Vietinale					Previo	ous YTD	Prev	vious	Cu	irrent	Direction	MSG	National	Chart	Nichos
Victim's	JOL	irney			Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
		Call man	agement (sli	de 5)											
		Average	time to answe	er 999 calls	0m 12s	Apr to Sep 2015	0m 11s	2015/16	0m 11s	Apr to Sep 2016				1	
		Average	time to answe	er 101 calls	1m 21s	Apr to Sep 2015	1m 4s	2015/16	1m 5s	Apr to Sep 2016	•5			1	
		Percenta	ge of calls ans	wered - 999	97%	Apr to Sep 2015	98%	2015/16	98%	Apr to Sep 2016				2	
		Percenta	ge of calls ans	wered - 101	74%	Apr to Sep 2015	79%	2015/16	80%	Apr to Sep 2016	•4			2	
		Percenta	ge of calls dea	alt with in a professional manner											
		Cor	rect greeting a	and overall politeness					93%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
	(Ane	explanation of	response was given					46%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
first ve	es 3-7)	All i	nformation wa	as recoded					78%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
ms fii erve	(slides	Con	tact handler r	eassured the caller					76%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
victims d to ser		Con	tact handler r	elated with the caller					78%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
ting	contact	Con	tact handler r	esolved the caller's request					88%	Apr to May 2016					The next THRIVE assessment is planned for December 2016.
Put	nitial (02:00	Chart 1	Average answer time				ercentage of	calls answer	ed					
	u I	00:00	999 101			100%	999 101	4			~ ~~				
		Sep-	14	Sep-15	Sep Discrete mo	0-16 Sep-	14	Se	p-15	Discre	Sep-16 ete months				

Assessment of vulnerability

Percentage of calls correctly assessed for vulnerability,	Apr to May	The next THRIVE assessment is planned
threat, risk and harm	2016	for December 2016.

Victim's	Journey	Previous YTD Value Period	Previous Value Period	Current Value Period	Direction of travel	MSG Nation Position Position		Notes
		Value Periou	value Periou	value Period				
	Decision making and standards (slide 4)							
	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	•3		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							
	^{100%} Chart 3 National crime recording standa	rds 100%	Chart 4 Crimes record	ed within 24 hours				
ting victims first roud to serve	(Slides 3-7)							
tting victims fi Proud to serve	Sep-14 Sep-15	Sep-16 Sep-1 Discrete months	4 Sej	D-15 Discre	Sep-16 t e months			
Puti	Satisfaction (slide 7) Percentage of victims satisfied with ease of contact - Crime		12	12 stills to Co.	п п			
	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	•11		5	ASB survey
	Percentage of callers satisfied where their call did not result in the creation of an incident log							
	100% Chart 5 Victim satisfaction - ease of cont Crime ASB	act						
	90% J Sep-14 Sep-15	Sep-16 12 month rolling						

listim's lourney	Previou	IS YTD	Previ	ous	Cui	rrent	Direction	MSG	National	Chart	Notos
ictim's Journey	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
Response (slide 9)											
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	•9			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	•4			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	•5			9	
	Priority 1 Vulnerable victim					Priority 2	victim				
00:00:00 Sep-14 Sep-15	Sep Discrete mor		ep-14		Sep-15	Discre	Sep-16 ete months				
01:00:00 Chart 8 90th percentile response rat	te (Priority 1)	02:00:00	Chart 9	90th perce	entile respons	se rate (Priori	ity 2)				
		9	~			Priority 2					
00:00:00	P1 Rural - Vulnerable	00:00:00									
Sep-14 Sep-15	Sep Discrete mor		ep-14		Sep-15	Discre	Sep-16 ete months				

Victim's J	ournev	Previo		Prev			rrent	Direction	MSG	National	Chart	Notes
		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
	Resourcing											
	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	•5			13	
	^{30%} Chart 10 Percentage of incidents delaye	d	00:45:00	Chart 11	Median len	igth of delay	ed incidents					
rst	(6-g						~					
Putting victims first Proud to serve	(slides t	\sim					<u></u>	0				
d to												
tting	Sep-14 Sep-15		00:00:00									
Pu	Sep-14 Sep-15	Sep- Discrete mo	16 Se	p-14		Sep-15	Discre	Sep-16 ete months				
	30% Chart 12 Percentage of officer time una	available	00:30:00	Chart 13	Median ler	ngth of custo	dy wait time					
		\sim				~~~~	\frown					
		24/7										
	2 1/	NPT										
	0% Sep-14 Sep-15	Sep-		p-14		Sep-15	Discre	Sep-16				
		Discrete mo	nths				Discre	ete months				

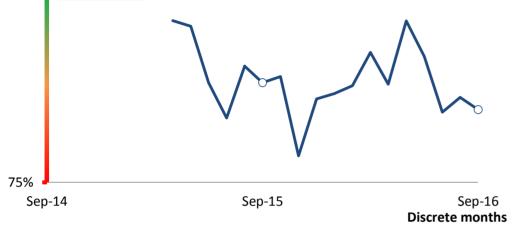
Victim's Journey	Previou		Previ		Cur	rent	Direction	MSG	National	Chart	Notoc
victim's Journey	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes

Assessment of vulnerability

VCOP: Percentage of victims with a satisfactory needs	90%	Apr to Sep	87%	2015/16	87%	April to Sep		14	Measure supports Victims' Code Of
assessment	90%	2015	0770	2013/10	0770	2016		14	Practice
VCOP: Percentage of needs assessment completed within 24	010/	Apr to Sep	82%	2015/16	94%	April to Sep			Measure supports Victims' Code Of
hours.	81%	2015	82%	2015/16	94%	2016			Practice
VCOP: Percentage of victims of sexual offences and domestic	0.2%	Apr to Sep	0.00/	2015/10	0.0%	April to Sep			Measure supports Victims' Code Of
abuse with a victims needs assessment.	92%	2015	88%	2015/16	96%	2016			Practice



Victims with a satisfactory needs assessment



onse (slides 8-9) Satisfaction

Putting victims first

Proud to serve

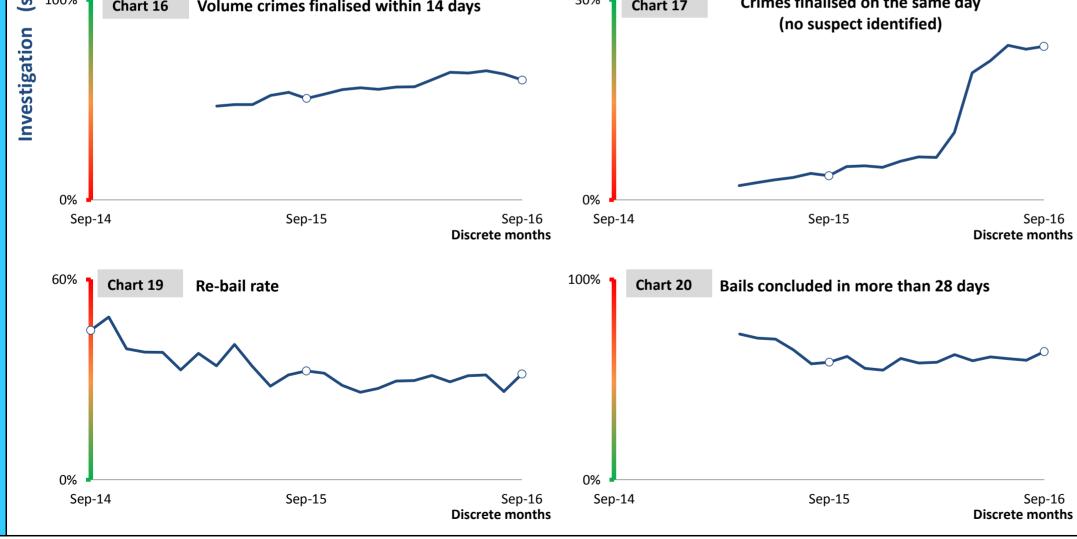
Percentage of victims satisfied with time of arrival - Crime	93%	12mths to Sep 2015	92%	12mths to Sep 2016		15	User satisfaction survey - Crime
Percentage of victims satisfied with time of arrival - ASB	93%	12mths to Sep 2015	93%	12mths to Sep 2016		15	ASB survey



n's Journey	Previe	ous YTD	Previo	ous	11	urrent	Direction	MSG	National	Chart	Notes
source	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Standards of investigation (slide 11)											
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)	me)					or outstanding st 2), criminal damag			f 206 volume c	rime investigati	ons; burglary OTD and other thef
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 mont	n Jul to Sep 2016					
VCOP: Post charge files where the victim personal statement was incorrectly recorded.					4 per mont	n 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											
Percentage of bails granted with conditions 100% Chart 16 Volume crimes finalised within 1	^{100%} Chart 16 Volume crimes finalised within 14 days					e same day ified)		²⁰⁰ Cha	art 18 File	e quality	

ourney	Previo	ous YTD	Previo	ous	Ci	urrent	Direction	MSG	National	Chart	Notes
Juney	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
Standards of investigation (slide 11)											
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 investigati vehicle crime (27)		-	-			of 206 volume c	rime investigat	ions; burglary OTD and other theft (49)
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											
^{100%} Chart 16 Volume crimes finalised within 1	4 days	30%	Chart 17		lised on the Ispect identi	•			art 18 File	e quality	





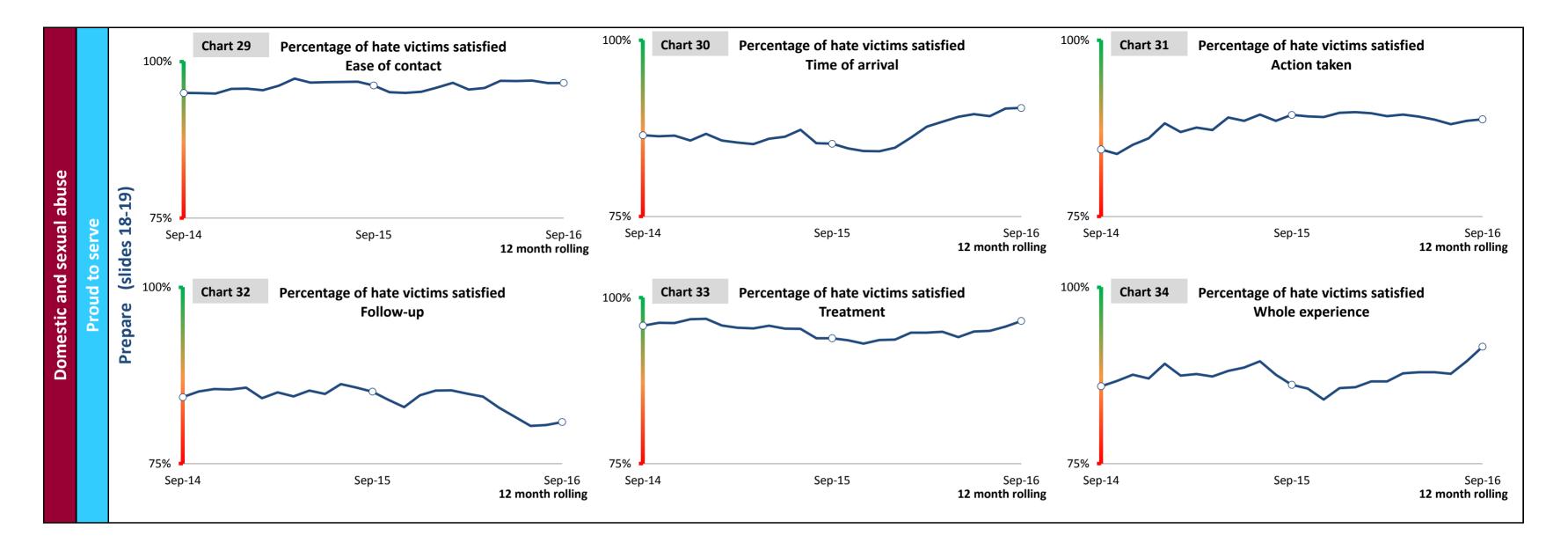


tim's Jo		Previous	YTD	Pre	evious	Cu	irrent	Direction	MSG	National	Chart	Notes
	Juney	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Offender management											
	IOM re-offending rate.											
	Satisfaction (slide 14)											
	Percentage of victims satisfied with action taken - Crime			87%	12mths to Sep 2015	88%	12mths to Sep 2016	•4	1st	4th	21	User satisfaction survey - Crime
10-14	Percentage of victims satisfied with action taken - ASB			90%	12mths to Sep 2015	86%	12mths to Sep 2016	•7			21	ASB survey
Proud to serve stigation (slides 10	Percentage of victims satisfied with action taken - RWD			92%	Feb to Mar 2016	94%	Apr to Sept 2016				21	RWD survey
o serve (slides	Percentage of victims satisfied with follow-up - Crime			87%	12mths to Sep 2015	83%	12mths to Sep 2016	•	1st	4th	22	User satisfaction survey - Crime
roud to	Parcontage of victime esticfied with follow up ASP			89%	12mths to Sep 2015	86%	12mths to Sep 2016	• ¹⁰			22	ASB survey
Pro	100% Chart 21 Victims satisfied with action take	en	100%	Chart 22	Victims satisfi	ied with fol	ow-up					
t seve	^{100%} Chart 21 Victims satisfied with action take	0										
		0	8			0						
	Crime ASB			Crime	· · · · · · · · · · · · · · · · · · ·							
	RWD			ASB								
	75% Sep-14 Sep-15	 Sep-16	75%	14	Ser	p-15		Sep-16				
		12 month rollin			56	~ 1 .5	12 mo	nth rolling				

ctim's Jo	ourney		Previo Value	us YTD Period	Pı Value	evious Period	Cu Value	urrent Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
	Criminal	l justice				•	•		••				
	Percenta	age of guilty pleas at first hearing	66%	Apr to Aug 2015	65%	2015/16	63%	Apr to Aug 2016				23	
	Convictio	on rate at Magistrates Court	82%	Apr to Aug 2015	84%	2015/16	83%	Apr to Aug 2016				24	
-		riate use of out of court disposals where a charge is mal outcome			38%	Jan to Mar 2016	66%	Apr to Aug 2016					
ڻ ا					89%	Jan to Mar 2016	96%	Apr to May 2016					
l to serve (slides 1		r the use of charge for a lesser offence											
Proud to serve		Chart 23 Guilty pleas at first hearing		100%	Chart 24	Conviction rate	e at Magisti	rates Court	\sim				
	50%			50%									
	Aug-	-14 Aug-15	Aug Discrete mo	-16 Aug-14	4	Au	g-15	Discre	Aug-16 ete months				

's Journey	Previou Value	s YTD Period	Pre Value	evious Period	C Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Satisfaction (slide 16)	Value	renou	Value	Teriou	Value	renou	ortaver	rosition	Position	Number	
Percentage of victims satisfied with treatment - Crime	2		96%	12mths to Sep 2015	97%	12mths to Sep 2016		2nd	2nd	25	User satisfaction survey - Crim
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 seriously - RWD	taken		92%	February to March 2016	91%	April to Sept 2016				26	RWD survey
Percentage of victims satisfied with whole experience	e - 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	e - ASB		89%	12mths to Sep 2015	85%	12mths to Sep 2016	•24			27	ASB survey
Percentage of victims satisfied with whole experience			90%	February to March 2016	89%	April to Sept 2016				27	RWD survey
Percentage of ASB victims who are confident to repo further incidents to the police again	rt		98%	12mths to Sept 2015	97%	12mths to Sept 2016	•10			28	ASB survey
(sli	8			was taken	hought the	- RWD	0				
Dutcome (slides	Crime ASB	000/		was taken	-	- RWD	0				
75% Sep-14 Sep-15			.4	was taken	seriously		Sep-16 nth rolling				
Ontcome (slides	ASB Sep-1 12 month roll	.6 Sep-1			-15	12 mo	nth rolling				
Sep-14 Sep-15	ASB Sep-1 12 month roll	.6 Sep-1 ing		Sep	-15	12 mo	nth rolling				
Sep-14 Sep-15 100% Chart 27 Victims satisfied with the set of the	ASB Sep-1 12 month roll	.6 Sep-1 ing		Sep	-15	12 mo	nth rolling				
Sep 14 Sep 15 100% Chart 27 Victims satisfied with the set of the	ASB Sep-1 12 month roll	.6 Sep-1 ing		Sep	-15	12 mo	nth rolling				

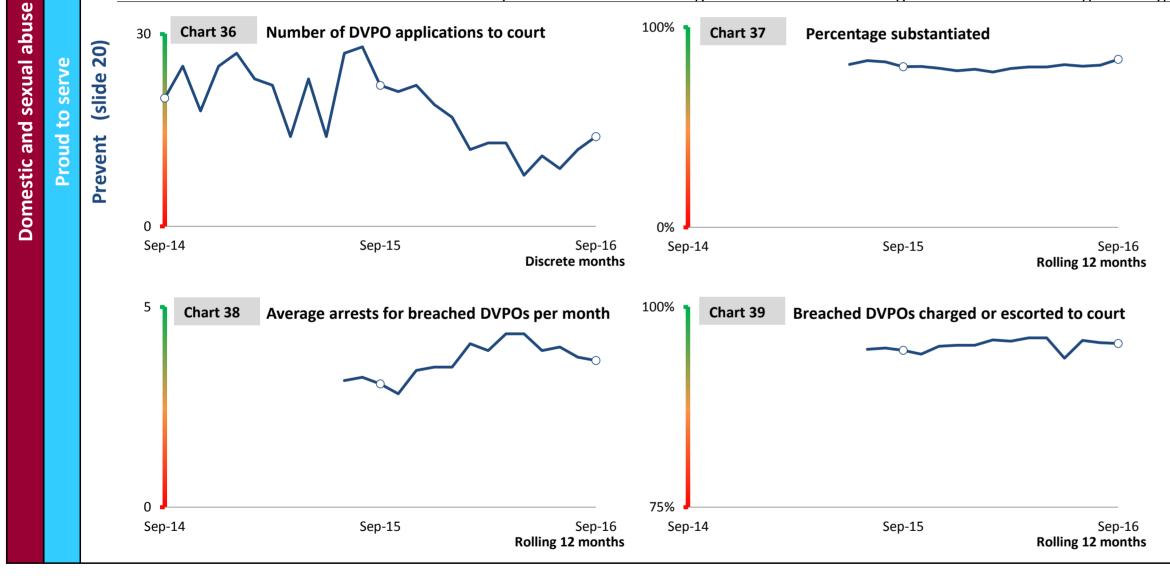
guarding the Vulnerable		Previou	us YTD	Prev	/ious	C	Current	Direction	MSG	National	Chart	Notes
guaru		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Resourcing											
	Assessment of whether capacity and capability match projected demand											
	Satisfaction (slide 19)											
	Percentage of domestic abuse victims satisfied											
	Ease of contact					97%	May to Sep 2016					Domestic Abuse survey
16	Time of arrival					92%	May to Sep 2016					Domestic Abuse survey
Ve 18-19)	Action taken					86%	May to Sep 2016					Domestic Abuse survey
d to ser						86%	May to Sep 2016					Domestic Abuse survey
ud to (cli	Treatment					92%	May to Sep 2016					Domestic Abuse survey
Propare	Whole experience					94%	May to Sep 2016					Domestic Abuse survey
Pre	Percentage of hate victims satisfied											
	Ease of contact			96%	12mths to Sep 2015	97%	12mths to Sep 2016		1st	5th	29	User satisfaction survey - Crime
	Time of arrival			85%	12mths to Sep 2015	90%	12mths to Sep 2016	•9			30	User satisfaction survey - Crime
	Action taken			89%	12mths to Sep 2015	89%	12mths to Sep 2016		1st	3rd	31	User satisfaction survey - Crime
	Follow-up			85%	12mths to Sep 2015	82%	12mths to Sep 2016	•7	1st	6th	32	User satisfaction survey - Crime
	Treatment			94%	12mths to Sep 2015	97%	12mths to Sep 2016	•10	1st	6th	33	User satisfaction survey - Crime
	Whole experience			86%	12mths to Sep 2015	92%	12mths to Sep 2016	•10	1st	5th	34	User satisfaction survey - Crime



Safeguard	ing the Vulnerable	Previou Value	is YTD Period	Previo Value	us Period	Cu Value	rrent Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
	Evaluation of initiatives	Vulue	T CHOU	Vulue	renou	Vulue	T CHOU	ortitutei	1 USICION	TOSICION	Humber	
	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					
puse	Newcastle programme			63	2015/16	33	Apr to Sep 2016					
Domestic and sexual abuse Proud to serve	Northumberland BIPP programme			39	2015/16	42	Apr to Sep 2016					
stic and sexual Proud to serve	Gateshead DETER programme			119	2015/16	39	Apr to Sep 2016					
estic an Proud	North Tyneside programme			-	2015/16	30	Apr to Sep 2016					
	80 Chart 35 Number of referrals into domesti 70 perpetrator programmes 60	\bigcirc	16 iths									

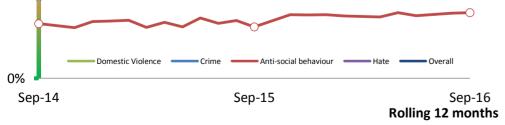
oguarding the Vulnerable	Previo	us YTD	Previ	ous	Cur	rent	Direction
Safeguarding the Vulnerable	Value	Period	Value	Period	Value	Period	of travel

ding the Vulnerable	Previo	us YTD	Previo	ous	Cur	rent	Direction	MSG	National	Chart	Notor
ding the Vulnerable	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
Management of orders											
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	•13			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 fo 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)											



Safoguard	ing the Vulnerable	Previo	ous YTD	Pre	vious	Cu	ırrent	Direction	MSG	National	Chart	Notes
Salegualu		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Management of offenders											
	Percentage of subjects through MATAC who have reduced offending					70%	Nov 2015 to Sep 2016					153 people are being or have been managed through the MATAC process. Offending rate based upon RFG scoring.
	Track a defined MAPPA cohort to monitor rehabilitation/ offending rates											
and sexual abuse ud to serve	Disrupting and targeting offenders ensuring investigative opportunities											been convicted (16 North, 5 South). peration Caspian.
l to se	Assessment of vulnerability										1	
	Percentage of victims not referred to VFN when they ought to have been Chart 40 Victims not referred to VFN when	7%	Apr to Sep 2015	5%	2015/16	8%	Apr to Sep 2016				40	Not statistically significant
Domestic	25% Chart 40 Victims not referred to VFN when 0% Sep-14 Sep-15	n they ought	D									

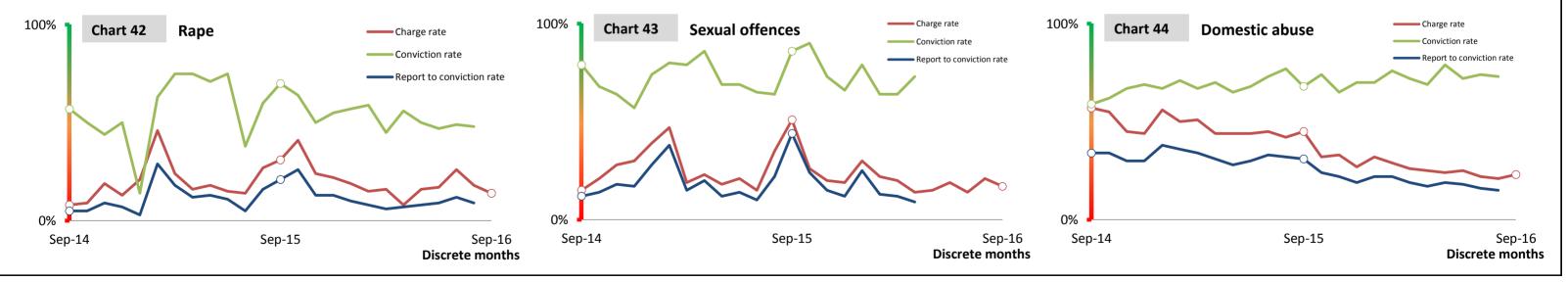
Safegua	ardir	ng the Vulnerable	Previ Value	ous YTD Period	Pre Value	vious Period	Co Value	r rent Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
		Safeguarding	value	Period	Value	Period	Value	Pendu	ortraver	Position	Position	Number	
		Assessment of the effectiveness of harm reduction plans for vulnerable victims				eduction plans we crime (11 out of 1		-	-		ed on a review	of 50 harm red	uction plans in July 2016; domestic abuse
		Assessment of the quality of investigations into missing and absent children.			of cases. All R\ timely manner.	ND risk assessme	nts were deer a thorough TI	ned to be of an ex IRIVE risk assessn	cellent stand	ard. Where ris	sk levels were e	escalated (11 ca	er resource allocation was correct for 92% uses), they were done so correctly and in a nedium risk missing person reports
		Assessment of the quality of investigations into hate crime.				were reviewed in come, even when	-		-	-		gations with a s	tructured supervisory plan ultimately led
		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			% (2 persons) of ared to 7% nation		under Sec136 w	ere taken to a police station as a place of
ouse		Confidence in reporting											
sexual abuse o serve	e 21)	report further abuse to the police again					96.4%	Apr to Sep 2016					
	(slide	Repeat victimisation											
and bu	tect	Percentage of high or medium risk victims who have suffered a subsequent incident of any category:											
Domestic a	Prote	Domestic Violence			48%	12mths to Sep 2015	50%	12mths to Sep 2016				41	
Dom		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	
		80% Chart 41 High or medium risk victims repe	eat rate	8									

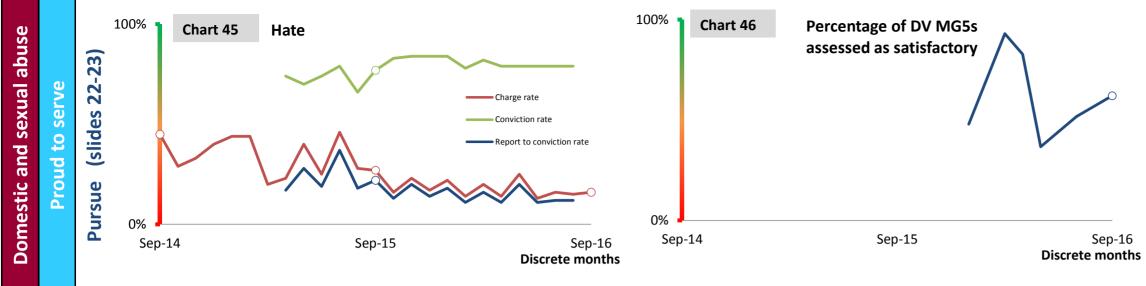


⁹ - Direction of travel and the number of months



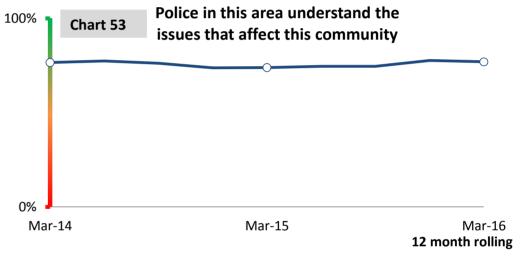
uarding the Vulnerable	Previ	ous YTD	Pre	vious		rrent	Direction	MSG	National	Chart	Notes
	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Criminal Justice (slide 23)											
Charge rate - Rape	20%	Apr to Sep 2015	21%	2015/16	17%	Apr to Sep 2016		2nd	6th	42	National/MSG positions based upon a 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 (2015/1 57.9%
Report to conviction rate - Rape	13%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rat (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 a 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 ra (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 rat (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 (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 convict 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 r (2015/16) - 74.5%



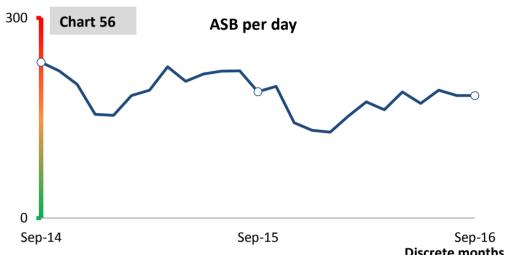


mmunit	ty confidence	Previous \			revious		urrent	Direction	MSG	National	Chart	Notes
		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
	Officer visibility											
	Percentage of time neighbourhood officers spend outside a police station in their neighbourhood	47% A	Apr to Sept 2015	48%	2015/16	49%	Apr to Sept 2016				47	
	See Police or Community Support Officers at least once a week		2015	22%	12mths to Sep 2015	16%	12mths to Sep 2016	•17			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	•14			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
ad (slide 25)	Chart 47 Percentage of time neighbour officers spend outside a police in their neighbourhood		100%	Chart 48	See Police or Co Officers at lea							
Proud to lead			~					0				
	ð 0% -		0% Sep-1	.4	Sep	-15		Sep-16				
	ð 0% -	Discrete month	Sep-1					Sep-16 nth rolling				
Fingagement &	ð 0% -	Discrete month nmunity in their	Sep-1	Chart 50		heir neigh	bourhood	nth rolling				
	0% Sep-14 Sep-15 100% Image: Chart 49 Number of times Police or Con Support Officers seen on foot	Discrete month nmunity in their	Sep-1 s	Chart 50	Police in t	heir neigh	bourhood	nth rolling				

ty confidence	Previous YT			evious		urrent	Direction	MSG	National	Chart	Notes
Volunteering	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	
Measures to be determined											
Engagement and awareness											
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
č Chart 51	ho	100%	Chart 52			-	-	^{100%} Cha	ort 52		ea understand the ct this community
	0									()0
					0		0				
0% Sep-14 Sep-15	Sep-16 12 month rolling	0% Sep-14	1	Sej	p-15	12	Sep-16 nth rolling	0% Mar-14		Ma	r-15 Mar-1 12 month roll
(cz apiis) guidaestanding	Volunteering Measures to be determined Engagement and awareness The percentage of respondents who are aware of local meetings Community tension assessments Police & Crime Commissioner talks to people to understand the needs of local communities Police in this area understand the issues that affect this community 100% Chart 51 The percentage of respondents will are aware of local meetings 0%	Volunteering Value Volunteering Value Measures to be determined Project and awareness Engagement and awareness The percentage of respondents who are aware of local meetings Community tension assessments Police & Crime Commissioner talks to people to understand the needs of local communities Police & Crime Commissioner talks to people to understand the needs of local communities The percentage of respondents who are aware of local meetings 100% Chart 51 The percentage of respondents who are aware of local meetings 0% Sep-14 Sep-15	Confidence Value Period Volunteering Measures to be determined Image: Community tension assessments Image: Community tension assessments Police & Crime Commissioner talks to people to understand the needs of local communities Image: Community tension assessments Image: Community tension assessments Police & Crime Commissioner talks to people to understand the needs of local communities Image: Community tension assessments Image: Community tension assessments Police in this area understand the issues that affect this community Image: Community tension are aware of local meetings Image: Community tension are aware of local meetings 100% Chart 51 The percentage of respondents who are aware of local meetings Image: Chart 51 0% Sep-14 Sep-15 Sep-16 Sep-16	Conflictence Value Period Value Volunteering Measures to be determined 63% Engagement and awareness 63% The percentage of respondents who are aware of local meetings 63% Community tension assessments 63% Police & Crime Commissioner talks to people to understand the needs of local communities 43% Police in this area understand the issues that affect this community 74% 100% Chart 51 The percentage of respondents who are aware of local meetings 0% Sep-14 Sep-15	Value Period Value Period Volunteering Measures to be determined Engagement and awareness The percentage of respondents who are aware of local meetings 63% 12mths to sep 2015 Community tension assessments 0 03% 5ep 2015 Police & Crime Commissioner talks to people to understand the needs of local communities 43% Sep 2015 Police in this area understand the issues that affect this community 74% 12mths to Mar 2015 100% Chart 51 The percentage of respondents who are aware of local meetings 100% Chart 52 Police & Crime understand the issues that affect this community 0% Sep-14 Sep-15 Sep-16 Sep-14 Sep	Value Period Value Period Value Volunteering Measures to be determined Image: Control of the second	Volue Value Period Value Period Volunteering Measures to be determined Engagement and awareness The percentage of respondents who are aware of local meetings Community tension assessments Police & Crime Commissioner talks to people to understand the needs of local communities Police & Crime Commissioner talks to people to understand the needs of local communities Police in this area understand the issues that affect this community 100% Chart 51 The percentage of respondents who are aware of local meetings 0% 0% Sep-14 Sep-15	Value Period Value Period Value Period of travel Volunteering Measures to be determined	Value Period Value Period Value Period Value Period of travel Position Volunteering Measures to be determined Engagement and awareness The percentage of respondents who are aware of local meetings Community tension assessments Police & Crime Commissioner talks to people to understand the issues that affect this community Police & Crime Commissioner talks to people to understand the issues that affect this community 100% Chart 51 The percentage of respondents who are aware of local meetings 0% Sep-14 Sep-14	Volute Contridence Value Value Period Value Value Period Value Period Value Period Position Volunteering Measures to be determined Engagement and awareness The percentage of respondents who are aware of local meetings Community tension assessments Police & Crime Commissioner talks to people to understand the issues that affect this Community Police in this area understand the issues that affect this Community 100% Chart 51 The percentage of respondents who are aware of local meetings 0% Sep-14 Sep-14	Volume Value Period Value Period of travel Position Position Number Volunteering Measures to be determined Image: Comparison of the synthesis of the



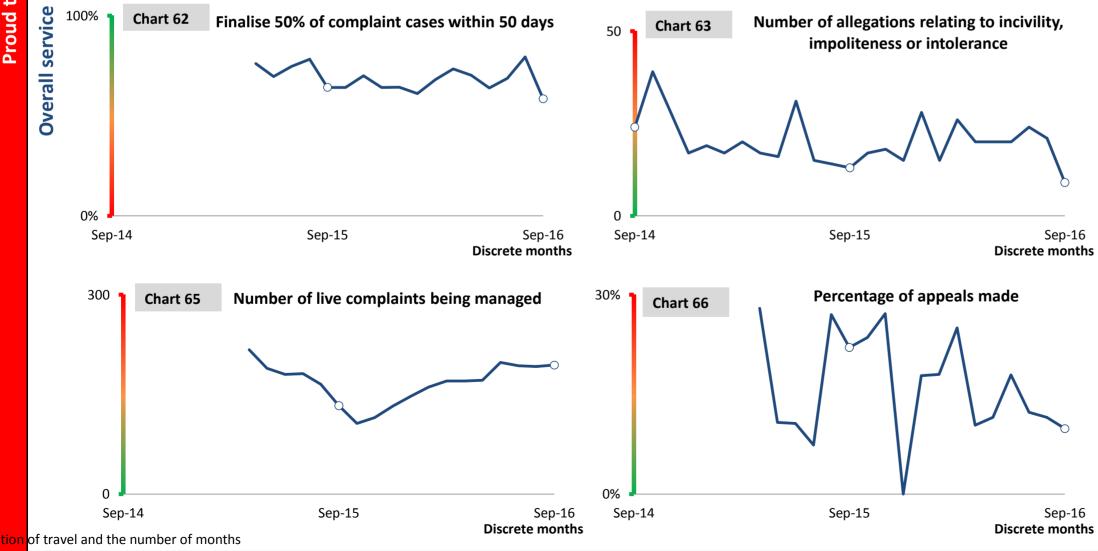
ommuni	ty confidence	Previou		Prev			rent	Direction of travel	MSG Desition	National	Chart	Notes
	-	Value	Period	Value	Period	Value	Period		Position	Position	Number	
	Crime and ASB (slide 27)											
	Total crime	224 per day	Apr to Sep 2016	257 per day	2015/16	330 per day	Apr to Sep 2016	•20	5th	36th	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	•6	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	•24	1st	10th	58	Crime survey for England and Wales Next update due 20 October 2016
ud to le	400 Chart 54 Total crimes per day		0	Chart 55 Bi		ng crimes pe				rt 56	ASB pe	
ud t		O	0					Sen-16	0			
ud t	Prevent (slides	Sep- Discrete mor	16 Sep-1			p-15		Sep-16 ete months	0 Sep-14		Sep	
ud t		Discrete mor m ASB dents	16 Sep-1 hths		Sep			ete months	0			0-15 Sep-1
ud t	0 0 0 Sep-14 100% Chart 57 Percentage of victims of long ter who experienced no further inclusion	Discrete mor m ASB dents	16 Sep-1 hths	4	Sep	p-15	Discre Ho	ete months	0			D-15 Sep-1



Community	/ confidence	Previous			vious		urrent	Direction	MSG	National	Chart	Notes
Jonnancy	connuence	Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	Notes
	Public perceptions											
	Crime is a very or fairly big problem in their neighbourhood			8%	12mths to Sep 2015	6%	12mths to Sep 2016	•24			59	Safer community survey
ence -27)	ASB is a very or fairly big problem in their neighbourhood			13%	12mths to Sep 2015	11%	12mths to Sep 2016	•24			59	Safer community survey
ity confidence d to lead (slides 26-27)	20% Chart 59 Very or fairly big problem	ASB Crime	2									
ud t		0										
Prevent		0										
	0% Sep-14 Sep-15	Sep-16 12 month rollin										

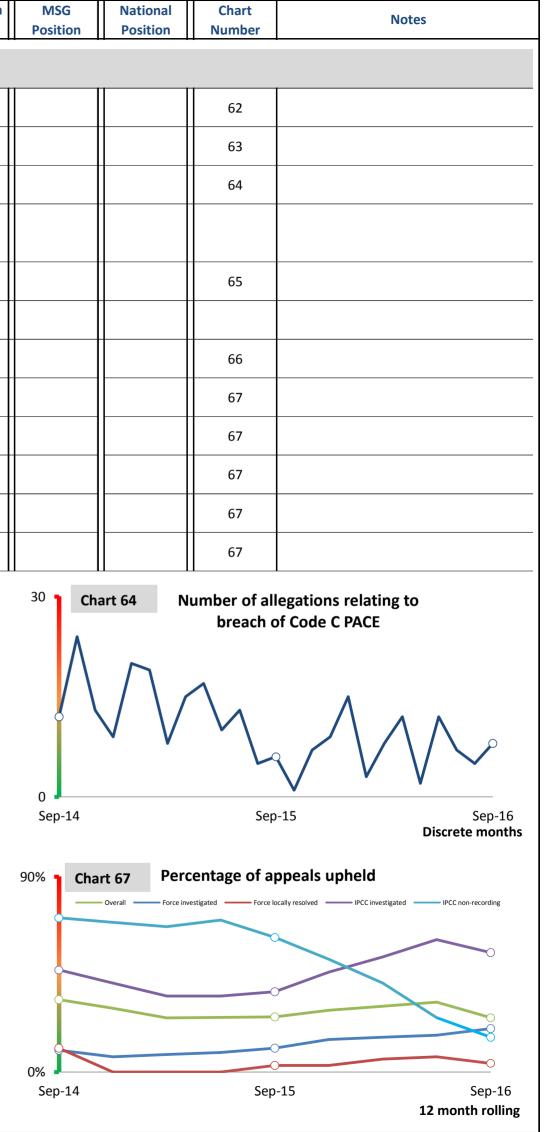
Communi	ity confidence	Previo	Previous YTD Previous		evious	Current		Direction MSG		National	Chart	Notes	
Johnnum		Value	Period	Value	Period	Value	Period	of travel	Position	Position	Number	NOLES	
	Use of powers												
	Percentage of Stop & Searches resulting in an arrest / outcome other than NFA			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						
	Conduct and standards												
	Measures to be determined												
ence	Public perceptions												
/ confide to lead	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		87%	12mths to Mar 2015	91%	12mths to Mar 2016	•12	1st	1st	61	Crime survey for England and Wales Next update due 20 October 2016		
Comm	contact with them for any reason 100% Chart 60 Police in their neighbor treat everyone fairly, regardles		100% e	Chart 61 resp	Police in this a ect if you had c		-						
	Sep-14 Sep-15	Sep- 12 month ro l	16 Mar- l ing	-14	Ma	ar-15	12 mo	Mar-16 onth rolling					

Com		\i+\/	confidence	Previo	ous YTD	Previo	PeriodValuePeriod2015/16 69% Apr to Sep 20162015/1622 per monthApr to Sep 20162015/169 per month20162015/1699%Apr to Sep 20162015/16194As at 30th Sep 20162015/1612%Apr to Sep 20162015/1612%Apr to Sep 20162015/1612%Apr to Sep 20162015/1619%Apr to Sep 20162015/1610%Apr to Sep 20162015/160%Apr to Sep 20162015/1620%Apr to Sep 20162015/1620%Apr to Sep 20162015/160%Apr to Sep 2016	rrent	Direction	
Con	mun	munity confidence		Value	Period	Value	Period	Value	Period	of travel
			Management of complaints (slide 30)							
			Finalise 50% of complaint cases within 50 days	75%	Apr to Sep 2015	69%	2015/16	69%		
			Number of allegations relating to incivility, impoliteness or intolerance	18 per month	Apr to Sep 2015	19 per month	2015/16			
			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		•24
			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%		
			Number of live complaints being managed	133	As at 30th Sep 2015	170		194	As at 30th Sep 2016	•11
			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%		
			Percentage of appeals upheld - Overall	28%	Apr to Sep 2015	30%	2015/16	19%		
			Percentage of appeals upheld - Force investigated	14%	Apr to Sep 2015	16%	2015/16	22%		
Ь)-30	Percentage of appeals upheld - Force locally resolved	4%	Apr to Sep 2015	6%	2015/16	0%		
confidence	-	es 29	Percentage of appeals upheld - IPCC investigated	44%	Apr to Sep 2015	53%	2015/16	33%	Apr to Sep 2016	•3
onfid	o lead	(slides	Percentage of appeals upheld - IPCC non-recording	58%	Apr to Sep 2015	41%	2015/16	11%	Apr to Sep 2016	• ¹⁵



Proud to lead

Community con



Community confidence				Previous YT			revious		urrent	Direction of travel		
				perceptions		Value	Period	Value	Period	Value	Period	of travel
			Police o	do a good or exce	ellent job in their neighbourhood			85%	12mths to Sep 2015	86%	12mths to Sep 2016	1
	ų	(02 -30)	Feel very or fairly safe living in their neighbourhood					98%	12mths to Sep 2015	98%	12mths to Sep 2016	
ence		\sim		and local council hat matter in the	are dealing with the ASB and crime eir area			75%	12mths to Sep 2015	72%	12mths to Sep 2016	• ⁸
confidence	to lead	(slides	100%	Chart 68 PU	Police do a good or excellent job in their neighbourhood		100% 🕤	Chart 69	Feel very or living in their ne	•	od	
Community (Proud to	service			job in their neighbourhood		÷					0
Comn	e	Overall s										
		ŇO	(0							
			80% - Sep-14 Sep-15		Sep-16 12 month rolling	80% – Sep-:	14	Sep	p-15	12 mo	Sep-16 nth rolling	

