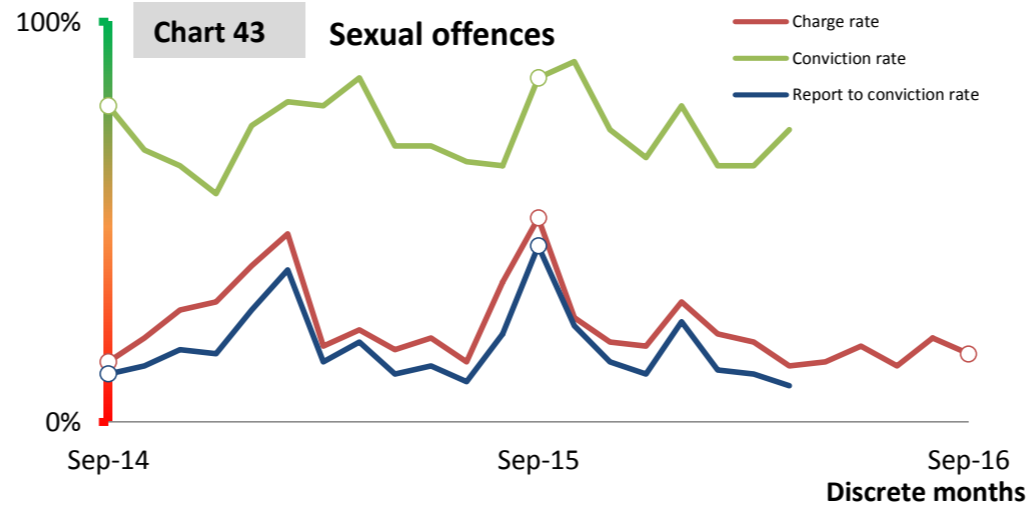
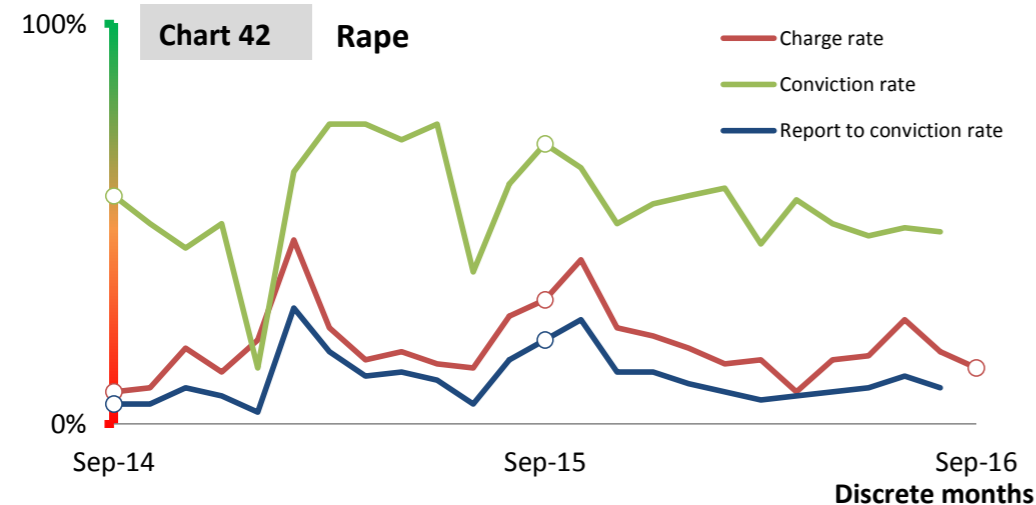
<sup>9</sup> - Direction of travel and the number of months

Safeguarding the Vulnerable		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Criminal Justice (slide 23)</b>												
Charge rate - Rape	20%	Apr to Sep 2015	21%	2015/16	17%	Apr to Sep 2016			2nd	6th	42	National/MSG positions based upon 12 months to August 2016
Conviction rate - Rape	65%	Apr to Aug 2015	58%	2015/16	50%	Apr to Aug 2016			5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
Report to conviction rate - Rape	13%	YTD	12%	2015/16	8%	YTD			2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
Charge rate - Sexual offences	26%	Apr to Sep 2015	24%	2015/16	17%	Apr to Sep 2016			1st	2nd	43	National/MSG positions based upon 12 months to August 2016
Conviction rate - Sexual offences	80%	Apr to May 2015	72%	2015/16	73%	Apr to May 2016			8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
Report to conviction rate - Sexual offences	21%	YTD	17%	2015/16	12%	YTD			1st	6th	43	National rape report to conviction rate (2015/16) - 13%
Charge rate - Domestic abuse	44%	Apr to Sep 2015	35%	2015/16	23%	Apr to Sep 2016	●20		1st	2nd	44	National domestic abuse charge rate (2015/16) - 25% (Data sourced via a benchmarking request to all forces).
Conviction rate - Domestic abuse	71%	Apr to Aug 2015	71%	2015/16	73%	Apr to Aug 2016	●24		8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
Report to conviction rate - Domestic abuse	31%	YTD	25%	2015/16	17%	YTD	●20		1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
Charge rate - Hate	31%	Apr to Sep 2015	24%	2015/16	16%	Apr to Sep 2016			4th	15th	45	National hate crime charge rate (2015/16) - 24%
Conviction rate - Hate	74%	Apr to Aug 2015	78%	2015/16	79%	Apr to Aug 2016			8th	39th	45	National hate crime conviction rate (2015/16) - 83%
Report to conviction rate - Hate	23%	YTD	19%	2015/16	13%	YTD			5th	22nd	45	National hate crime report to conviction rate (2015/16) - 22%
Percentage of DV MG5s assessed as satisfactory			74%	Jan to Mar 2016	58%	Apr to Sep 2016					46	
Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr to Aug 2015	71%	2015/16	73%	Apr to Aug 2016	●24		8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
Assessment of the quality and standards of file preparation and investigation of serious offences	A review of 148 investigations has been completed in July 2016 for hate crime (54), sexual offences (36) and domestic abuse (58). 76% (112) were assessed as a good or outstanding quality; hate (47), sexual offences (35) and domestic abuse (30).											

Domestic and sexual abuse

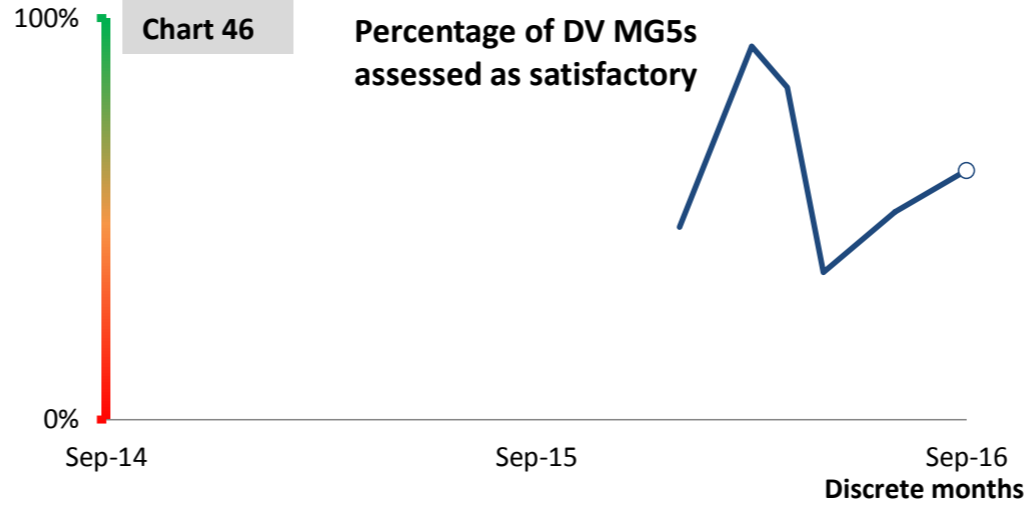
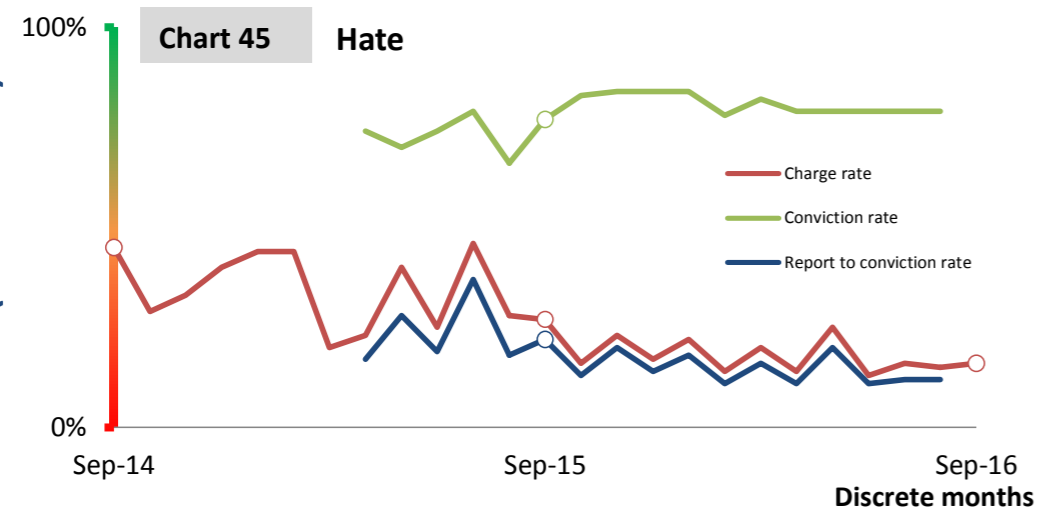
Proud to serve

Pursue (slides 22-23)

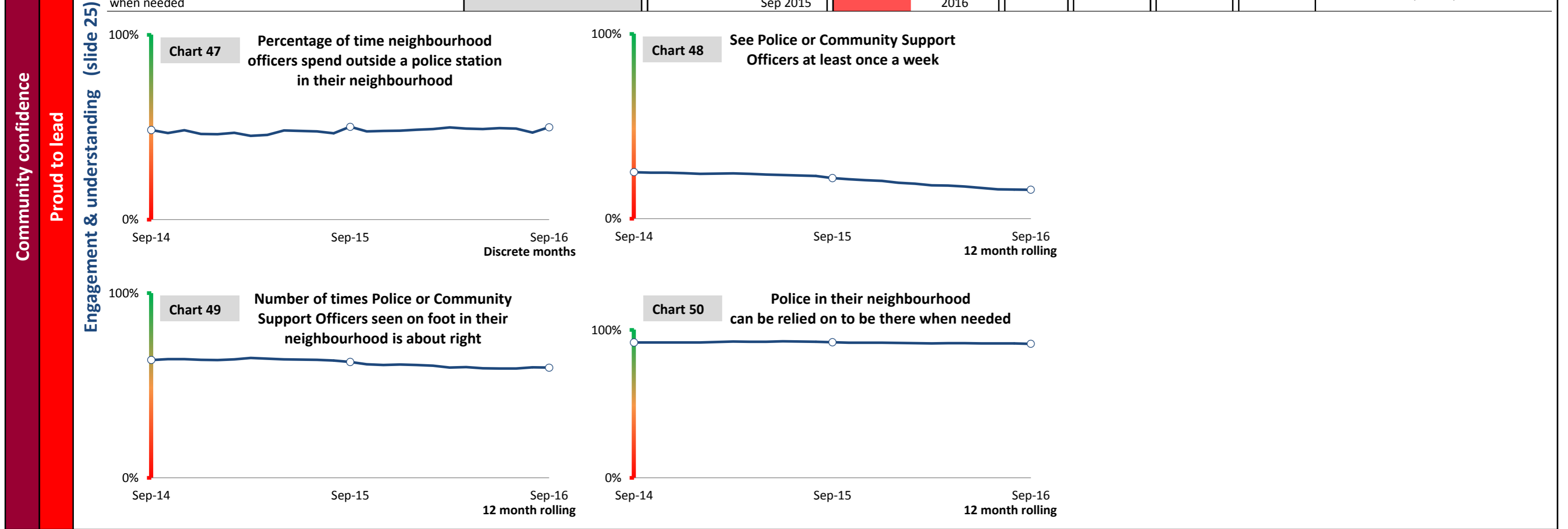




Pursue (slides 22-23)



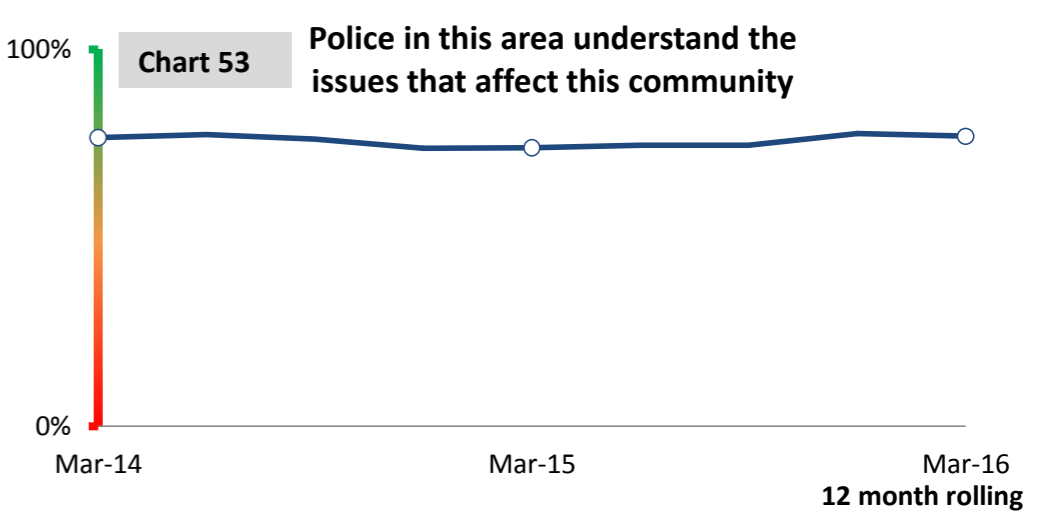
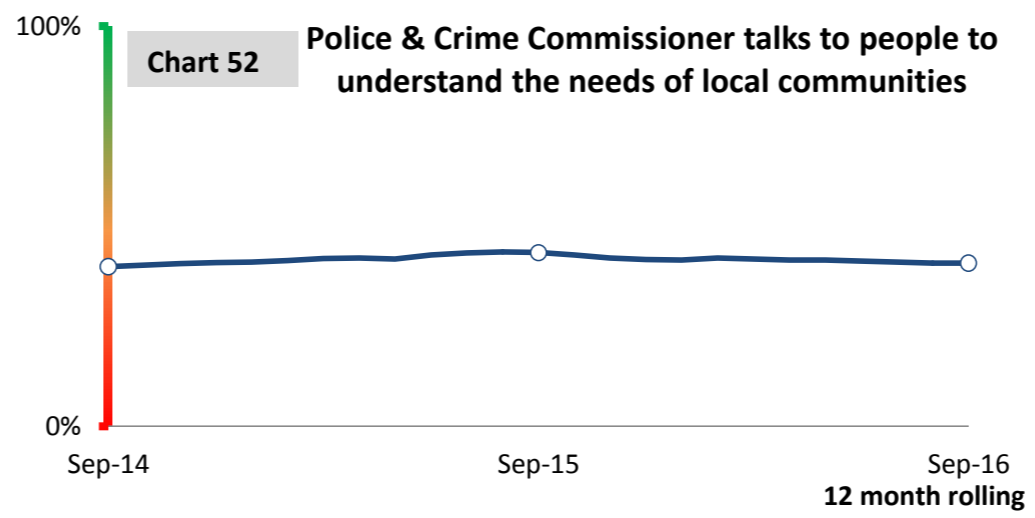
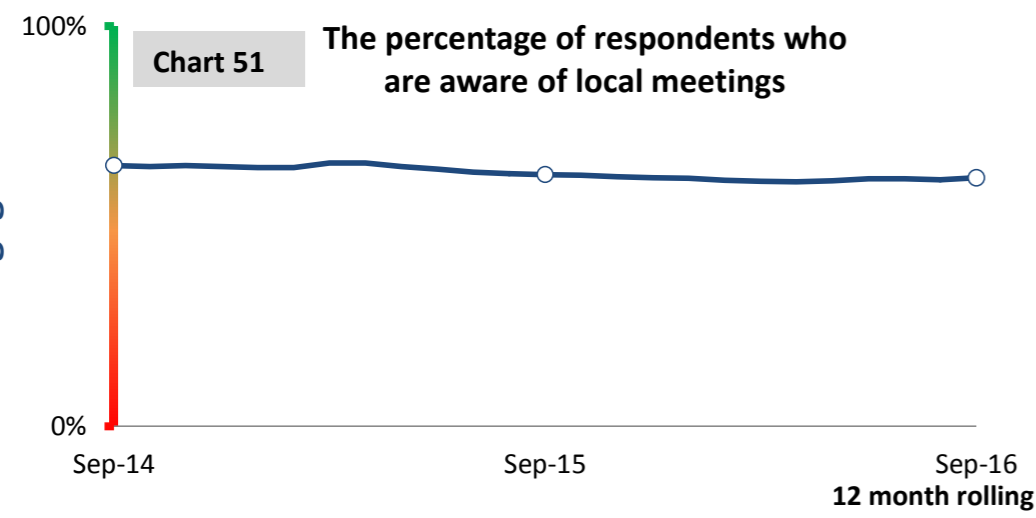
Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Officer visibility</b>											
Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47%	Apr to Sept 2015	48%	2015/16	49%	Apr to Sept 2016				47	
See Police or Community Support Officers at least once a week			22%	12mths to Sep 2015	16%	12mths to Sep 2016	● <sup>17</sup>			48	Safer community survey
Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			63%	12mths to Sep 2015	60%	12mths to Sep 2016	● <sup>14</sup>			49	Safer community survey
Police in their neighbourhood can be relied on to be there when needed			92%	12mths to Sep 2015	91%	12mths to Sep 2016				50	Safer community survey



Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Volunteering</b>												
Measures to be determined												
<b>Engagement and awareness</b>												
The percentage of respondents who are aware of local meetings				63%	12mths to Sep 2015	62%	12mths to Sep 2016				51	Safer community survey
Community tension assessments												
Police & Crime Commissioner talks to people to understand the needs of local communities				43%	12mths to Sep 2015	41%	12mths to Sep 2016				52	Safer community survey
Police in this area understand the issues that affect this community				74%	12mths to Mar 2015	77%	12mths to Mar 2016	1st	6th		53	Crime survey for England and Wales Next update due 20 October 2016

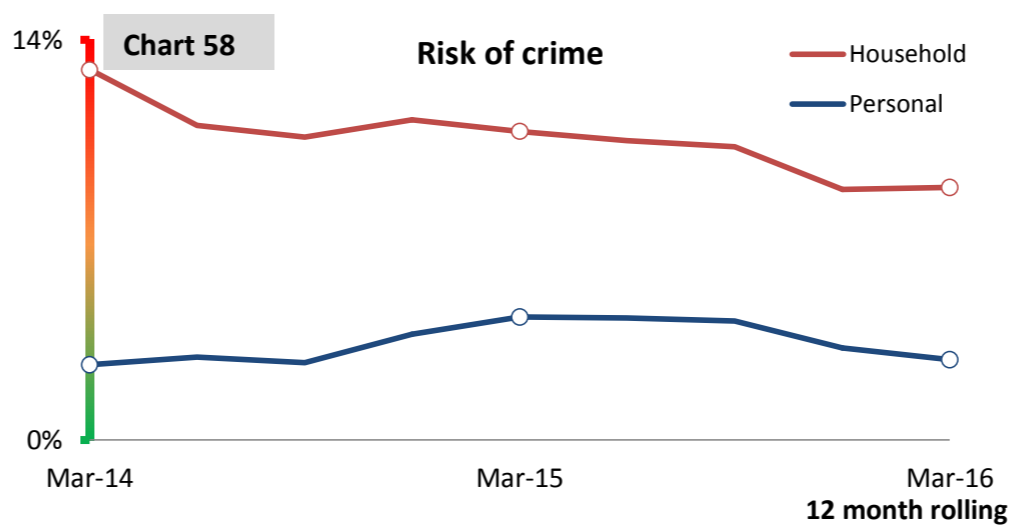
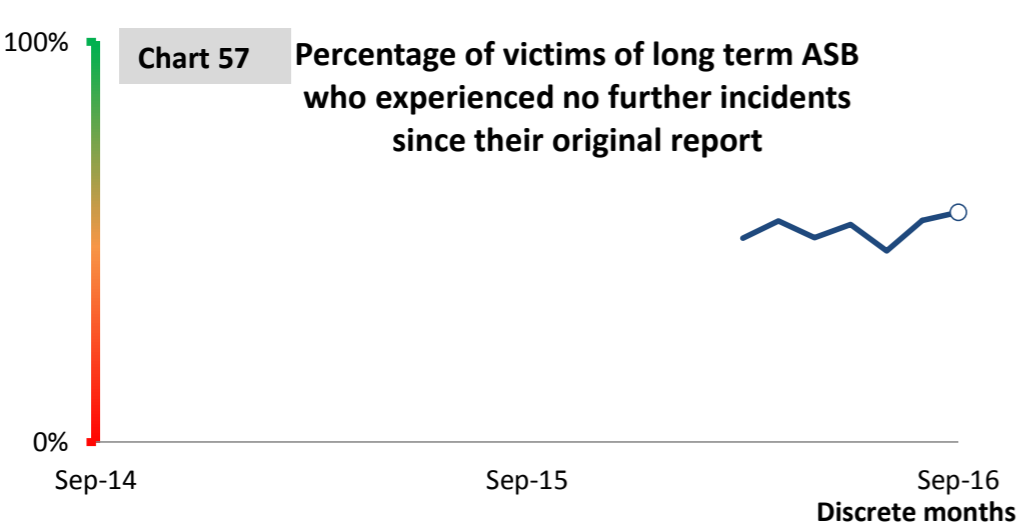
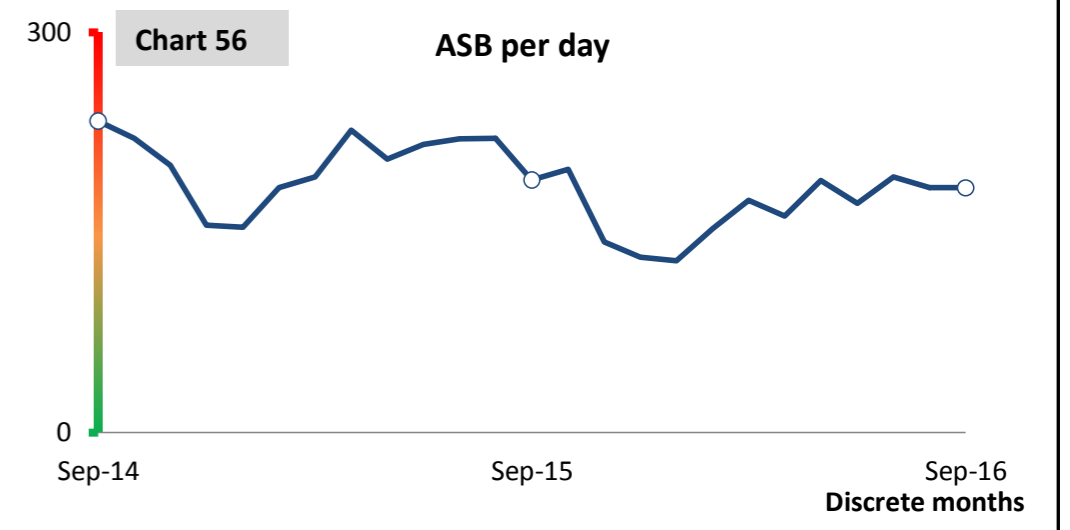
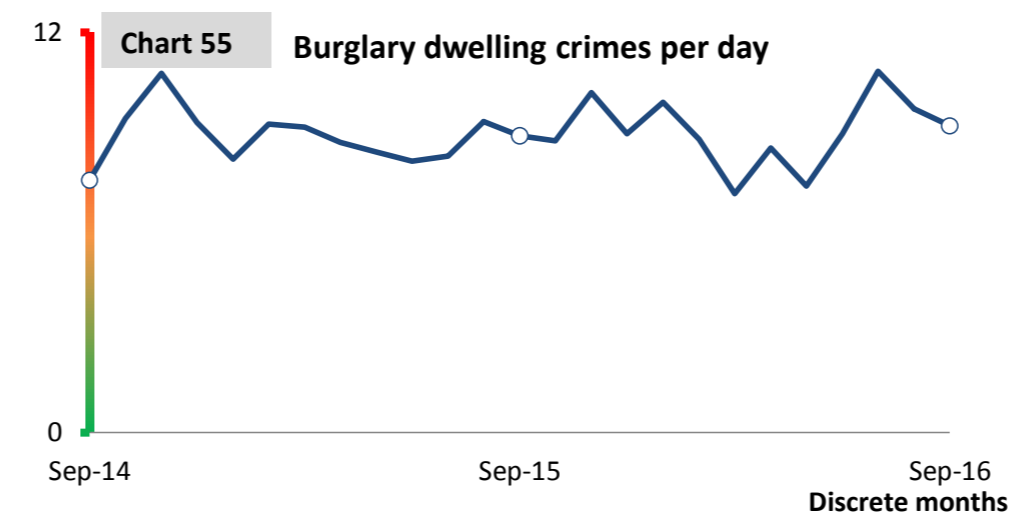
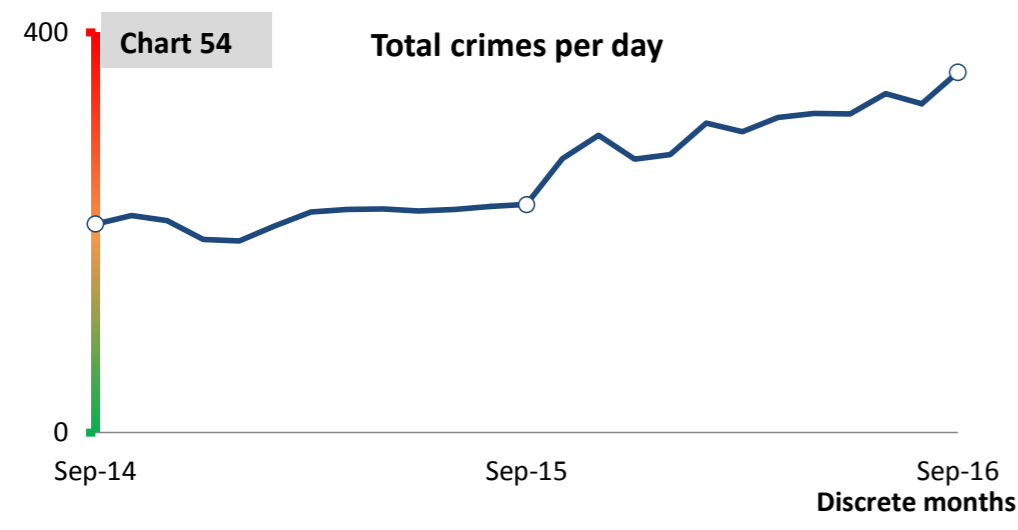
Community confidence  
Proud to lead

Engagement & understanding (slide 25)



Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Crime and ASB (slide 27)</b>											
Total crime	224 per day	Apr to Sep 2016	257 per day	2015/16	330 per day	Apr to Sep 2016	● <sup>20</sup>	5th	36th	54	+28% increase
Signal crimes - Burglary dwelling	9 per day	Apr to Sep 2016	9 per day	2015/16	9 per day	Apr to Sep 2016		1st	14th	55	+3% increase
ASB	213 per day	Apr to Sep 2016	184 per day	2015/16	180 per day	Apr to Sep 2016				56	-2% reduction
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	57%	Apr to Sep 2016				57	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 Mar 2015	3%	12mths to Mar 2016	● <sup>6</sup>	2nd	8th	58	Crime survey for England and Wales Next update due 20 October 2016
The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			11%	12mths to Mar 2015	9%	12mths to Mar 2016	● <sup>24</sup>	1st	10th	58	Crime survey for England and Wales Next update due 20 October 2016

Community confidence  
Proud to lead  
Prevent (slides 26-27)



●<sup>9</sup> - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Public perceptions</b>												
Community confidence Proud to lead Prevent (slides 26-27)	Crime is a very or fairly big problem in their neighbourhood			8%	12mths to Sep 2015	6%	12mths to Sep 2016	● <sup>24</sup>			59	Safer community survey
	ASB is a very or fairly big problem in their neighbourhood			13%	12mths to Sep 2015	11%	12mths to Sep 2016	● <sup>24</sup>			59	Safer community survey

**Chart 59** Very or fairly big problem in their neighbourhood

Legend: ASB (red line), Crime (blue line)

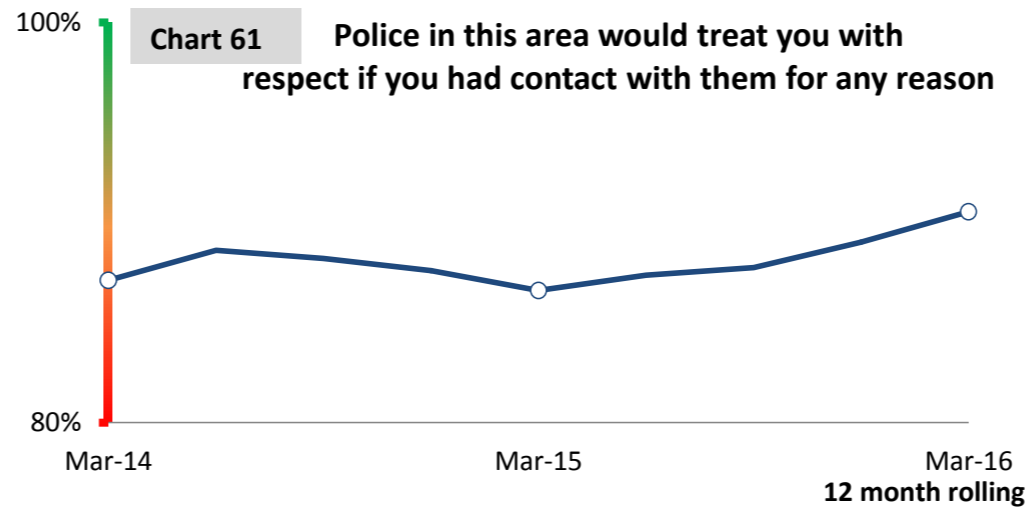
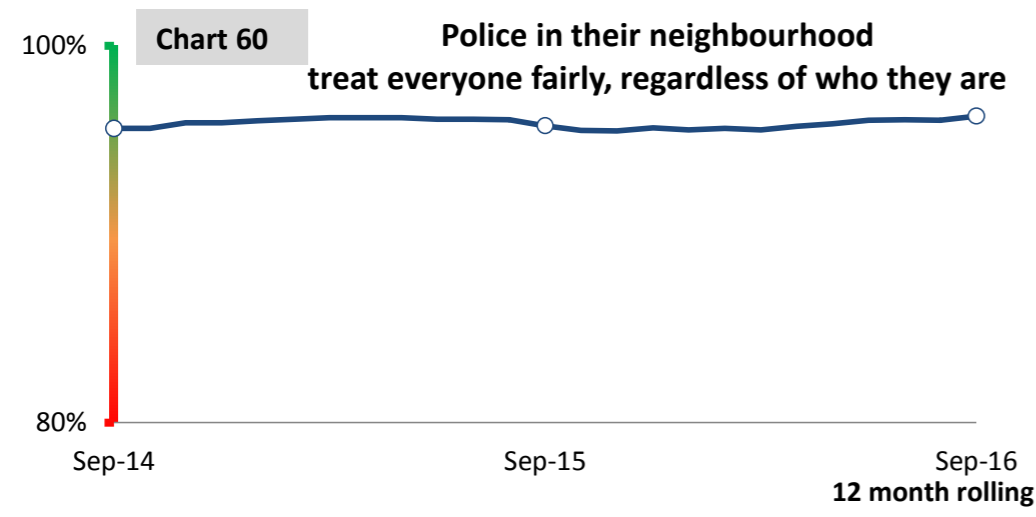
Y-axis: 0% to 20%

X-axis: Sep-14, Sep-15, Sep-16 (12 month rolling)

Period	ASB (%)	Crime (%)
Sep-14	~13	~10
Sep-15	~11	~9
Sep-16	~11	~8

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Use of powers</b>												
Percentage of Stop & Searches resulting in an arrest / outcome other than NFA				24%	Jan to Mar 2016	24%	Jul to Aug 2016					
Percentage of Stop & Searches with sufficient grounds recorded				68%	Jan to Mar 2016	72%	Jul to Aug 2016					
<b>Conduct and standards</b>												
Measures to be determined												
<b>Public perceptions</b>												
Police in their neighbourhood treat everyone fairly, regardless of who they are				96%	12mths to Sep 2015	96%	12mths to Sep 2016				60	Safer community survey
Police in this area would treat you with respect if you had contact with them for any reason				87%	12mths to Mar 2015	91%	12mths to Mar 2016	● <sup>12</sup>	1st	1st	61	Crime survey for England and Wales Next update due 20 October 2016

Community confidence  
Proud to lead  
Treatment (slide 28)

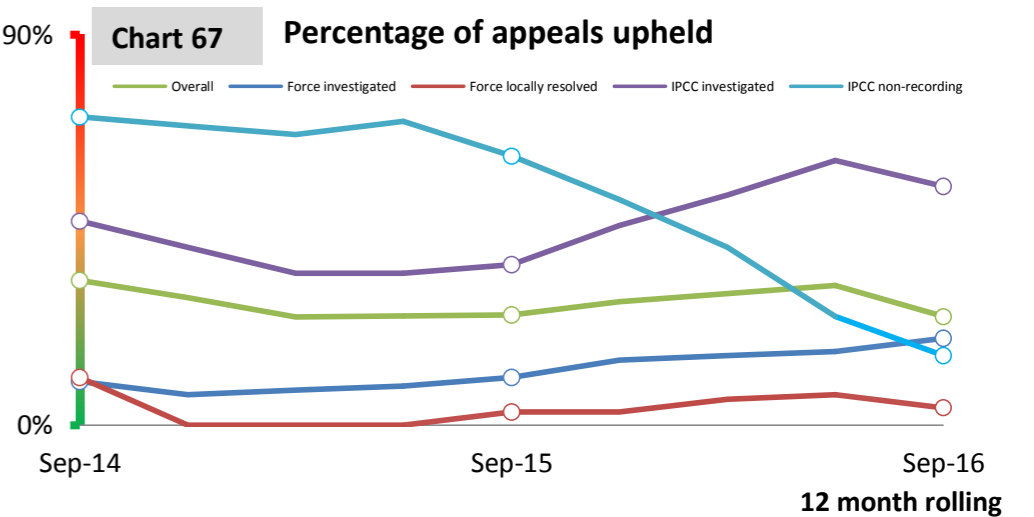
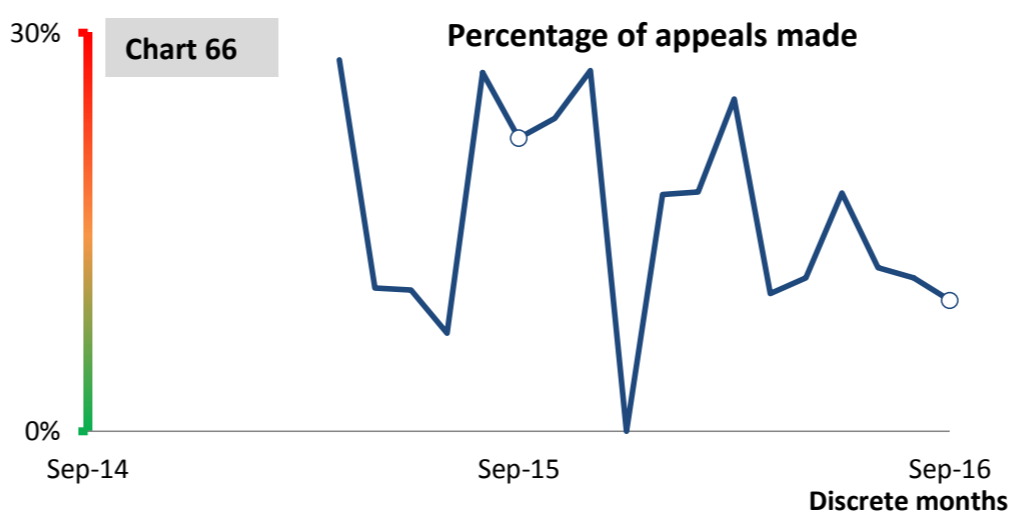
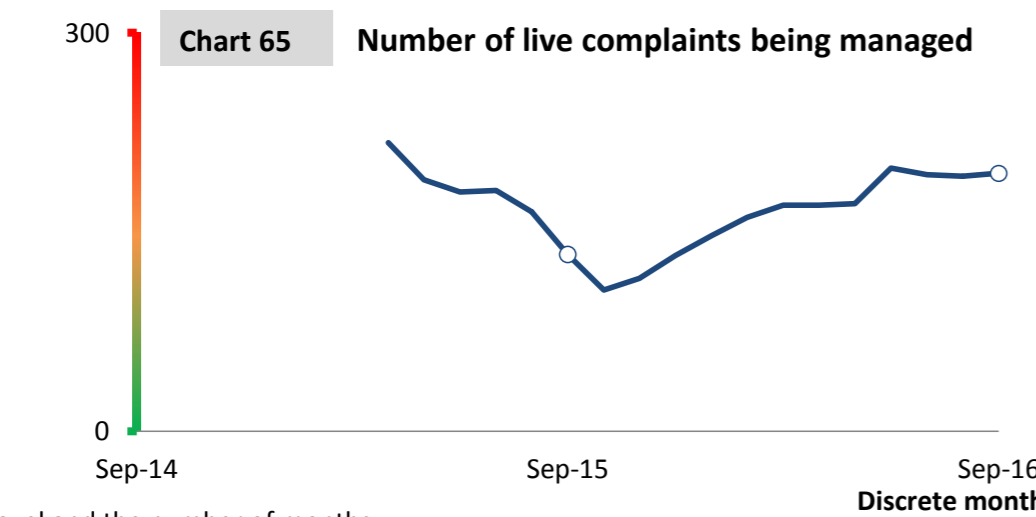
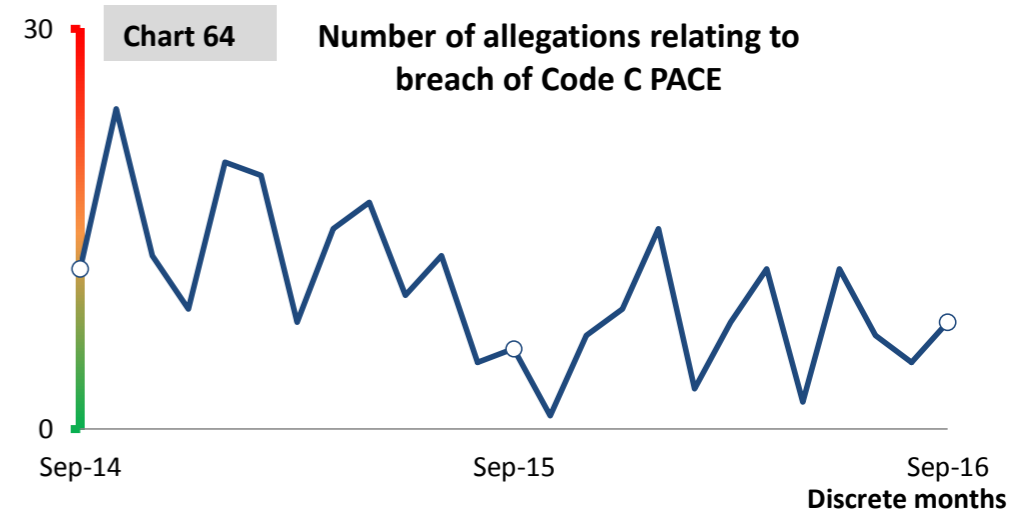
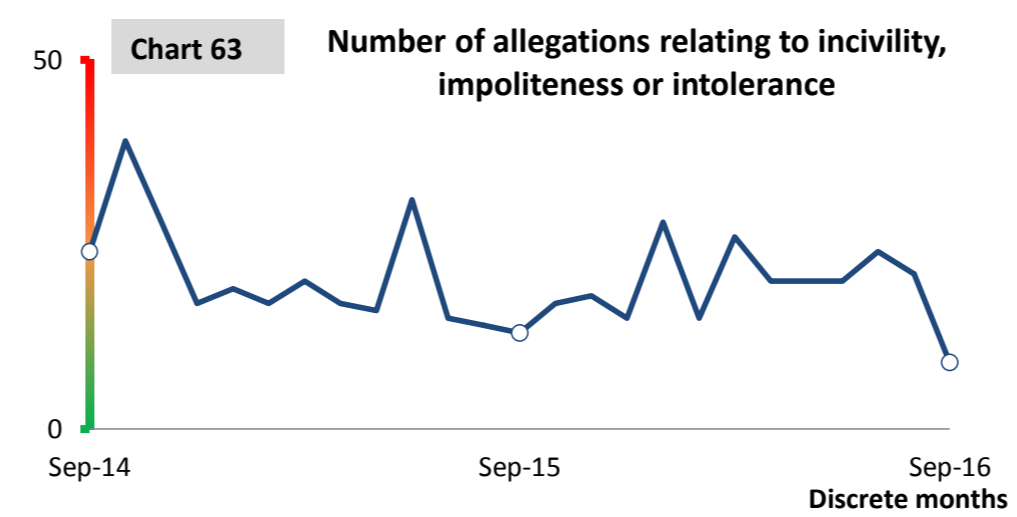
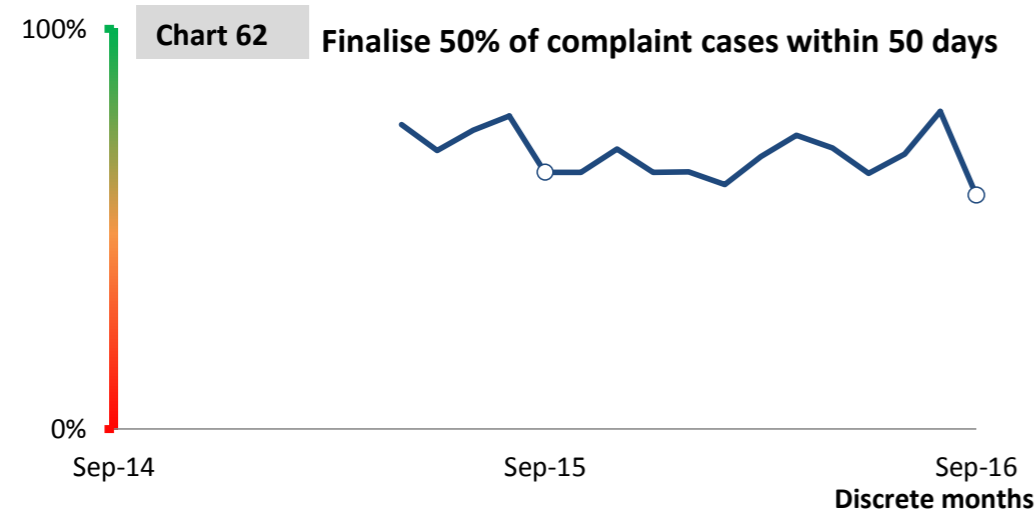


<sup>9</sup> - Direction of travel and the number of months

Community confidence	Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
	Value	Period	Value	Period	Value	Period					
<b>Management of complaints (slide 30)</b>											
Finalise 50% of complaint cases within 50 days	75%	Apr to Sep 2015	69%	2015/16	69%	Apr to Sep 2016				62	
Number of allegations relating to incivility, impoliteness or intolerance	18 per month	Apr to Sep 2015	19 per month	2015/16	22 per month	Apr to Sep 2016				63	
Number of allegations relating to breach of Code C PACE	11 per month	Apr to Sep 2015	9 per month	2015/16	9 per month	Apr to Sep 2016	●24			64	
Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	Apr to Sep 2015	100%	2015/16	99%	Apr to Sep 2016					
Number of live complaints being managed	133	As at 30th Sep 2015	170	As at 31st Mar 2016	194	As at 30th Sep 2016	●11			65	
Percentage of complainants who are satisfied with the way their complaint was dealt with											
Percentage of appeals made	17%	Apr to Sep 2015	18%	2015/16	12%	Apr to Sep 2016				66	
Percentage of appeals upheld - Overall	28%	Apr to Sep 2015	30%	2015/16	19%	Apr to Sep 2016				67	
Percentage of appeals upheld - Force investigated	14%	Apr to Sep 2015	16%	2015/16	22%	Apr to Sep 2016				67	
Percentage of appeals upheld - Force locally resolved	4%	Apr to Sep 2015	6%	2015/16	0%	Apr to Sep 2016				67	
Percentage of appeals upheld - IPCC investigated	44%	Apr to Sep 2015	53%	2015/16	33%	Apr to Sep 2016	●3			67	
Percentage of appeals upheld - IPCC non-recording	58%	Apr to Sep 2015	41%	2015/16	11%	Apr to Sep 2016	●15			67	

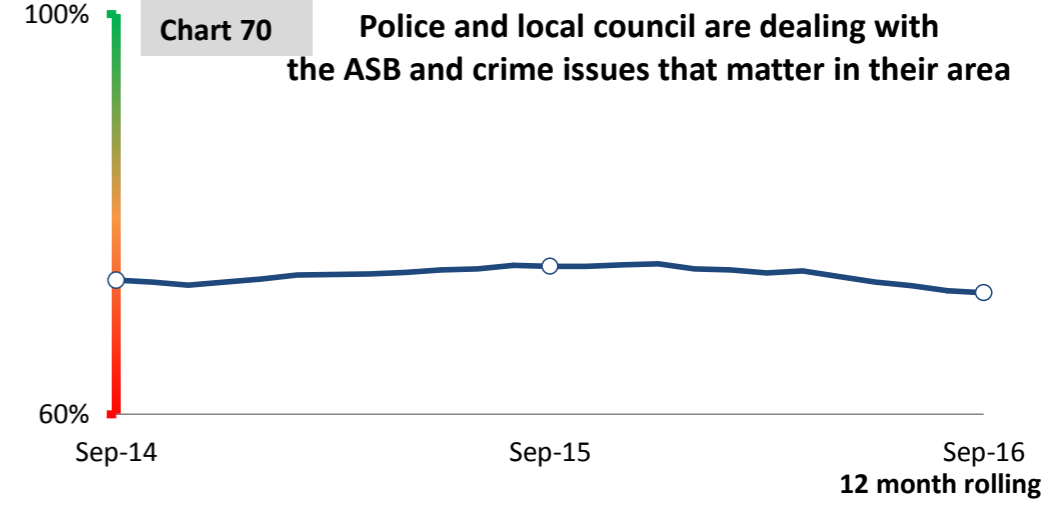
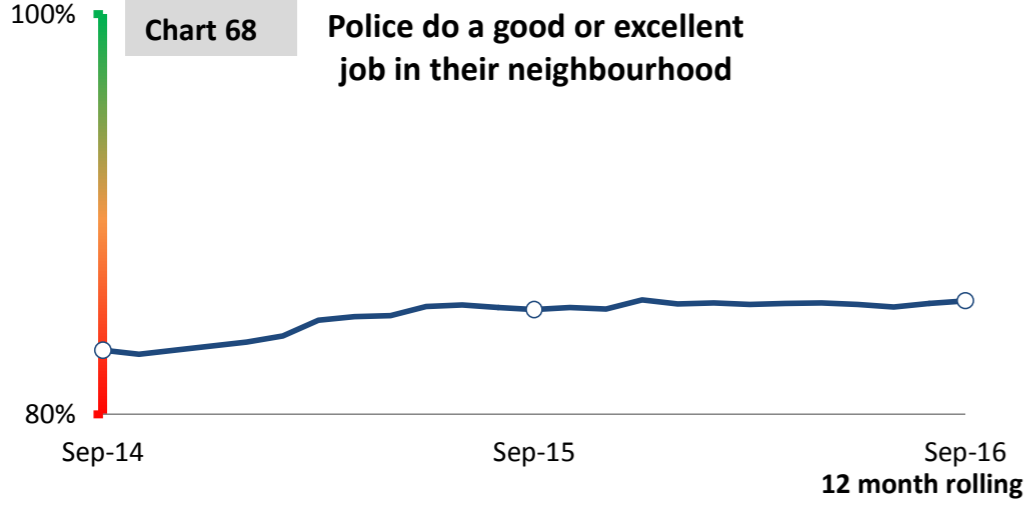
Community confidence  
Proud to lead

Overall service (slides 29-30)



● - Direction of travel and the number of months

Community confidence		Previous YTD		Previous		Current		Direction of travel	MSG Position	National Position	Chart Number	Notes
		Value	Period	Value	Period	Value	Period					
<b>Public perceptions</b>												
Community confidence Proud to lead Overall service (slides 29-30)	Police do a good or excellent job in their neighbourhood			85%	12mths to Sep 2015	86%	12mths to Sep 2016				68	Safer community survey
	Feel very or fairly safe living in their neighbourhood			98%	12mths to Sep 2015	98%	12mths to Sep 2016				69	Safer community survey
	Police and local council are dealing with the ASB and crime issues that matter in their area			75%	12mths to Sep 2015	72%	12mths to Sep 2016	● <sup>8</sup>			70	Safer community survey



●<sup>9</sup> - Direction of travel and the number of months