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Initial contact (slides 3-5)

Victim's Journey	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Call management (slides 3-5)											
1 Average time to answer 999 calls	0m 12s	Apr to Nov 2015	0m 11s	2015/16	0m 11s	Apr to Nov 2016				1	
2 Average time to answer 101 calls	1m 20s	Apr to Nov 2015	1m 4s	2015/16	1m 2s	Apr to Nov 2016	● [1]			1	
3 Percentage of calls answered - 999	98%	Apr to Nov 2015	98%	2015/16	98%	Apr to Nov 2016				2	
4 Percentage of calls answered - 101	77%	Apr to Nov 2015	79%	2015/16	84%	Apr to Nov 2016				2	
5 Percentage of calls dealt with in a professional manner											
5a Correct greeting and overall politeness					93%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
5b An explanation of response was given					46%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
5c All information was recoded					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
5d Contact handler reassured the caller					76%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
5e Contact handler related with the caller					78%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
5f Contact handler resolved the caller's request					88%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.

Chart 1 Average answer time

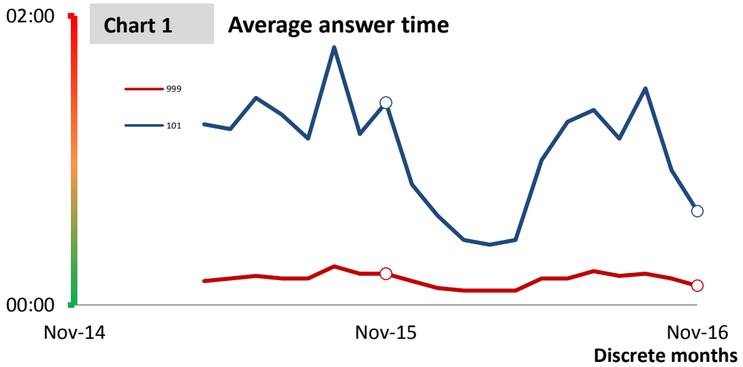
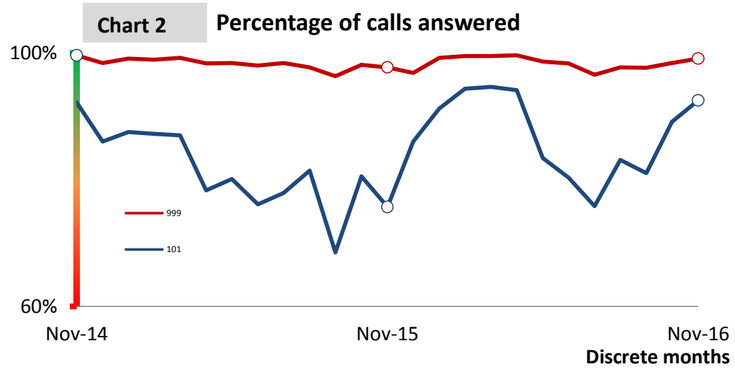


Chart 2 Percentage of calls answered



Assessment of vulnerability											
6 Percentage of calls correctly assessed for vulnerability, threat, risk and harm					94%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.

[9] - Direction of travel and the number of months

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Victim's Journey

Initial contact (slides 3-5)

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Decision making and standards											
7 Percentage of incidents allocated the most appropriate response					80%	Apr to May 2016					The next THRIVE assessment is planned for February 2017.
8 Compliance with National Crime Recording Standards	84%	Apr to Nov 2015	90%	2015/16	92%	Apr to Nov 2016	● 4			3	
9 Percentage of crimes recorded within 24 hours	75%	Apr to Nov 2015	74%	2015/16	69%	Apr to Nov 2016				4	
10 Percentage of sexual offences recorded within 24 hours			78%	2015/16	75%	Apr to Nov 2016					Includes those crimes where it is reasonable to record after 24 hours
11 Percentage of rape offences recorded within 24 hours	95%	Apr to Nov 2015	95%	2015/16	86%	Apr to Nov 2016					
12 Compliance with National Standards for Incident Recording											

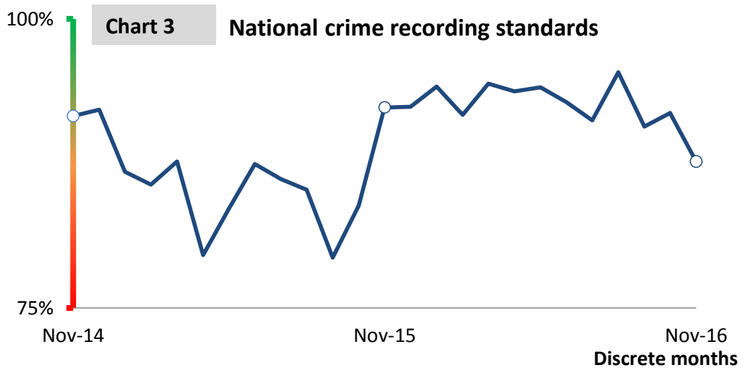

Chart 3 National crime recording standards

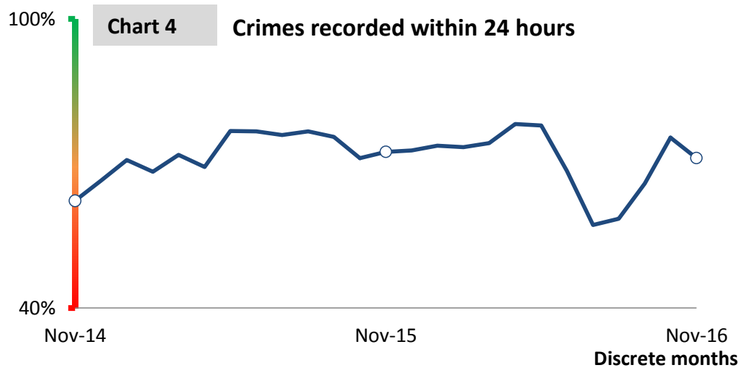

Chart 4 Crimes recorded within 24 hours

Satisfaction											
13 Percentage of victims satisfied with ease of contact - Crime			98%	12mths to Nov 2015	98%	12mths to Nov 2016		1st	2nd	5	User satisfaction survey - Crime
14 Percentage of victims satisfied with ease of contact - ASB			97%	12mths to Nov 2015	95%	12mths to Nov 2016	● 13			5	ASB survey
15 Percentage of callers satisfied where their call did not result in the creation of an incident log											

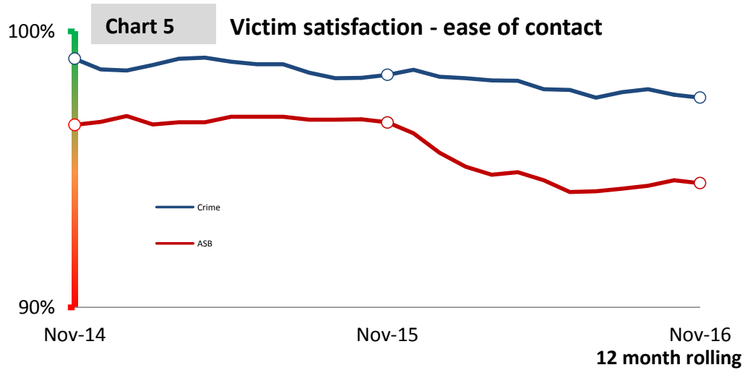

Chart 5 Victim satisfaction - ease of contact

● 9 - Direction of travel and the number of months

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Victim's Journey

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Response (slide 7)											
16 90th percentile allocation rate - Priority 1	3m 33s	Apr to Nov 2015	3m 34s	2015/16	3m 29s	Apr to Nov 2016				6	
16a Vulnerable victim	3m 53s	Apr to Nov 2015	3m 54s	2015/16	3m 37s	Apr to Nov 2016	●11			6	
17 90th percentile allocation rate - Priority 2	34m 52s	Apr to Nov 2015	35m 12s	2015/16	35m 19s	Apr to Nov 2016				7	
17a Vulnerable victim	46m 39s	Apr to Nov 2015	49m 23s	2015/16	45m 24s	Apr to Nov 2016	●6			7	
18 90th percentile response rate - Priority 1 (Urban)	13m 15s	Apr to Nov 2015	13m 29s	2015/16	13m 40s	Apr to Nov 2016				8	
18a Vulnerable victim	14m 22s	Apr to Nov 2015	14m 36s	2015/16	14m 56s	Apr to Nov 2016				8	
19 90th percentile response rate - Priority 1 (Rural)	22m 17s	Apr to Nov 2015	22m 48s	2015/16	23m 18s	Apr to Nov 2016				8	
19a Vulnerable victim	23m 36s	Apr to Nov 2015	23m 48s	2015/16	23m 12s	Apr to Nov 2016				8	
20 90th percentile response rate - Priority 2	1h0m 52s	Apr to Nov 2015	1 h 2m 6s	2015/16	1 h 2m 41s	Apr to Nov 2016				9	
20a Vulnerable victim	1h22m 5s	Apr to Nov 2015	1 h 27m 27s	2015/16	1 h 19m 45s	Apr to Nov 2016	●8			9	

Response (slides 6-7)

Chart 6 90th percentile allocation rate (Priority 1)

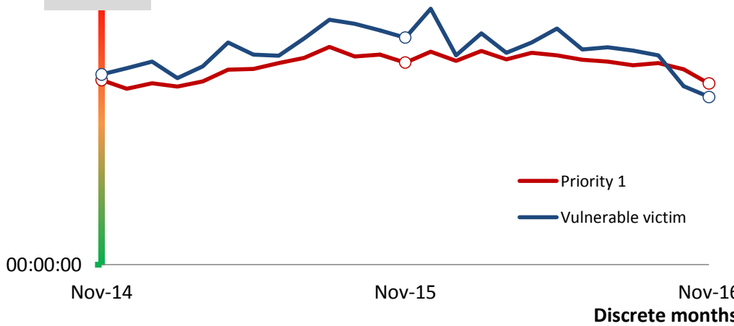


Chart 7 90th percentile allocation rate (Priority 2)

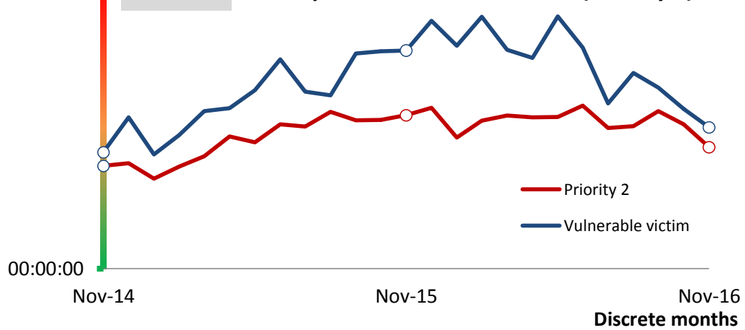


Chart 8 90th percentile response rate (Priority 1)

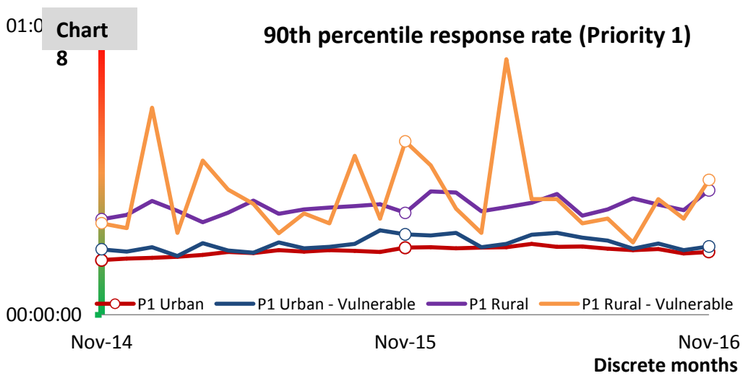
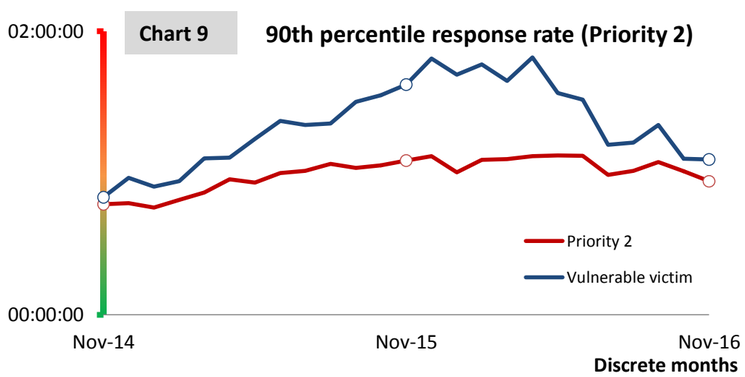


Chart 9 90th percentile response rate (Priority 2)



●9 - Direction of travel and the number of months

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Response (slides 6-7)

Victim's Journey

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Resourcing											
21 Delayed incidents - Percentage	20%	Apr to Nov 2015	19%	2015/16	17%	Apr to Nov 2016				10	
22 Delayed incidents - Median length	29m 46s	Apr to Nov 2015	28m 46s	2015/16	26m 18s	Apr to Nov 2016				11	
23 Percentage of unavailable officer time (duty states 1 and 8) - 24/7	17%	Apr to Nov 2015	17%	2015/16	16%	Apr to Nov 2016				12	
24 Percentage of unavailable officer time (duty states 1 and 8) - NPT	21%	Apr to Nov 2015	21%	2015/16	21%	Apr to Nov 2016				12	
25 Median waiting time in custody (arrival to detention authorised)	20m 43s	Apr to Nov 2015	21m 3s	2015/16	19m 1s	Apr to Nov 2016	● [7]			13	

Chart 10 Percentage of incidents delayed

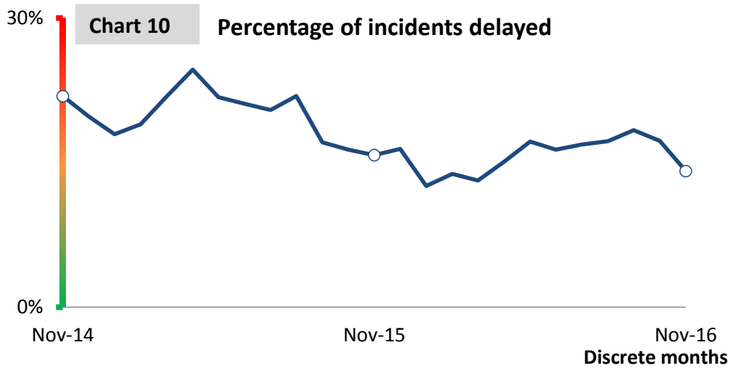


Chart 11 Median length of delayed incidents

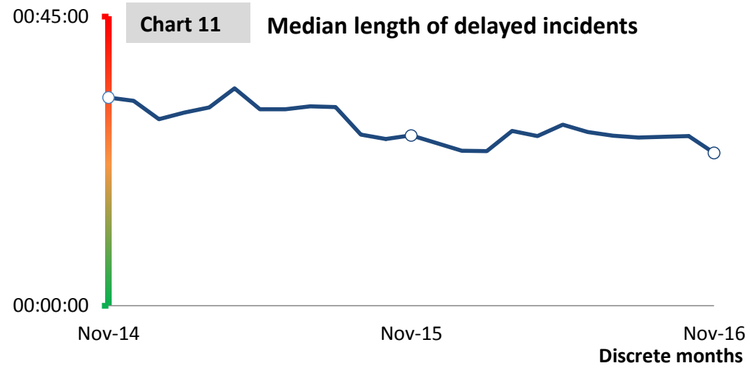


Chart 12 Percentage of officer time unavailable

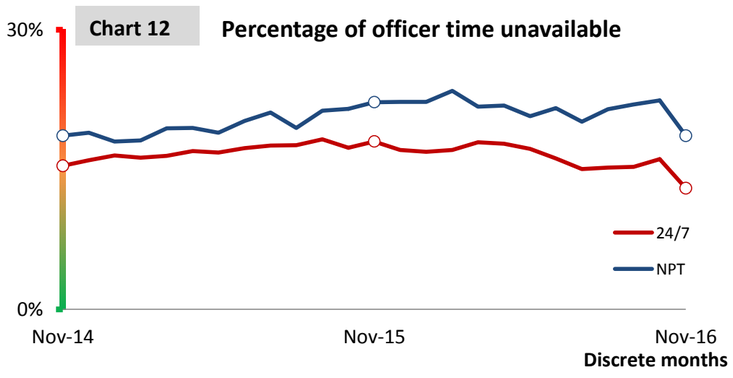
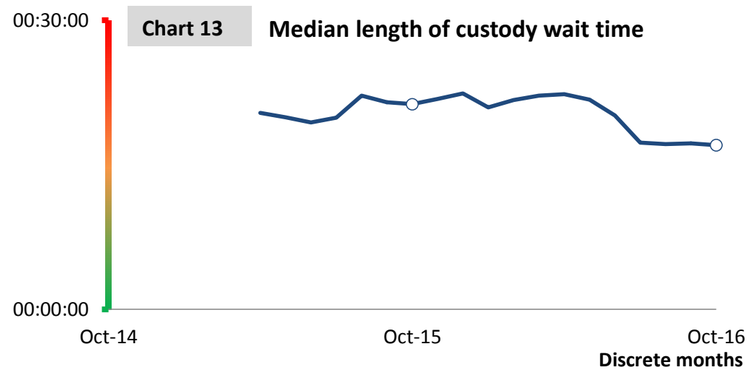


Chart 13 Median length of custody wait time



[9] - Direction of travel and the number of months

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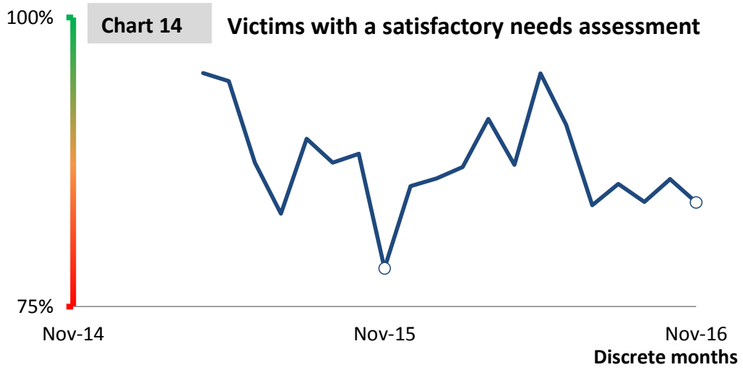
Victim's Journey

Response (slides 6-7)

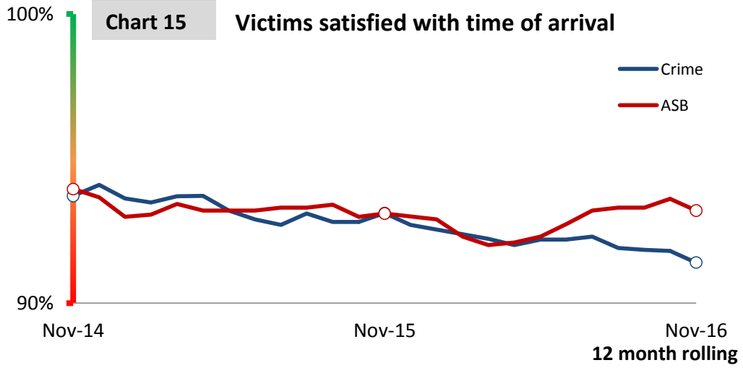
	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Assessment of vulnerability											
26 VCOP: Percentage of victims with a satisfactory needs assessment	88%	Apr to Nov 2015	87%	2015/16	86%	April to Nov 2016				14	Measure supports Victims' Code of Practice
27 VCOP: Percentage of needs assessment completed within 24 hours.	81%	Apr to Nov 2015	82%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code of Practice
28 VCOP: Percentage of victims of sexual offences and domestic abuse with a victims needs assessment.	88%	Apr to Nov 2015	87%	2015/16	93%	April to Nov 2016					Measure supports Victims' Code of Practice

Chart 14 **Victims with a satisfactory needs assessment**



Satisfaction											
29 Percentage of victims satisfied with time of arrival - Crime			93%	12mths to Nov 2015	91%	12mths to Nov 2016	●24			15	User satisfaction survey - Crime
30 Percentage of victims satisfied with time of arrival - ASB			93%	12mths to Nov 2015	93%	12mths to Nov 2016				15	ASB survey

Chart 15 **Victims satisfied with time of arrival**



●9 - Direction of travel and the number of months

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Investigation (slides 8-9)

Victim's Journey

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Standards of investigation											
31 Proportionate investigation - Percentage of volume crimes finalised within 14 days	51%	Apr to Nov 2015	53%	2015/16	63%	Apr to Nov 2016	●[17]			16	
32 Proportionate investigation - Percentage of crimes with no suspect identified finalised on the same day	4%	Apr to Oct 2015	5%	2015/16	20%	Apr to Oct 2016	●[8]			17	
33 Assessment of the quality of investigative standards (volume crime)			70% of investigations considered to be a good or outstanding standard based on a review of 2016 volume crime investigations; burglary OTD and other theft (49), vehicle crime (27), harassment and assault (42), criminal damage (48) and shoplifting (42).								
34 File quality - number of pre-charge failures			104 per month	Jan to Mar 2016	58 per month	Apr to Sep 2016				18	
35 File quality - number of post-charge failures					84 per month	Jul to Nov 2016				18	
36 VCOP: Post charge files where the requirement for special measures was incorrectly recorded.					6 per month	Jul to Nov 2016					
37 VCOP: Post charge files where the victim personal statement was incorrectly recorded.					4 per month	Jul to Nov 2016					
38 VCOP: Post charge files where the delivery method of the victim personal statement was incorrectly recorded.					10 per month	Jul to Nov 2016					
39 Re-bail rate	33%	Apr to Nov 2015	31%	2015/16	30%	Apr to Nov 2016				19	
40 Percentage of bails concluded in more than 28 days	64%	Apr to Nov 2015	62%	2015/16	63%	Apr to Nov 2016				20	
41 Percentage of bails granted with conditions											

Chart 16 Volume crimes finalised within 14 days

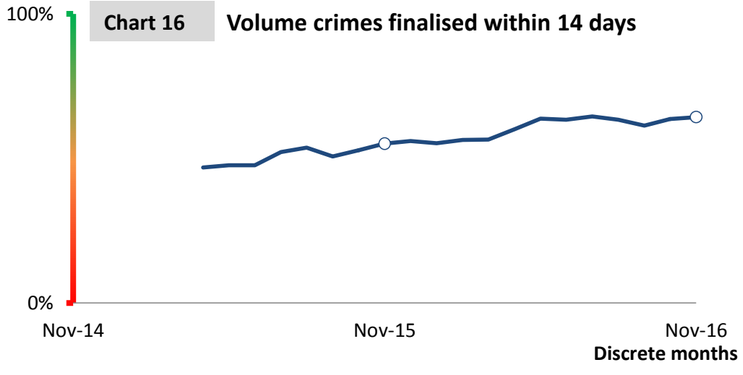


Chart 17 Crimes finalised on the same day (no suspect identified)

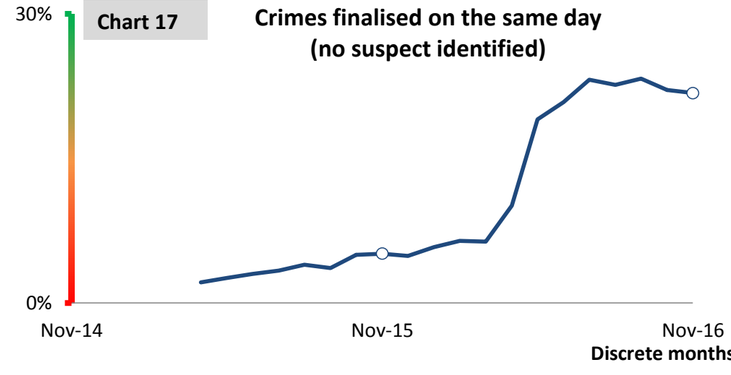


Chart 18 File quality

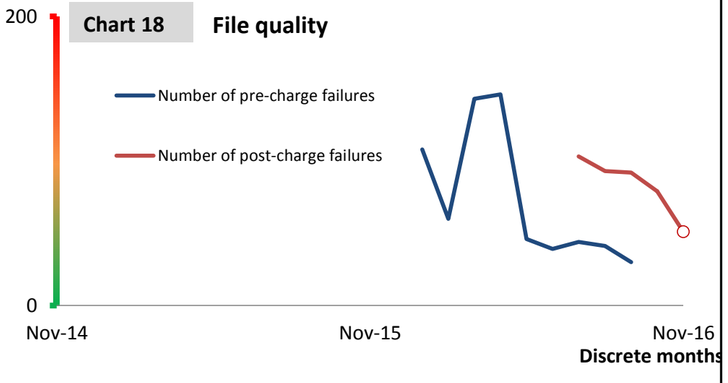


Chart 19 Re-bail rate

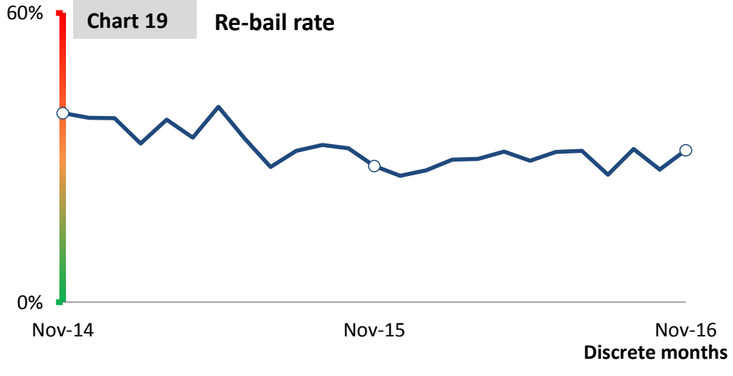
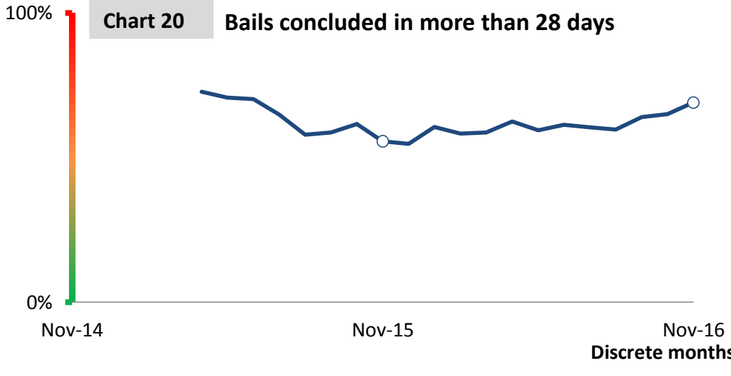


Chart 20 Bails concluded in more than 28 days



[9] - Direction of travel and the number of months

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Victim's Journey

Investigation (slides 8-9)

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Offender management											
42 IOM re-offending rate.											
Satisfaction (slide 9)											
43 Percentage of victims satisfied with action taken - Crime			87%	12mths to Nov 2015	88%	12mths to Nov 2016		1st	2nd	21	User satisfaction survey - Crime
44 Percentage of victims satisfied with action taken - ASB			89%	12mths to Nov 2015	86%	12mths to Nov 2016	● 9			21	ASB survey
45 Percentage of victims satisfied with action taken - RWD			92%	Feb to Mar 2016	94%	Apr to Nov 2016				21	RWD survey
46 Percentage of victims satisfied with follow-up - Crime			85%	12mths to Nov 2015	84%	12mths to Nov 2016	● 18	1st	3rd	22	User satisfaction survey - Crime
47 Percentage of victims satisfied with follow-up - ASB			88%	12mths to Nov 2015	86%	12mths to Nov 2016	● 12			22	ASB survey

Chart 21 **Victims satisfied with action taken**

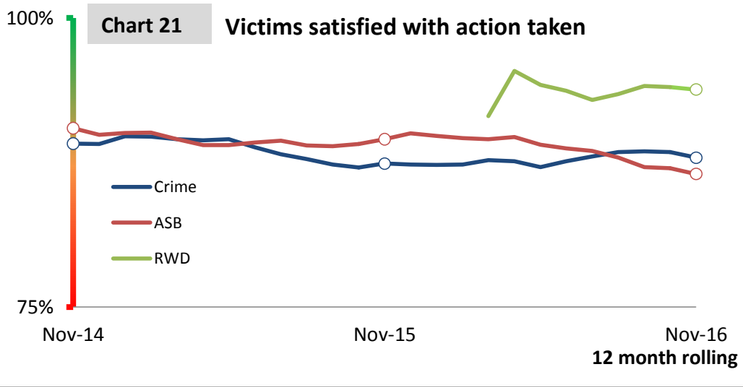
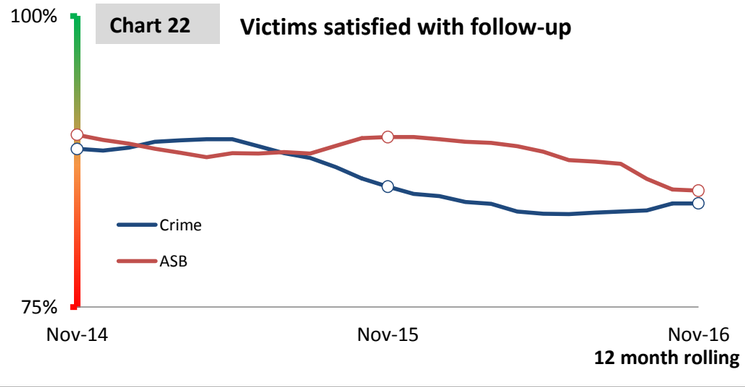


Chart 22 **Victims satisfied with follow-up**



● 9 - Direction of travel and the number of months

Victim's Journey

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Outcome (slide 10)

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Criminal justice											
48 Percentage of guilty pleas at first hearing	66%	Apr to Oct 2015	65%	2015/16	63%	Apr to Oct 2016				23	
49 Conviction rate at Magistrates Court	83%	Apr to Oct 2015	84%	2015/16	82%	Apr to Oct 2016				24	
50 Appropriate use of out of court disposals where a charge is the normal outcome			38%	Jan to Mar 2016	55%	Apr to Oct 2016					
51 Appropriate use of cancelled crimes			89%	Jan to Mar 2016	95%	Apr to Oct 2016					
52 Monitor the use of charge for a lesser offence											

Chart 23 **Guilty pleas at first hearing**

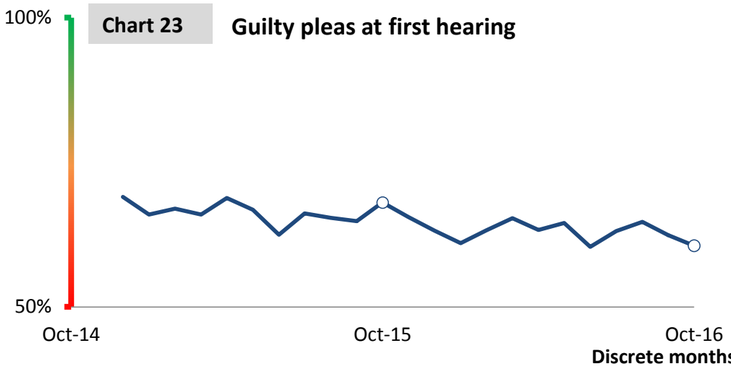
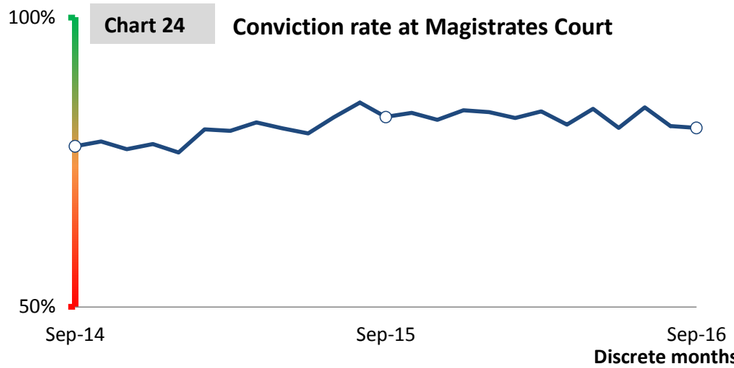


Chart 24 **Conviction rate at Magistrates Court**



[9] - Direction of travel and the number of months

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Outcome (slide 10)

Victim's Journey

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Satisfaction											
53 Percentage of victims satisfied with treatment - Crime			96%	12mths to Nov 2015	97%	12mths to Nov 2016		1st	1st	25	User satisfaction survey - Crime
54 Percentage of victims satisfied with treatment - ASB			97%	12mths to Nov 2015	96%	12mths to Nov 2016				25	ASB survey
55 Percentage of victims who thought their incident was taken seriously - RWD			92%	February to March 2016	91%	April to Nov 2016				26	RWD survey
56 Percentage of victims satisfied with whole experience - Crime			91%	12mths to Nov 2015	90%	12mths to Nov 2016		1st	1st	27	User satisfaction survey - Crime
57 Percentage of victims satisfied with whole experience - ASB			87%	12mths to Nov 2015	85%	12mths to Nov 2016	24			27	ASB survey
58 Percentage of victims satisfied with whole experience - RWD			90%	February to March 2016	89%	April to Nov 2016				27	RWD survey
59 Percentage of ASB victims who are confident to report further incidents to the police again			97%	12mths to Nov 2015	96%	12mths to Nov 2016	12			28	ASB survey

Chart 25 Victims satisfied with treatment

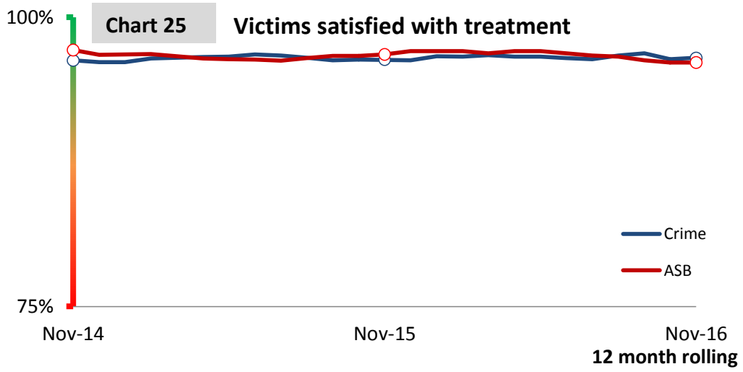


Chart 26 Victims who thought their incident was taken seriously - RWD

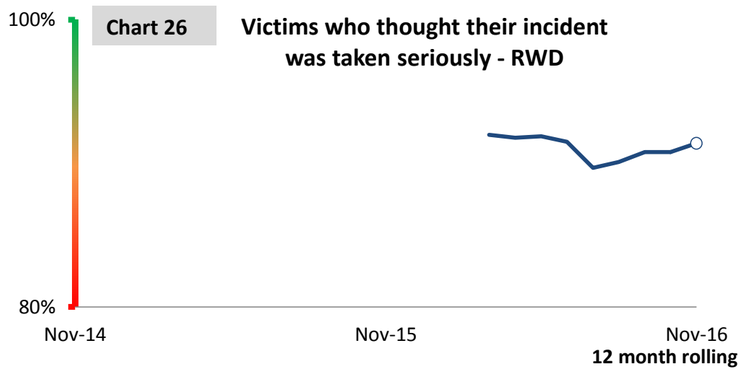


Chart 27 Victims satisfied with whole experience

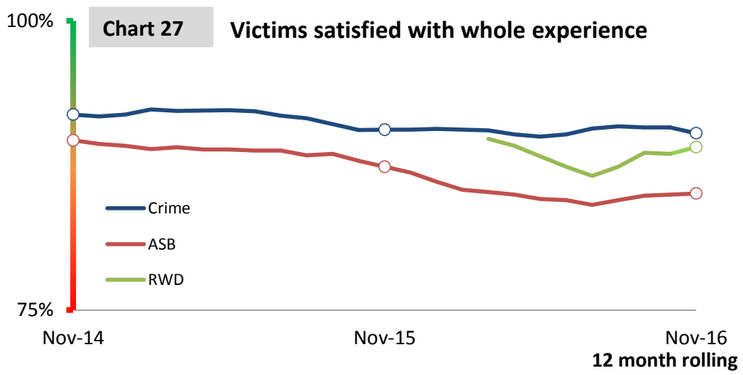
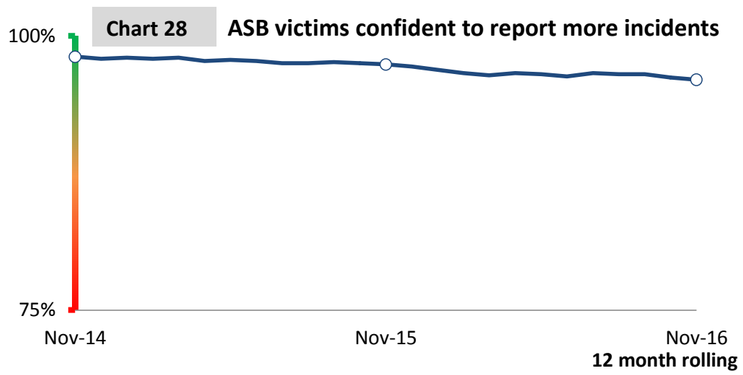


Chart 28 ASB victims confident to report more incidents



[9] - Direction of travel and the number of months

Domestic and sexual abuse | Proud to serve | Prepare (slide 12)

Safeguarding the Vulnerable	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Resourcing											
60 Assessment of whether capacity and capability match projected demand											
Satisfaction											
61 Percentage of **domestic abuse** victims satisfied											
61a Ease of contact					96%	May to Nov 2016					Domestic Abuse survey
61b Time of arrival					91%	May to Nov 2016					Domestic Abuse survey
61c Action taken					88%	May to Nov 2016					Domestic Abuse survey
61d Follow-up					88%	May to Nov 2016					Domestic Abuse survey
61e Treatment					94%	May to Nov 2016					Domestic Abuse survey
61f Whole experience					94%	May to Nov 2016					Domestic Abuse survey
62 Percentage of **hate** victims satisfied											
62a Ease of contact			95%	12mths to Nov 2015	98%	12mths to Nov 2016	● 7	1st	5th	29	User satisfaction survey - Crime
62b Time of arrival			84%	12mths to Nov 2015	92%	12mths to Nov 2016	● 11			30	User satisfaction survey - Crime
62c Action taken			89%	12mths to Nov 2015	89%	12mths to Nov 2016		1st	3rd	31	User satisfaction survey - Crime
62d Follow-up			83%	12mths to Nov 2015	84%	12mths to Nov 2016		2nd	7th	32	User satisfaction survey - Crime
62e Treatment			93%	12mths to Nov 2015	97%	12mths to Nov 2016	● 12	1st	2nd	33	User satisfaction survey - Crime
62f Whole experience			84%	12mths to Nov 2015	92%	12mths to Nov 2016	● 12	1st	1st	34	User satisfaction survey - Crime

● 9 - Direction of travel and the number of months

Domestic and sexual abuse

Proud to serve

Prepare (slide 12)

Chart 29 Percentage of hate victims satisfied
Ease of contact

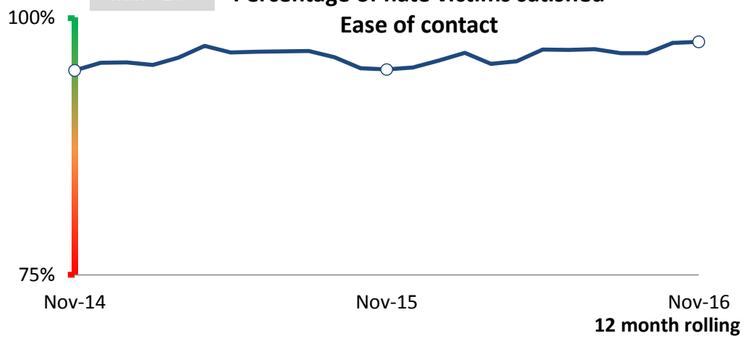


Chart 30 Percentage of hate victims satisfied
Time of arrival

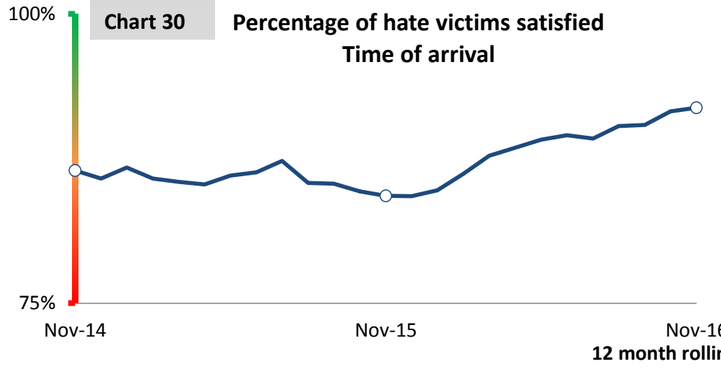


Chart 31 Percentage of hate victims satisfied
Action taken

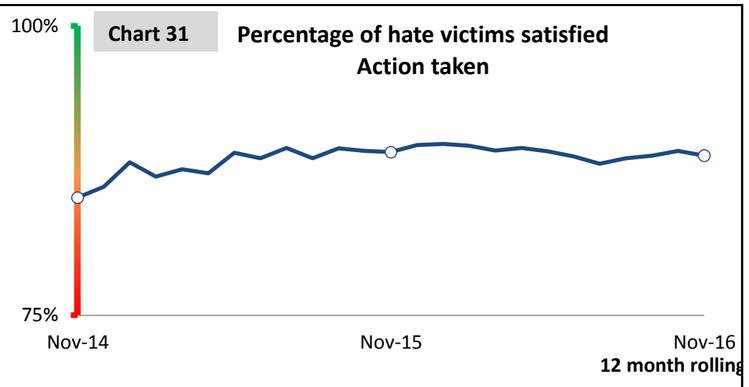


Chart 32 Percentage of hate victims satisfied
Follow-up

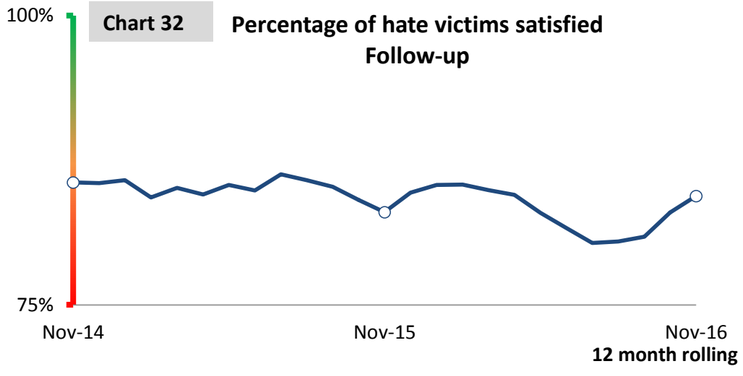


Chart 33 Percentage of hate victims satisfied
Treatment

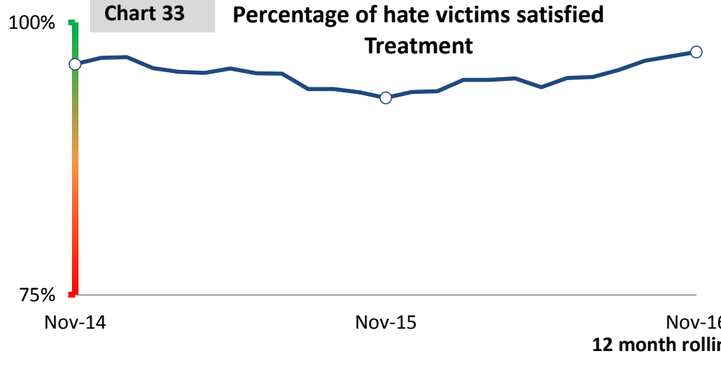
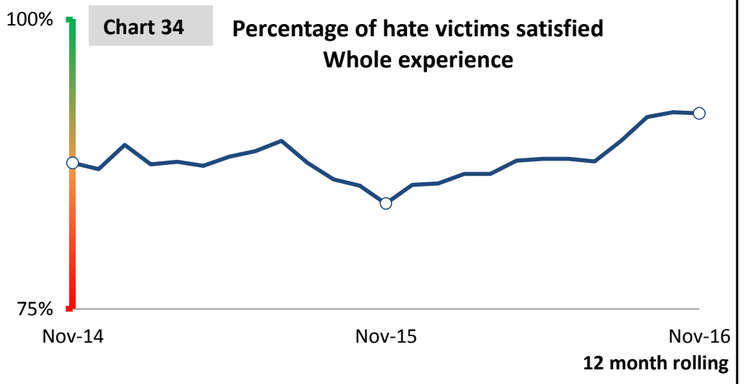


Chart 34 Percentage of hate victims satisfied
Whole experience



[9] - Direction of travel and the number of months

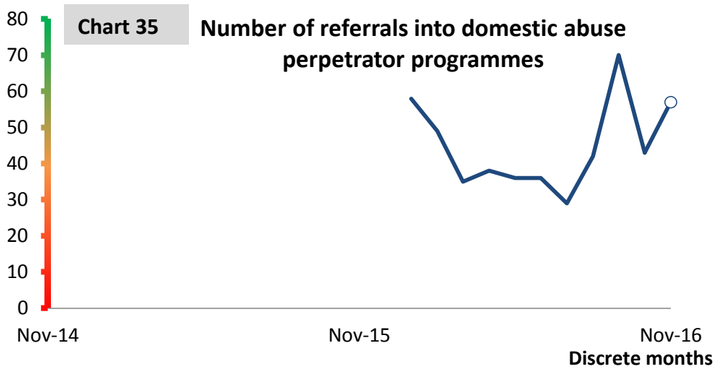
Domestic and sexual abuse

Proud to serve

Prevent (slide 13)

Safeguarding the Vulnerable	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Evaluation of initiatives											
63 'Number of referrals into domestic abuse perpetrator programmes			442 referrals	2015/16	351 referrals	Apr to Nov 2016				35	
63a 'Sunderland BIG programme			135	2015/16	108	Apr to Nov 2016					
63b 'South Tyneside programme			86	2015/16	60	Apr to Nov 2016					
63c 'Newcastle programme			63	2015/16	49	Apr to Nov 2016					
63d 'Northumberland BIPP programme			39	2015/16	50	Apr to Nov 2016					
63e 'Gateshead DETER programme			119	2015/16	55	Apr to Nov 2016					Gateshead DETER re-introduced in September 2016
63f 'North Tyneside programme			-	2015/16	29	Apr to Nov 2016					

Chart 35 **Number of referrals into domestic abuse perpetrator programmes**



[9] - Direction of travel and the number of months

Domestic and sexual abuse

Proud to serve

Prevent (slide 13)

Safeguarding the Vulnerable

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Management of orders											
64 Number of DVPO applications to court	21 per month	Apr to Nov 2015	19 per month	2015/16	12 per month	Apr to Nov 2016				36	April to November 2016 - 96 DVPO applications. Force 1.8 DVPO applications per 100 domestic abuse flagged offences compared to 1.0 in England and Wales (12 months to June 2016)
65 Percentage substantiated	80%	Apr to Nov 2015	79%	2015/16	91%	Apr to Nov 2016				37	Force 1.5 DVPOs granted per 100 domestic abuse flagged offences compared to 0.9 in England and Wales (12 months to June 2016)
66 Number of arrests for breached DVPOs	4 per month	Apr to Nov 2015	4 per month	2015/16	3 per month	Apr to Nov 2016				38	April to November 2016 - 24 arrests for breached DVPOs
67 Percentage of breached DVPOs charged or escorted to court	94%	Apr to Nov 2015	96%	2015/16	88%	Apr to Nov 2016				39	13 x charge, 8 x escort to court, 3 x NFA
68 Number of Sexual Harm Prevention Orders (SHPOs) issued											
69 Number of applications to magistrates courts for Sexual Risk Orders (SROs)											
70 Percentage of breached Child Abduction Warning Notices (CAWNs)											

Chart 36 Number of DVPO applications to court

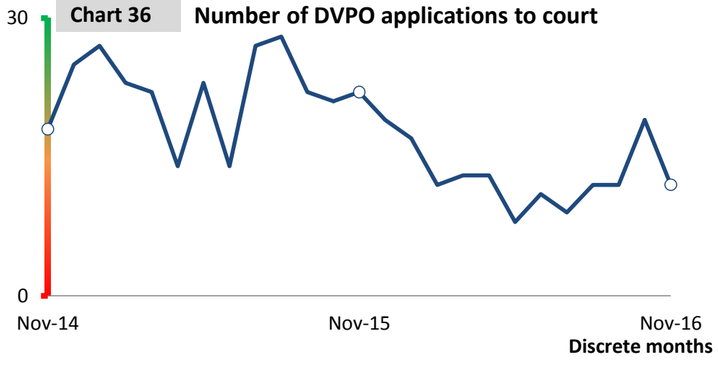


Chart 37 Percentage substantiated

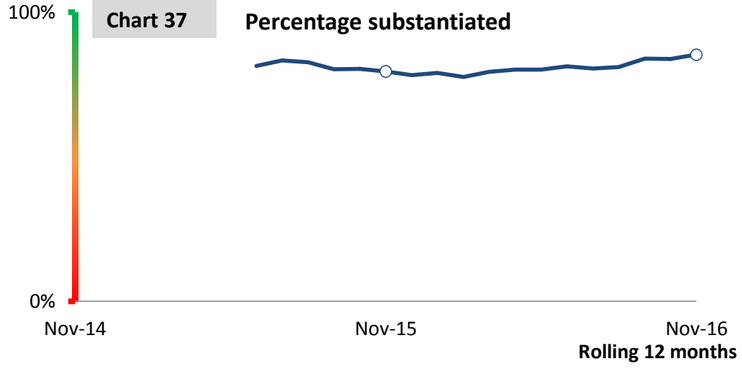


Chart 38 Average arrests for breached DVPOs per month

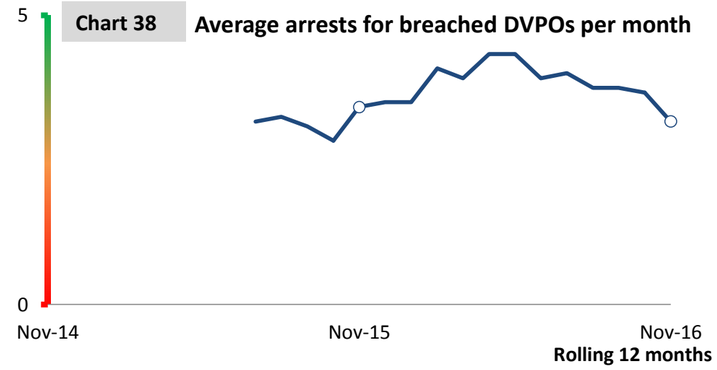
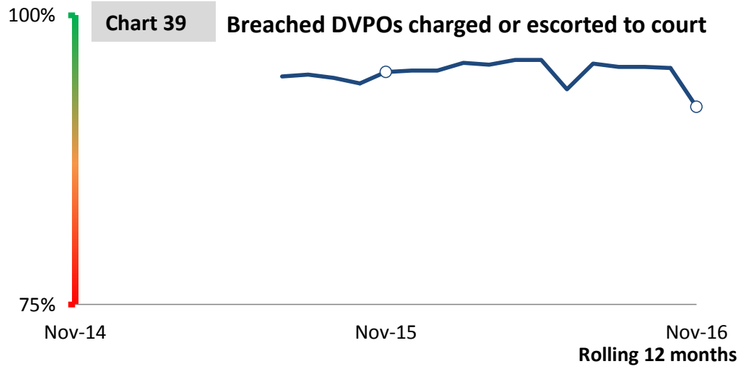


Chart 39 Breached DVPOs charged or escorted to court

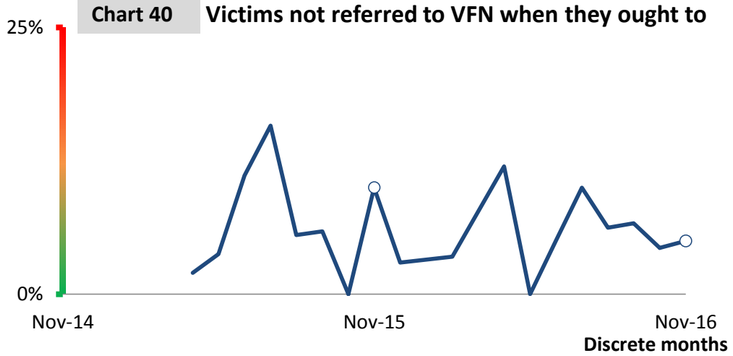


[9] - Direction of travel and the number of months

Domestic and sexual abuse | Proud to serve | Prevent (slide 13)

Safeguarding the Vulnerable	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Management of offenders											
71 Percentage of subjects through MATAC who have reduced offending					68%	Dec 2015 to Nov 2016					189 people are being or have been managed through the MATAC process. Offending rate based upon RFG scoring.
72 Track a defined MAPPA cohort to monitor rehabilitation/ offending rates											
73 Disrupting and targeting offenders ensuring investigative opportunities			To date, there have been 370 charges for Operation Sanctuary North and South Investigations. Overall, 21 people have been convicted (16 North, 5 South). To date, 19 persons have been convicted for Operation Themis and 24 persons for Operation Mars. 4 persons have been charged for Operation Caspian and 5 for Operation Border. There have been 624 potential complainants identified from Operation Shelter, Operation Shield, Operation Jupiter, Operation Wren, Operation Optic, Operation Bluebell, Operation Fossil and stand-alone investigations. Disruption work continues to prevent offending within the taxi community (Operation Shield), and investigations in relation to human trafficking and modern slavery within Newcastle (Operation Caspian and Border) remain on-going.							
Assessment of vulnerability											
74 Percentage of victims not referred to VFN when they ought to have been	6%	Apr to Nov 2015	5%	2015/16	7%	Apr to Nov 2016				40	Not statistically significant

Chart 40 **Victims not referred to VFN when they ought to**



[9] - Direction of travel and the number of months

Domestic and sexual abuse

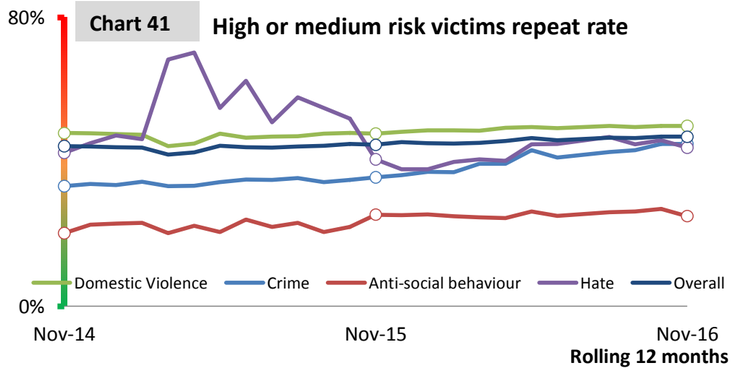
Proud to serve

Protect (slide 14)

Safeguarding the Vulnerable

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Safeguarding											
75 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).								
76 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.								
77 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.								
78 Measures to be determined (MARAC)											
79 Measures to be determined (MSET)											
80 Section 136 detentions taken to custody	1	Apr to Nov 2015	2	2015/16	2	Apr to Nov 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.				
Confidence in reporting											
81 Percentage of domestic abuse victims who are confident to report further abuse to the police again					95.6%	May to Nov 2016					'Domestic Abuse survey
Repeat victimisation											
82 Percentage of high or medium risk victims who have suffered a subsequent incident of any category:											
82a Domestic Violence			48%	12mths to Nov 2015	50%	12mths to Nov 2016				41	
82b Crime			36%	12mths to Nov 2015	45%	12mths to Nov 2016				41	
82c Anti-social behaviour			24%	12mths to Nov 2015	25%	12mths to Nov 2016				41	
82d Hate			50%	12mths to Nov 2015	44%	12mths to Nov 2016				41	
82e Overall			45%	12mths to Nov 2015	47%	12mths to Nov 2016				41	

Chart 41 **High or medium risk victims repeat rate**



[9] - Direction of travel and the number of months

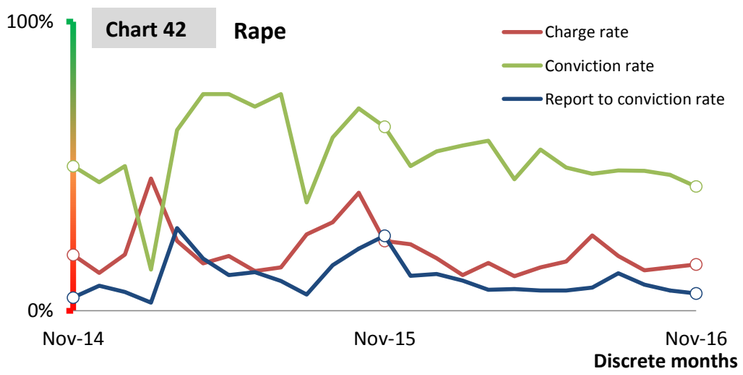
Domestic and sexual abuse

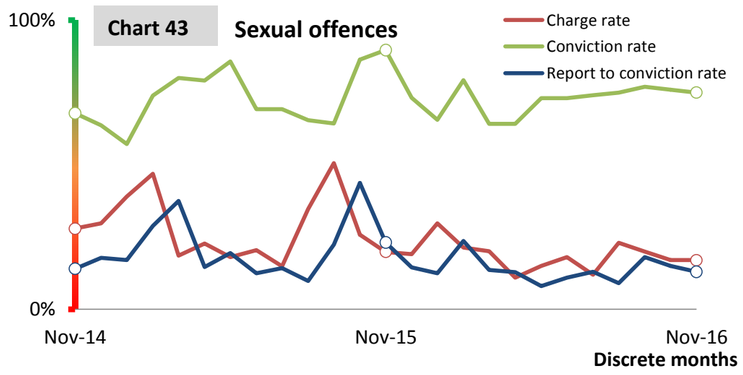
Proud to serve

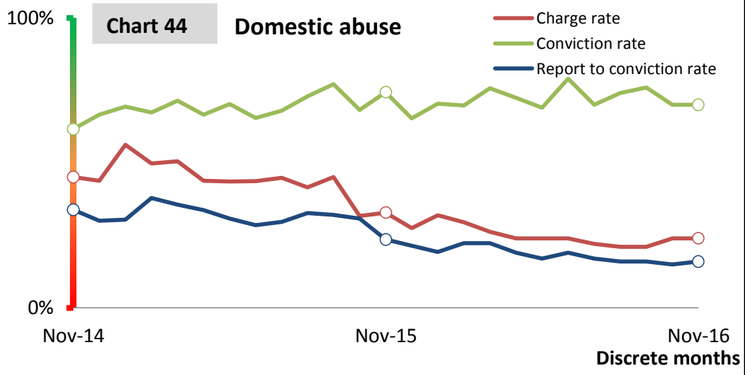
Pursue (slides 15-17)

Safeguarding the Vulnerable

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Criminal Justice (slide 16)											
83a Charge rate - Rape	23%	Apr to Nov 2015	21%	2015/16	17%	Apr to Nov 2016		2nd	9th	42	National/MSG positions based upon 12 months to October 2016
83b Conviction rate - Rape	65%	Apr to Oct 2015	58%	2015/16	49%	Apr to Oct 2016		5th	32nd	42	National rape conviction rate (2015/16) - 57.9%
83c Report to conviction rate - Rape	15%	YTD	12%	2015/16	8%	YTD		2nd	7th	42	National rape report to conviction rate (2015/16) - 9%
84a Charge rate - Sexual offences	25%	Apr to Nov 2015	24%	2015/16	17%	Apr to Nov 2016		2nd	5th	43	National/MSG positions based upon 12 months to October 2016
84b Conviction rate - Sexual offences	76%	Apr to Oct 2015	72%	2015/16	75%	Apr to Oct 2016		8th	39th	43	National sexual offences conviction rate (2015/16) - 78.0%
84c Report to conviction rate - Sexual offences	17%	YTD	19%	2015/16	13%	YTD		1st	6th	43	National rape report to conviction rate (2015/16) - 13%
85a Charge rate - Domestic abuse	40%	Apr to Nov 2015	35%	2015/16	23%	Apr to Nov 2016	22	1st	2nd	44	National domestic abuse charge rate (2015/16) - 25% (Data sourced via a benchmarking request to all forces).
85b Conviction rate - Domestic abuse	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	25	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
85c Report to conviction rate - Domestic abuse	29%	YTD	25%	2015/16	17%	YTD	22	1st	2nd	44	National domestic abuse report to conviction rate (2015/16) - 19%
86a Charge rate - Hate	27%	Apr to Nov 2015	24%	2015/16	15%	Apr to Nov 2016		4th	15th	45	National hate crime charge rate (2015/16) - 24%
86b Conviction rate - Hate	75%	Apr to Oct 2015	78%	2015/16	79%	Apr to Oct 2016		8th	39th	45	National hate crime conviction rate (2015/16) - 83%
86c Report to conviction rate - Hate	21%	YTD	19%	2015/16	12%	YTD		5th	22nd	45	National hate crime report to conviction rate (2015/16) - 22%
87 Percentage of DV MG5s assessed as satisfactory			74%	Jan to Mar 2016	53%	Apr to Oct 2016	1			46	
88 Increase the conviction rate for domestic abuse to 75% of cases charged	71%	Apr to Oct 2015	71%	2015/16	73%	Apr to Oct 2016	25	8th	41st	44	National domestic abuse conviction rate (2015/16) - 74.5%
89 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).										





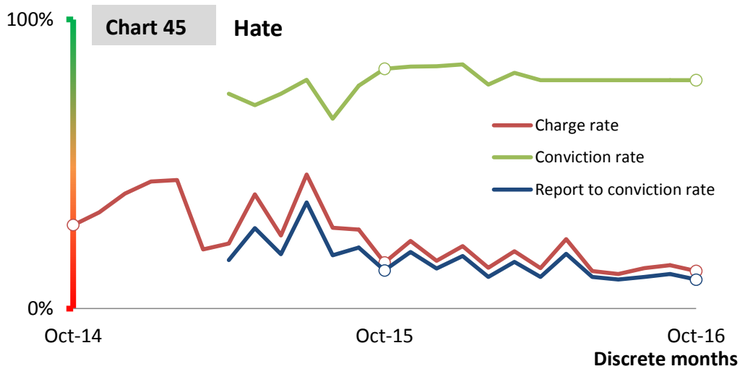


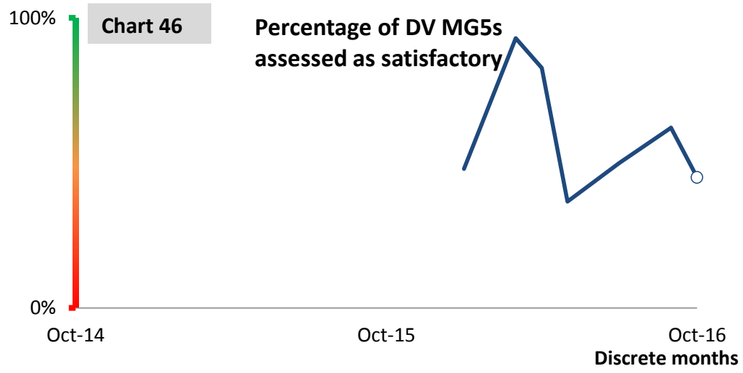
9 - Direction of travel and the number of months

Domestic and sexual abuse

Proud to serve

Pursue (slides 15-17)





[9] - Direction of travel and the number of months

Community confidence

Proud to lead

Engagement & understanding (slide 19)

Community confidence

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Officer visibility											
90 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	
91 See Police or Community Support Officers at least once a week			21%	12mths to Nov 2015	15%	12mths to Nov 2016	●19			48	Safer community survey
92 Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right			61%	12mths to Nov 2015	59%	12mths to Nov 2016	●16			49	Safer community survey
93 Police in their neighbourhood can be relied on to be there when needed			91%	12mths to Nov 2015	90%	12mths to Nov 2016				50	Safer community survey

Chart 47 Percentage of time neighbourhood officers spend outside a police station in their neighbourhood

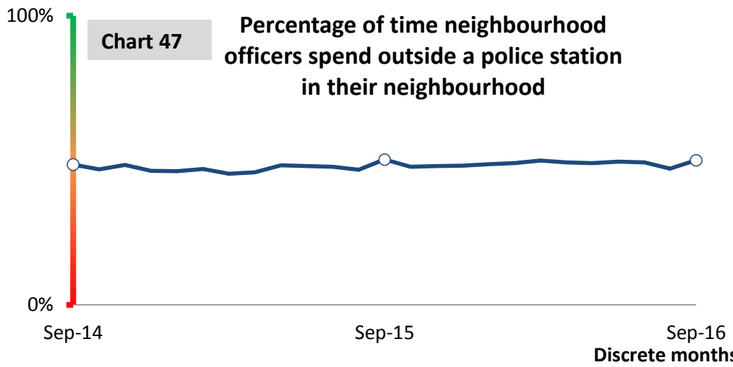


Chart 48 See Police or Community Support Officers at least once a week

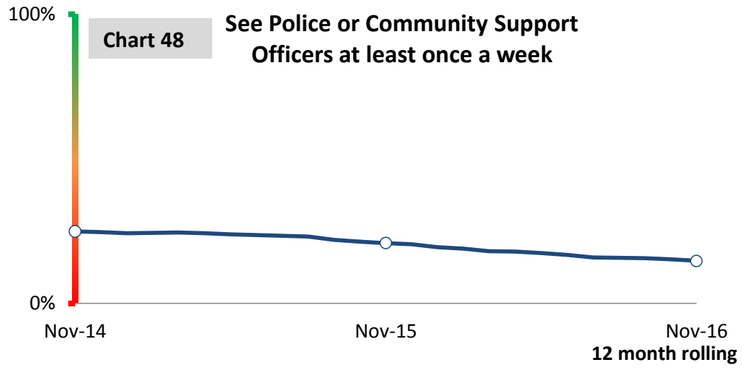


Chart 49 Number of times Police or Community Support Officers seen on foot in their neighbourhood is about right

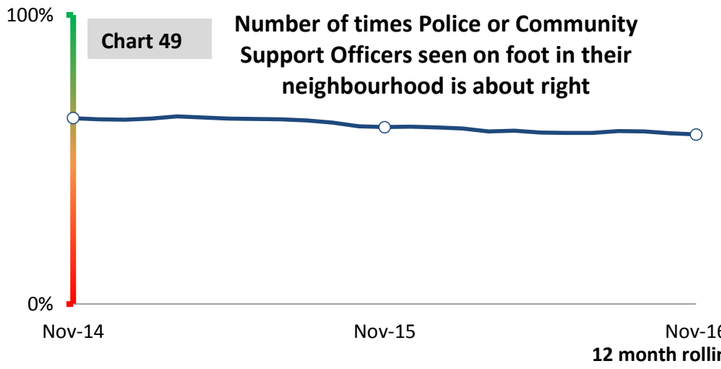
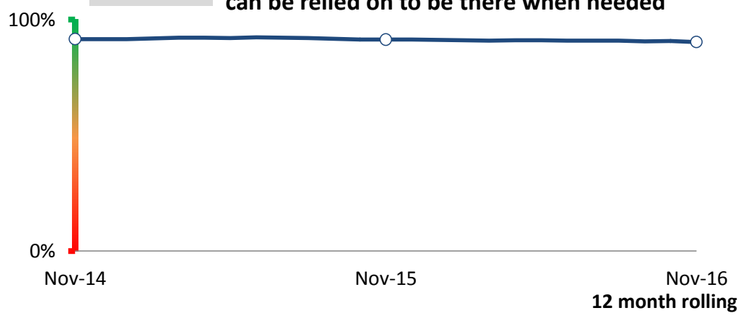


Chart 50 Police in their neighbourhood can be relied on to be there when needed



●9 - Direction of travel and the number of months

Community confidence

Proud to lead

Engagement & understanding (slide 19)

Community confidence	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Volunteering											
94 Measures to be determined											
Engagement and awareness											
95 The percentage of respondents who are aware of local meetings			63%	12mths to Nov 2015	61%	12mths to Nov 2016				51	Safer community survey
96 Community tension assessments											
97 Police & Crime Commissioner talks to people to understand the needs of local communities			42%	12mths to Nov 2015	42%	12mths to Nov 2016				52	Safer community survey
98 Police in this area understand the issues that affect this community			75%	12mths to Jun 2015	77%	12mths to Jun 2016		1st	8th	53	Crime survey for England and Wales Next update due 19 January 2017

Chart 51 The percentage of respondents who are aware of local meetings

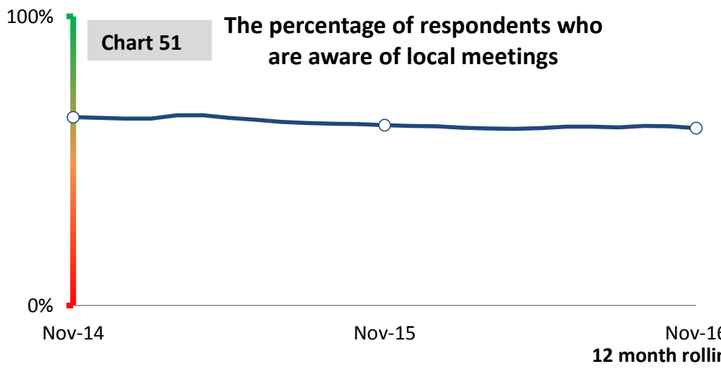


Chart 52 Police & Crime Commissioner talks to people to understand the needs of local communities

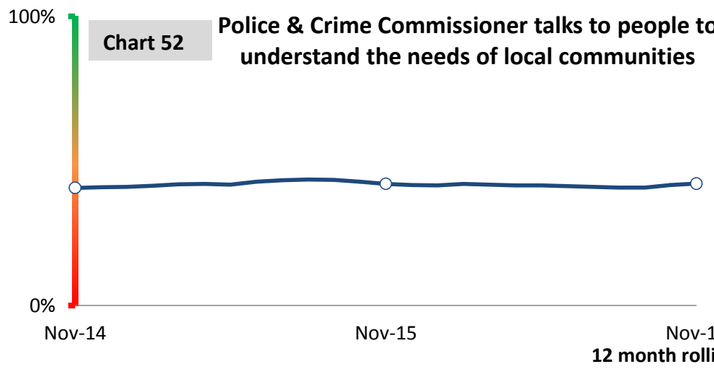
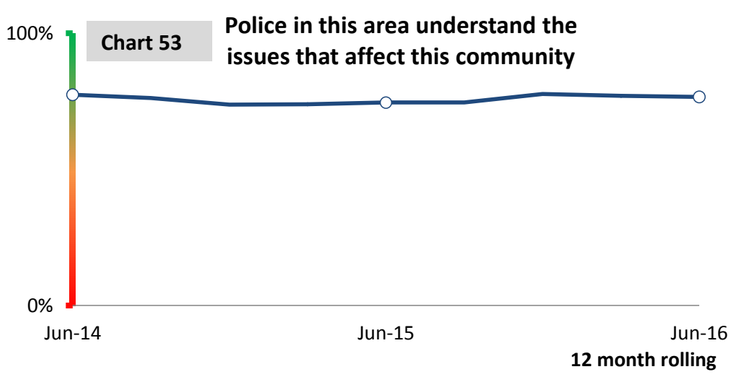


Chart 53 Police in this area understand the issues that affect this community



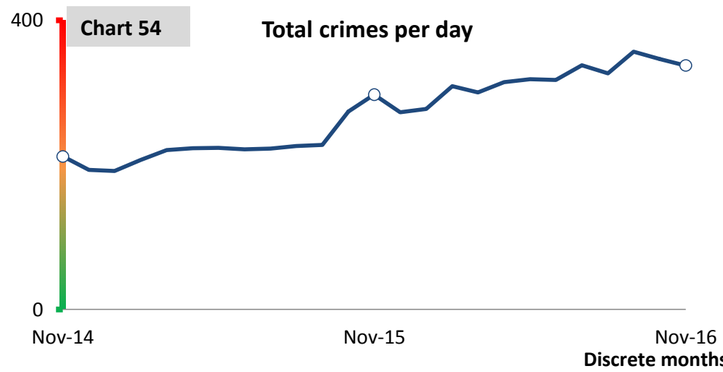
[9] - Direction of travel and the number of months

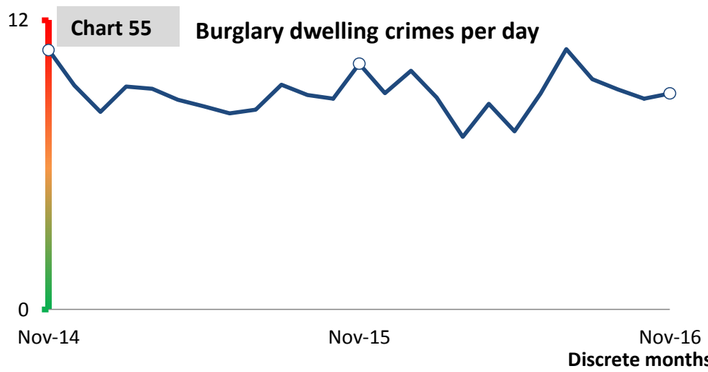
Community confidence	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Crime and ASB											
99 Total crime	240 per day	1 Apr to 7 Dec 2015	256 per day	2015/16	332 per day	1 Apr to 7 Dec 2016	22	6th	38th	54	+29% increase (+29% reported last month)
100 Signal crimes - Burglary dwelling	9 per day	1 Apr to 7 Dec 2015	9 per day	2015/16	9 per day	1 Apr to 7 Dec 2016		1st	14th	55	+3% increase (+3% reported last month)
101 ASB	200 per day	1 Apr to 7 Dec 2015	184 per day	2015/16	174 per day	1 Apr to 7 Dec 2016				56	-5% reduction (-3% last month)
102 Measures in support of the Force control strategy											
103 Percentage of victims of long term ASB who experienced no further incidents since their original report			51%	May 2015 to Mar 2016	58%	Apr to Nov 2016				57	Long term ASB survey
104 The estimated percentage risk of an adult being a victim once or more in 12 months - Personal crime			4%	12mths to Jun 2015	3%	12mths to Jun 2016	7	2nd	3rd	58	Crime survey for England and Wales Next update due 19 January 2017
105 The estimated percentage risk of a household being a victim once or more in 12 months - Household crime			11%	12mths to Jun 2015	9%	12mths to Jun 2016	24	1st	10th	58	Crime survey for England and Wales Next update due 19 January 2017

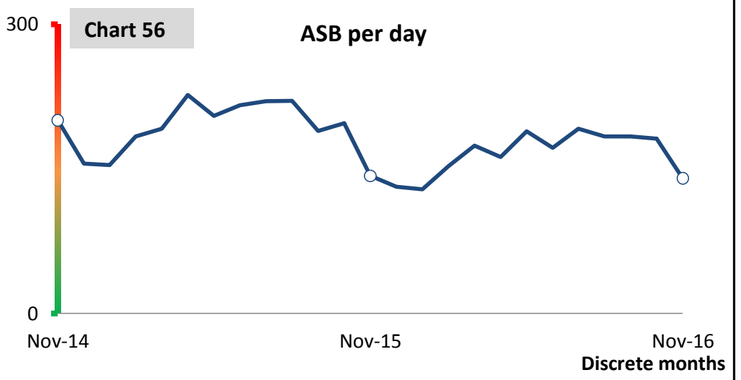
Community confidence

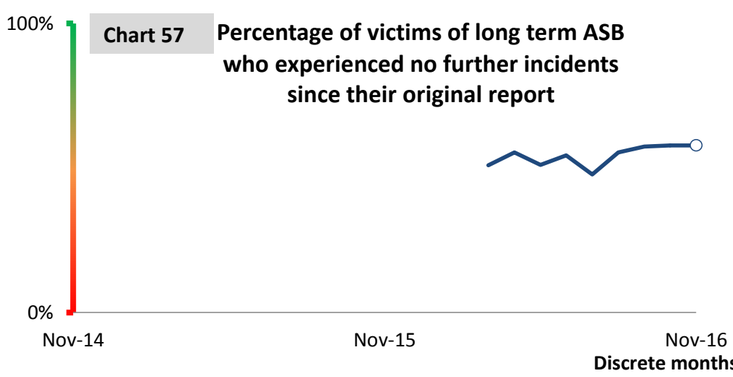
Proud to lead

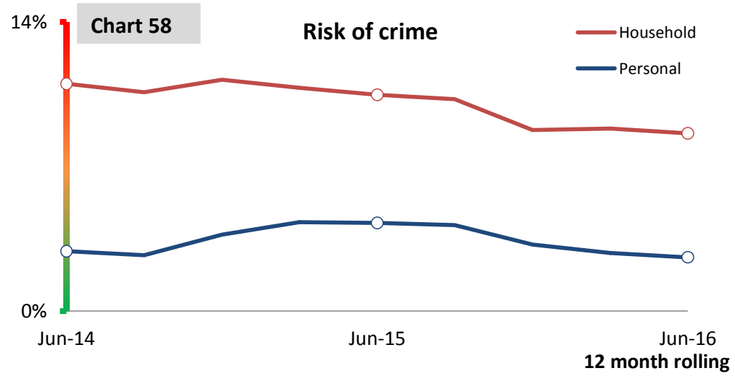
Prevent (slide 20)











9 - Direction of travel and the number of months

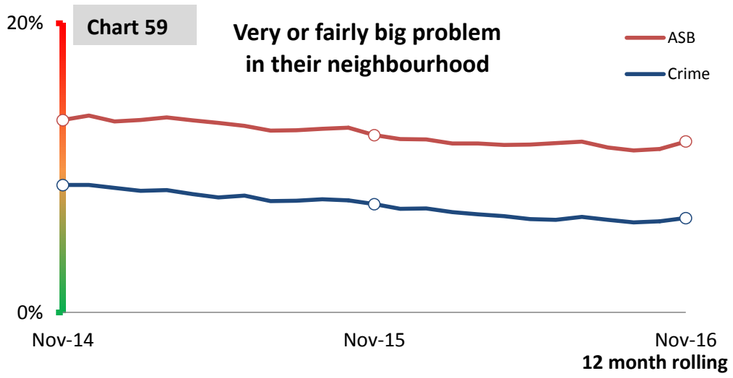
Community confidence	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Public perceptions											
106 Crime is a very or fairly big problem in their neighbourhood			8%	12mths to Nov 2015	7%	12mths to Nov 2016	24			59	Safer community survey
107 ASB is a very or fairly big problem in their neighbourhood			12%	12mths to Nov 2015	12%	12mths to Nov 2016	24			59	Safer community survey

Community confidence

Proud to lead

Prevent (slide 20)

Chart 59



9 - Direction of travel and the number of months

Community confidence

Proud to lead

Treatment (slide 21)

Community confidence

	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Use of powers											
108 Percentage of Stop & Searches resulting in an arrest / outcome other than NFA			24%	Jan to Mar 2016	26%	Jul to Oct 2016					
109 Percentage of Stop & Searches with sufficient grounds recorded			68%	Jan to Mar 2016	72%	Jul to Oct 2016					
Conduct and standards											
110 Measures to be determined											
Public perceptions											
111 Police in their neighbourhood treat everyone fairly, regardless of who they are			96%	12mths to Oct 2015	96%	12mths to Nov 2016				60	Safer community survey Statistically significant
112 Police in this area would treat you with respect if you had contact with them for any reason			87%	12mths to Jun 2015	90%	12mths to Jun 2016		1st	6th	61	Crime survey for England and Wales Next update due 19 January 2017

Chart 60 **Police in their neighbourhood treat everyone fairly, regardless of who they are**

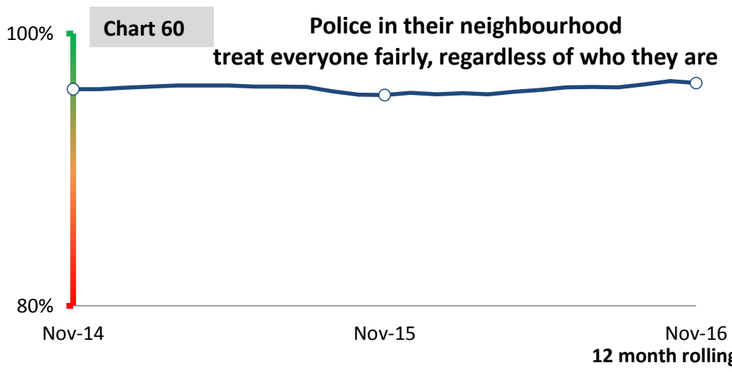
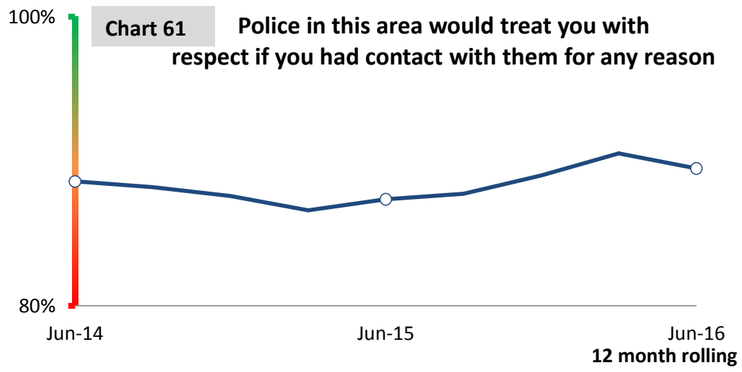


Chart 61 **Police in this area would treat you with respect if you had contact with them for any reason**



[9] - Direction of travel and the number of months

Community confidence

Proud to lead

Community confidence (slides 22-23)

Community confidence	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Management of complaints (slide 23)											
113 Finalise 50% of complaint cases within 50 days	73%	Apr to Nov 2015	69%	2015/16	65%	Apr to Nov 2016				62	
114 Number of allegations relating to incivility, impoliteness or intolerance	18 per month	Apr to Nov 2015	19 per month	2015/16	19 per month	Apr to Nov 2016				63	
115 Number of allegations relating to breach of Code C PACE	10 per month	Apr to Nov 2015	9 per month	2015/16	7 per month	Apr to Nov 2016				64	
116 Ensure 100% of cases, the Investigating Officer makes contact with the complainant within 24 hours of registration of a complaint	100%	Apr to Nov 2015	100%	2015/16	100%	Apr to Nov 2016					
117 Number of live complaints being managed	106	As at 30th Nov 2015	170	As at 31st Mar 2016	187	As at 30th Nov 2016				65	
118 Percentage of complainants who are satisfied with the way their complaint was dealt with											
119 Percentage of appeals made	18%	Apr to Nov 2015	18%	2015/16	13%	Apr to Nov 2016				66	
120 Percentage of appeals upheld - Overall	29%	Apr to Nov 2015	30%	2015/16	21%	Apr to Nov 2016				67	
121 Percentage of appeals upheld - Force investigated	17%	Apr to Nov 2015	16%	2015/16	17%	Apr to Nov 2016				67	
122 Percentage of appeals upheld - Force locally resolved	5%	Apr to Nov 2015	6%	2015/16	0%	Apr to Nov 2016				67	
123 Percentage of appeals upheld - IPCC investigated	48%	Apr to Nov 2015	53%	2015/16	36%	Apr to Nov 2016	●[3]			67	
124 Percentage of appeals upheld - IPCC non-recording	40%	Apr to Nov 2015	41%	2015/16	15%	Apr to Nov 2016	●[17]			67	

Overall service

Chart 62 Finalise 50% of complaint cases within 50 days

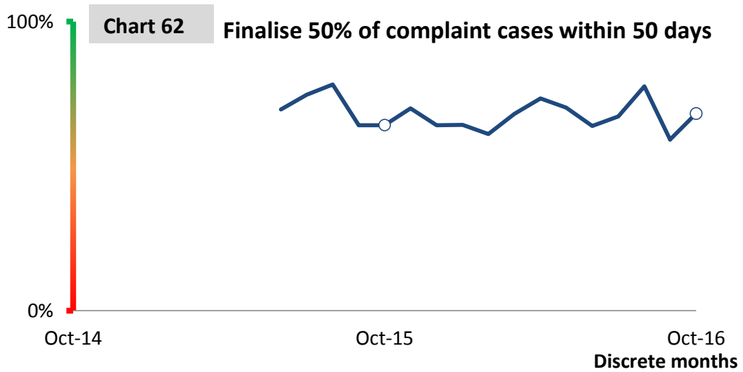


Chart 63 Number of allegations relating to incivility, impoliteness or intolerance

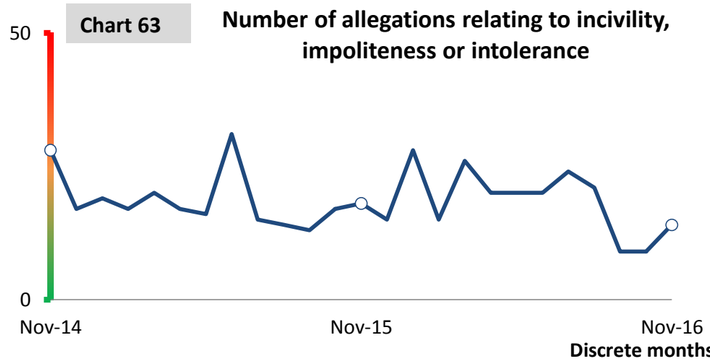


Chart 64 Number of allegations relating to breach of Code C PACE

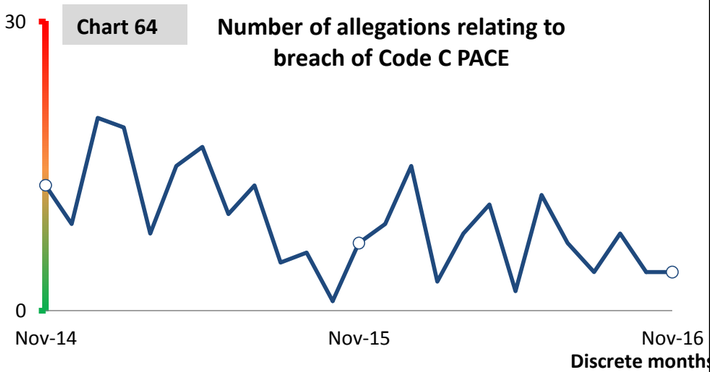


Chart 65 Number of live complaints being managed

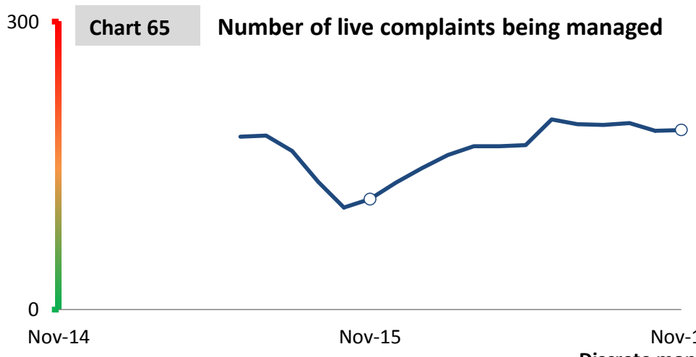


Chart 66 Percentage of appeals made

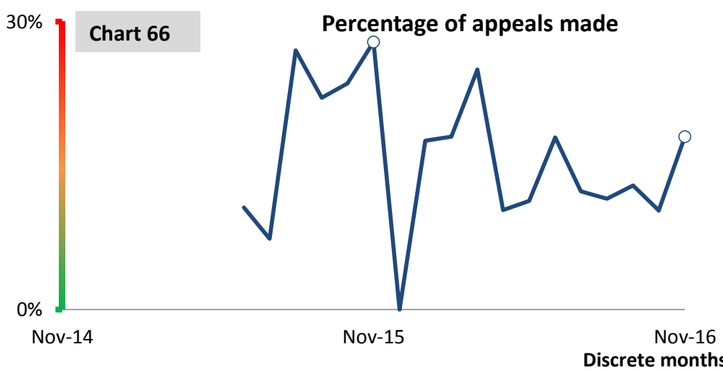
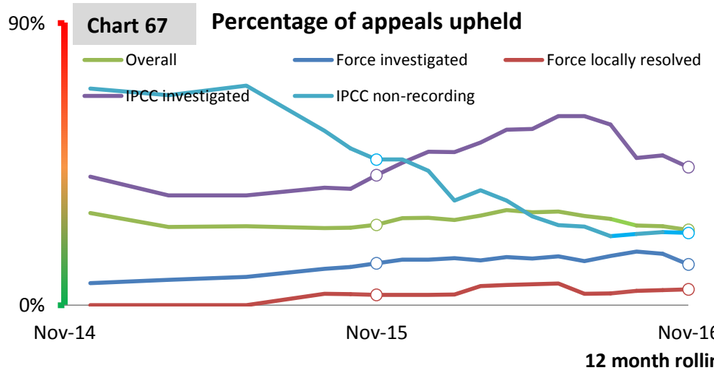


Chart 67 Percentage of appeals upheld



[9] - Direction of travel and the number of months

Community confidence

Community confidence | Proud to lead

Overall service (slides 22-23)

Community confidence	Previous YTD Value	Previous YTD Period	Previous Value	Previous Period	Current Value	Current Period	Direction of travel	MSG Position	National Position	Chart Number	Notes
Public perceptions											
125 Police do a good or excellent job in their neighbourhood			85%	12mths to Nov 2015	85%	12mths to Nov 2016				68	Safer community survey
126 Feel very or fairly safe living in their neighbourhood			98%	12mths to Nov 2015	98%	12mths to Nov 2016				69	Safer community survey
127 Police and local council are dealing with the ASB and crime issues that matter in their area			75%	12mths to Nov 2015	71%	12mths to Nov 2016	10			70	Safer community survey

Chart 68 Police do a good or excellent job in their neighbourhood

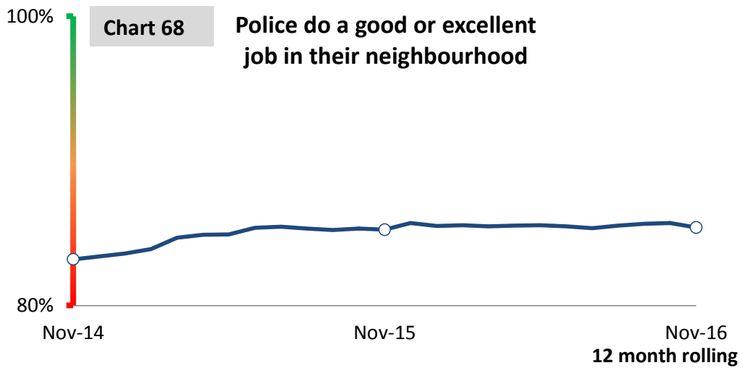


Chart 69 Feel very or fairly safe living in their neighbourhood

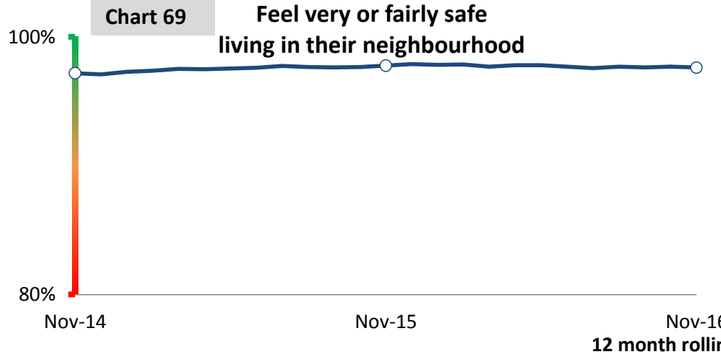
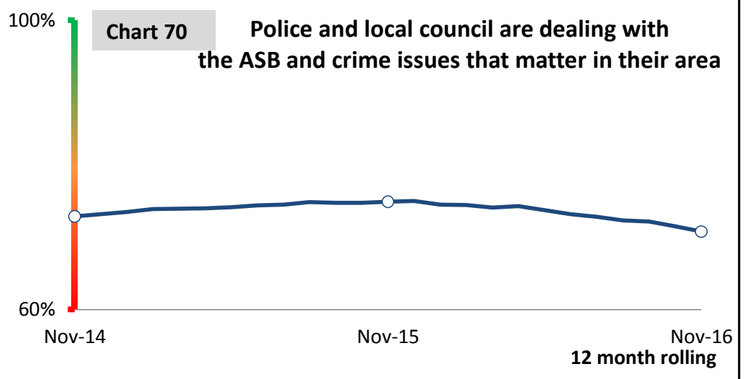


Chart 70 Police and local council are dealing with the ASB and crime issues that matter in their area



9 - Direction of travel and the number of months