



WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

Performance Summary July - September 2017

A SAFER, MORE SECURE WARWICKSHIRE

Summary

Topic	Inclusion	Data	Commentary	
<i>Putting Victims and Survivors First</i>				
Confidence	Quarter report	Increased on previous period and above the national average.	Confidence will be next be updated in mid-October 2017.	4
Victim Satisfaction	Month & quarter	Increase compared to previous quarter	Results of domestic abuse victim survey now available.	5
Repeat Victimisation	Month & quarter	Comparable volumes of repeat victims	'Repeats' data shared with policing area commanders.	7
<i>Protecting People from Harm</i>				
Hate Crime	Month & quarter	Decrease on previous quarter. Satisfaction – stable compared to previous quarter.		8
Missing Persons Reports	Quarter unless exceptional	Decrease in missing person reports compared to previous quarter.		10
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter	Decreases across both policing areas	13
Sexual Offences – Other	Month & quarter	Decrease on previous quarter.	Decreases across both policing areas	16
Domestic Abuse	Quarter unless exceptional	Increase on previous quarter		18
Child at Risk / CSE	Month & quarter	CAR - decrease on previous quarter CSE – comparable to previous quarter	Monthly average increases	22
Road Traffic Casualties	Quarter unless exceptional	9 road deaths in the last quarter.	High harm routes subject to daily tasking.	25
<i>Preventing & Reducing Crime</i>				
Total Recorded Crime	Month & quarter	Increase on previous quarter		27
Violence with Injury	Quarter unless exceptional	Increase on previous quarter		32
Residential Burglary-Dwelling	Quarter unless exceptional	Increase on previous quarter	Increases across South Warwickshire.	35
Robbery	Quarter unless exceptional	Increase on previous quarter		38
Vehicle Crime	Additional	Increase on the previous quarter	Will be discussed at PMG in October	40
Shoplifting	Additional	Increase on the previous quarter		41
Criminal damage	Additional	Increase on the previous quarter		42
Business Crime	Quarter unless exceptional	Stable compared to previous quarter	.	43
Rural Crime	Quarter unless exceptional	Increase on previous quarter		44
Cyber Crime	Month & quarter	Decrease on previous quarter.	Launch of cyber strategy imminent	46
Repeat Offending	Month & quarter	The volume of repeat offenders has increased from last month	'Repeats' data shared with policing area commanders.	49
Repeat Offending – IOM offenders	Month & quarter	Similar number of offenders in the IOM scheme.		50
Anti-Social Behaviour	Quarter unless exceptional	Decrease on previous quarter	Volumes follow seasonal pattern	52
<i>Ensuring Efficient and Effective Policing</i>				
Response Times to Emergency Incidents	Quarter unless exceptional	Exceptional average emergency response times recorded in September.		54
Sickness	Month & quarter	Increase in sickness rates for officers and a decrease for staff	Health & Wellbeing activity ongoing	56
Complaints	Quarter report	Recording and finalising complaints below target.	Plan required from Head of PSD	57
Firearms Licensing	Quarter unless exceptional	Temporary permits replaced by full certificates by target date.	Demand reduction ongoing	59
Call Handling	Month & quarter	Decrease in % of 999 calls answered in target. Increase in the % of 101 calls answered in target and an improvement in the abandoned rate.		60

Performance Summary

This performance document aims to report on areas of performance that relate to the priorities contained in the Police and Crime Plan and key areas of risk identified in the Alliance Control Strategy.



Alliance Control Strategy 2017/18

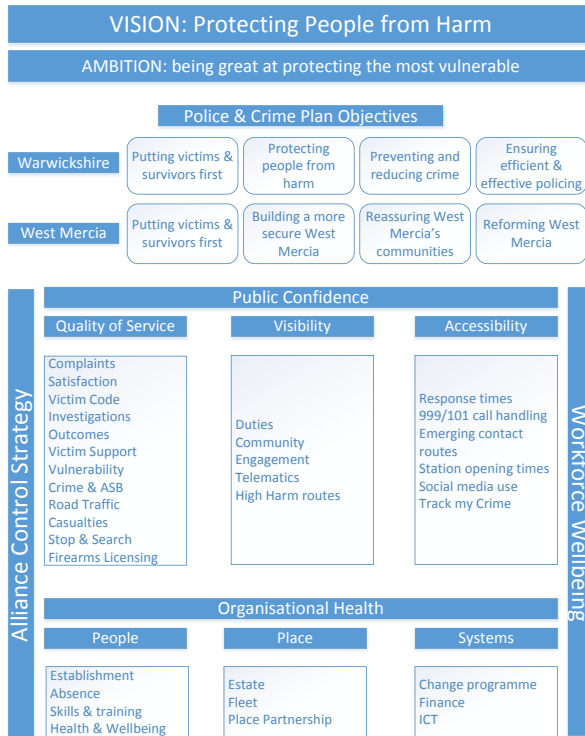
Vision: Protecting people from harm

Strategic Policing Requirement

- Terrorism
- Serious and organised crime
- Cyber crime
- Threats to public order
- Civil emergencies
- Child sexual exploitation and abuse

<p>priorities represent the highest risk, taking account of our capacity and capability</p>	Cyber crime	Focussing on cyber dependent crime and the impact on our communities. Maximising evidential opportunities to benefit investigations and address knowledge gaps.
	Child sexual exploitation and abuse	Knowing the signs of CSE&A and safeguarding victims remains a priority. Targeting the perpetrator.
	Serious and organised crime	Understanding the pathways into serious and organised crime and the exploitation of vulnerable people. Using local multi-agency action plans to tackle the threat from OCGs and 'county lines'.
	Rape and sexual assault	Safeguarding and recognising victims remains a priority.
	Domestic abuse	Promoting partnership working and increasing confidence in reporting.
	Modern slavery and human trafficking	Increasing threat with significant intelligence gaps. Raising awareness and understanding to improve response and identification of victims.
	Killed and seriously injured RTCs	Supporting the work of the Safer Roads Partnership to reduce the number of people killed and seriously injured on our roads.
	Organised immigration crime	Increase intelligence gathering, understand the link between clandestine entrants as victims of OIC.
	FGM, HBA and FM	Engage with partners and local communities to improve confidence in reporting of female genital mutilation, honour based abuse and forced marriage.
	Foreign national offenders	Targeted operations with partners, understand the impact of the UK leaving the European Union.
<p>Daily business courier fraud homicide drugs burglary firearms vehicle crime rural crime business crime corruption in public office</p>	Terrorism and violent extremism	Early identification of significant changes in behaviour/attitude or lifestyle of individuals who may be self radicalised. Maximising opportunities for intelligence capture at events to inform threat picture.
	Stalking and harassment	Need to understand the threat, harm and risk.
<p>Intelligence requirement represents what we need to know more about</p>		

Alliance Performance Framework

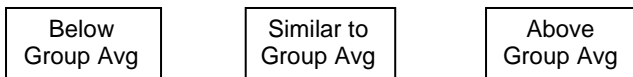


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers occur beyond this stable position, and therefore where further investigation into the cause of this change is needed. The force monitors a wide range of other information to support the management of performance.

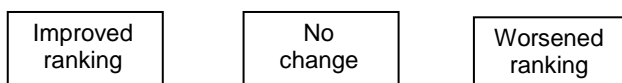
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

Where possible in this report, performance comparisons are made to the force's 'most similar group' (a group of 8 peer forces designated by the Home Office)¹. Two issues are highlighted:

1. How the current pattern of offending compares to the group average



2. Any recent change in the relative position of the force within the group



¹ Most Similar Forces are: Devon & Cornwall, Cambridgeshire, Gloucestershire, North Wales, Suffolk, West Mercia, Wiltshire

Putting Victims & Survivors First

Confidence in Police

Signs of Improvement would be:

- ❖ Improved confidence: within force and against MSG peer forces

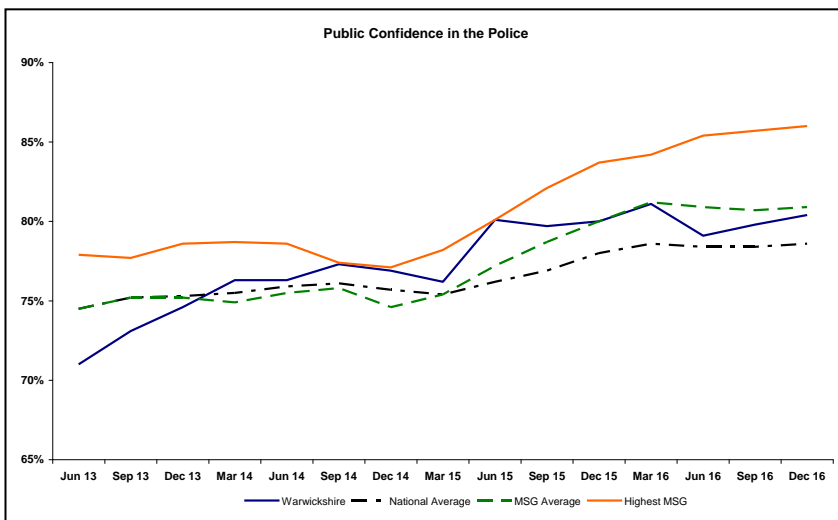
Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to December 2016.

The next data release will be published in mid-October and will be included in next month’s report.

The force has seen a long term improvement in confidence levels felt by local communities. Latest data shows a small increase in confidence; levels continue to be above the national average (79%), with 8 in every 10 (80%) people having confidence in the police in their local area.

The national trend shows a general improvement in confidence, although it has remained static in the last 4 quarters. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group² (MSG) of peer forces, Warwickshire is currently ranked 4th of the 8 forces, compared to 6th in the previous reporting period. The force’s ranking against all forces has also improved from 21st to 17th of 42 forces.



	Sep-16		Dec-16	
	%	Rank	%	Rank
Warwickshire	79.8%	6	80.4%	4
MSG Average	80.7%		80.9%	
National Average	78.4%	21	78.6%	17

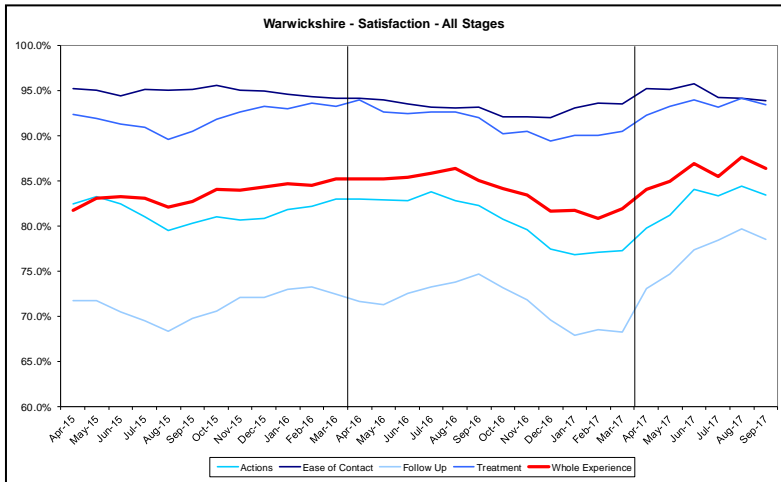
The drivers for confidence are known to be visibility, quality of service and accessibility which are the elements that we focus upon in order to increase confidence within local communities.

² Most Similar Forces for Warwickshire are: Devon & Cornwall, Cambridgeshire, Gloucestershire, North Wales, Suffolk, West Mercia and Wiltshire.

Victim Satisfaction

Signs of Improvement would be:

- ❖ Improved satisfaction: across all four stages & whole experience

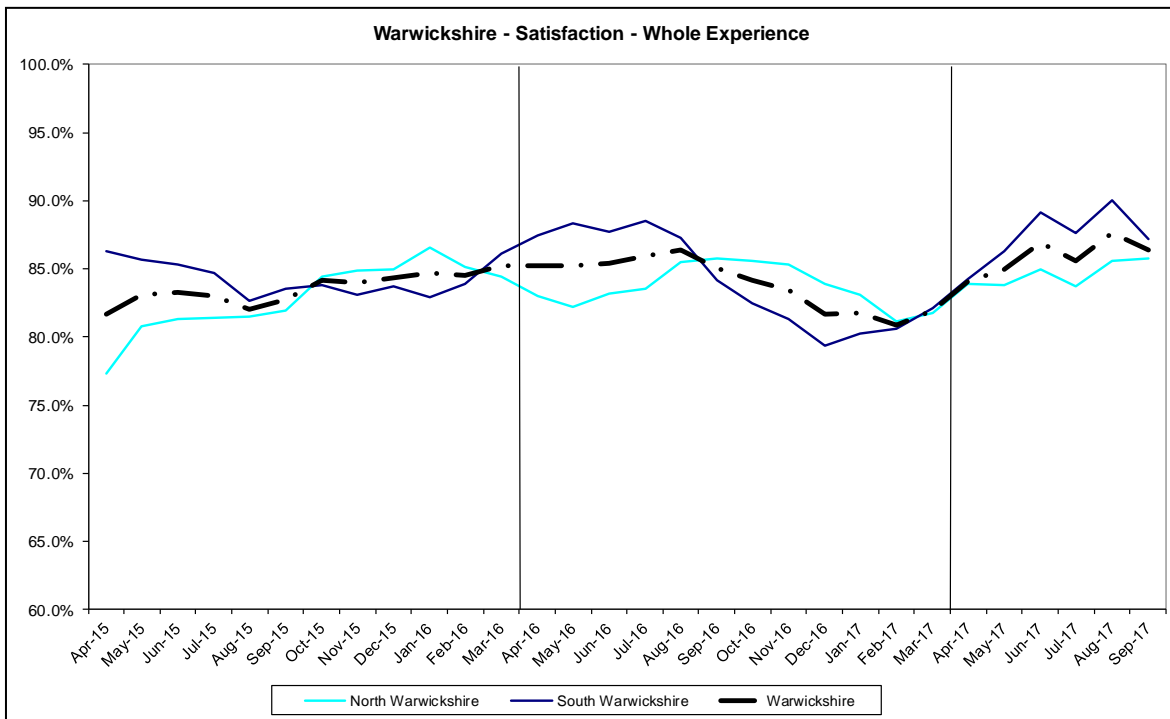


	Jul-17	Aug-17	Sep-17
North Warwickshire	83.7%	85.6%	85.8%
South Warwickshire	87.7%	90.0%	87.2%
Warwickshire	85.6%	87.6%	86.4%

The alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided.

Victims satisfied with their 'Whole Experience' across Warwickshire saw a small increase last quarter compared to the previous (87% Jul - Sep, compared to 85% Apr - Jun - rolling 6 months). Performance increased across both policing areas and increased or remained stable across each measured stage of satisfaction.

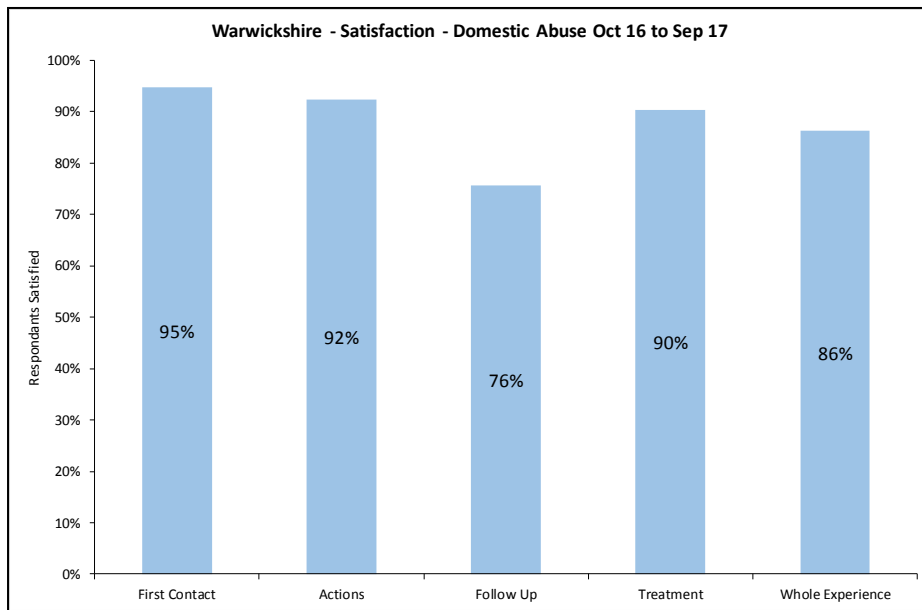
The following chart should be used to indicate longer term trends rather than month on month variation which is often not statistically significant.



Domestic Abuse

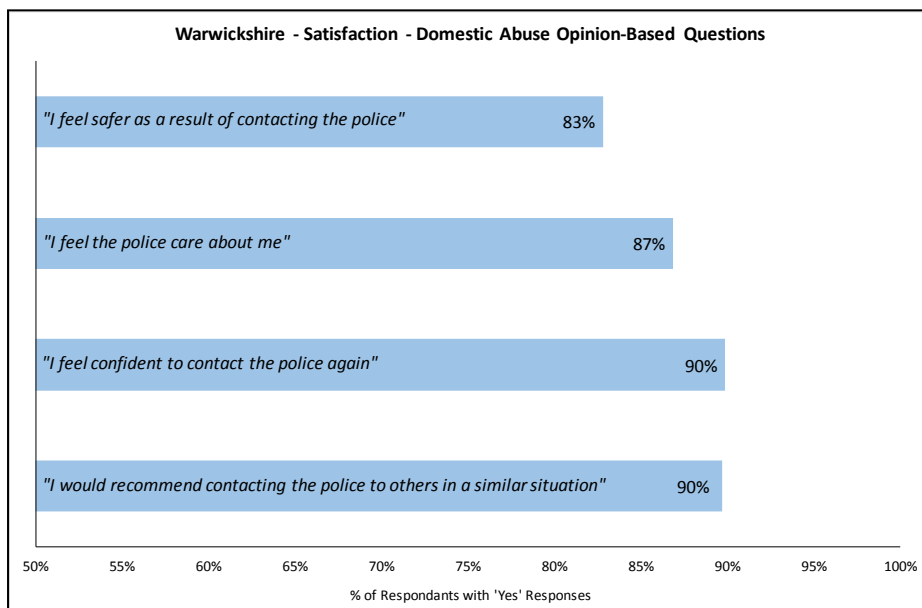
From October 2016, the alliance began to measure the five stages of satisfaction (i.e. First Contact, Actions, Follow-up, Treatment and Whole Experience) against domestic abuse offences. To gain a better understanding of how police actions affect the victim’s experience, a series of opinion-based closed questions were also included in the surveys.

Due to the low volume of respondents each month, data is currently reported on at force level only.



	Respondants	Satisfied
First Contact	249	236
Actions	263	243
Follow Up	251	190
Treatment	310	280
Whole Experience	305	263

86% of domestic abuse victims were satisfied with their ‘Whole Experience’.



	Respondants	Satisfied
"I feel safer as a result of contacting the police"	279	231
"I feel the police care about me"	289	251
"I feel confident to contact the police again"	296	266
"I would recommend contacting the police to others in a similar situation"	291	261

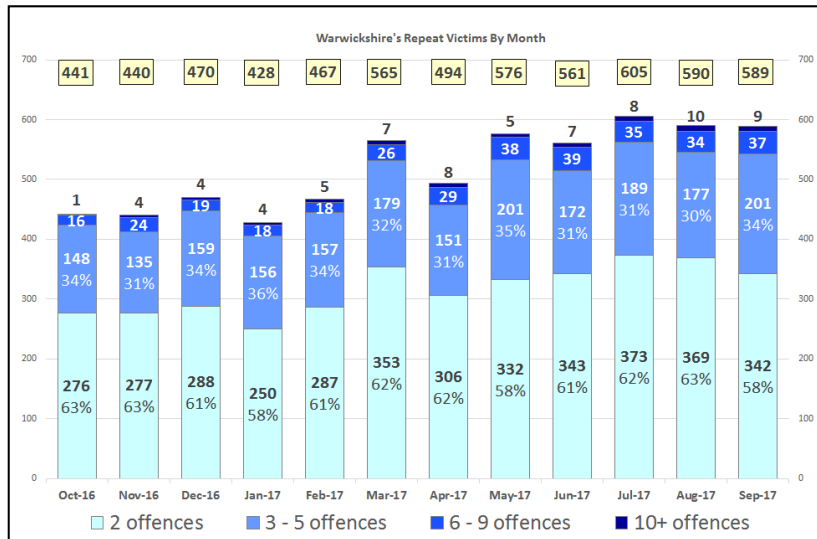
Repeat Victims

Signs of Improvement would be:

- ❖ Reduction in repeat victims

A repeat victim is defined as an individual recorded as a victim in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat victim can have presence in both alliance force areas, these counts reflect Warwickshire's victims/offenders only, but quantifies total offences across the alliance.

Repeat Victimization



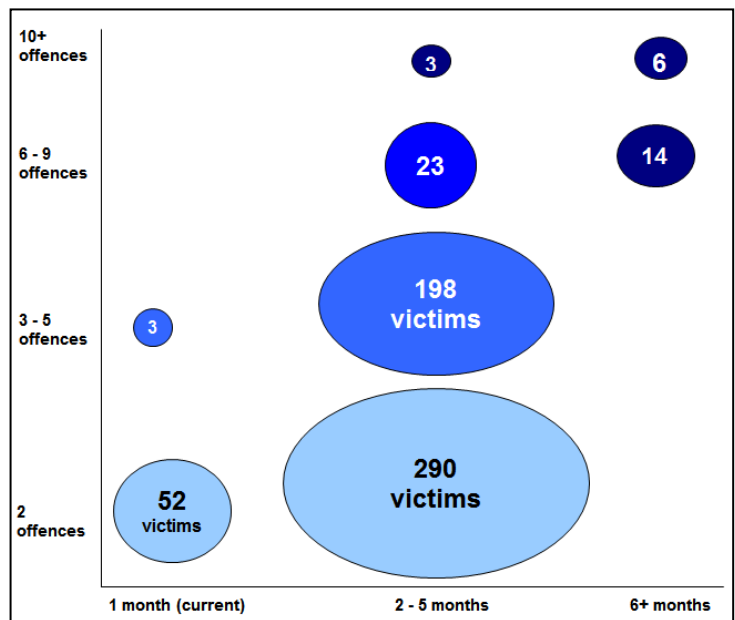
In September, 23% (589) of all victims were repeat victims (subject to at least 1 further offence in the last 12 months), remaining stable from August 17 (590, 22%).

The proportion victimised 10 or more times remains at 2% (9) for the second consecutive month.

This chart indicates over what period instances of repeat victimisation have occurred.

9 individuals have been a victim of 10+ offences, 5 were victims in South Warwickshire and 4 in North Warwickshire.

5 of these individuals were identified as repeat victims in the August data and 4 of these were also prolific victims at the time (10+ offences in the last 12 months). The remaining 4 victims are repetitive repeat victims over the last 12 months, but were not victims in August.



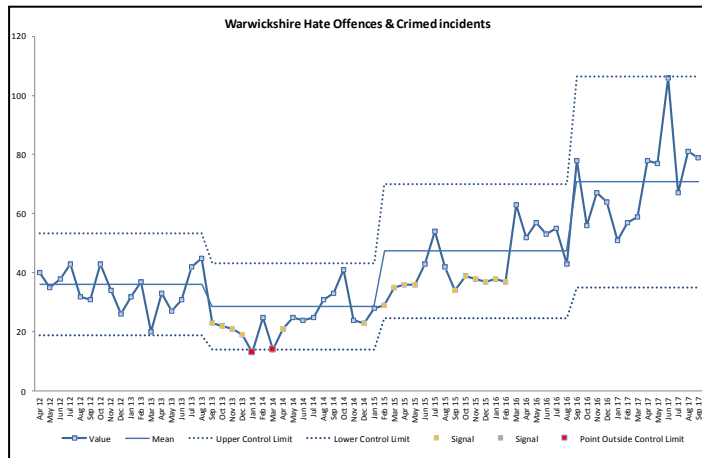
5 of these individuals are subject to various active Risk Management Plans (RMP) / Referrals: - 3 domestic abuse and 2 vulnerable adult. One North Warwickshire repeat victim is classified as an IOM but is not subject to an active victim-based RMP. 2 individuals have lapsed RMPs.

Protecting People from Harm

Hate Crime

Signs of Improvement would be:

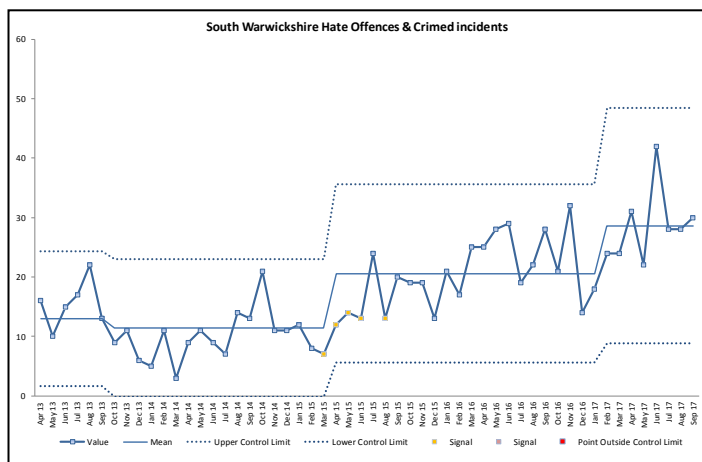
- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Jul-17	Aug-17	Sep-17
North Warwickshire	39	53	49
South Warwickshire	28	28	30
Warwickshire	67	81	79

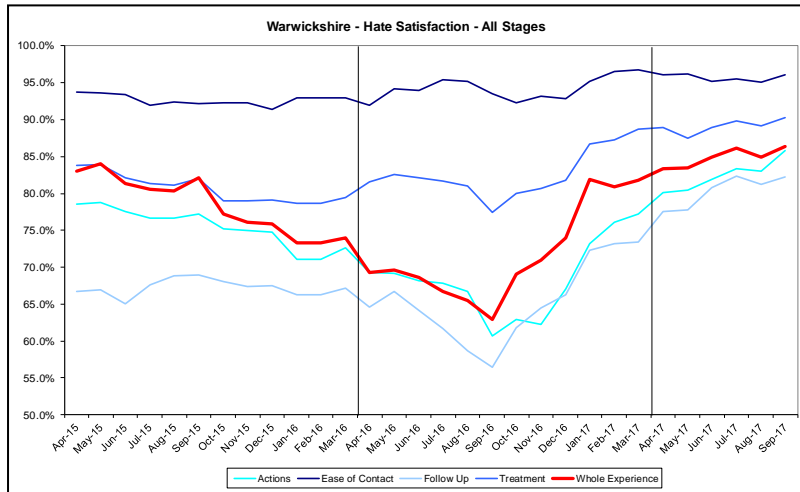
The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends and ensure victims receive the best level of service. Ultimately, the long term aim is to reduce the volume of offending and the number of victims subject to hate offences.

227 offences/ incidents were recorded this quarter. This is a 13% reduction compared to the previous quarter (261) but above the quarter average (211). Reduced volumes were seen across both policing areas compared to the previous quarter.



This is the 8th consecutive month that volumes have remained above average in South Warwickshire. The monthly average has now increased from 21 to 29 offences/ incidents per month.

Hate Crime Victim Satisfaction



	Jul-17	Aug-17	Sep-17
North Warwickshire	81.1%	78.5%	83.1%
South Warwickshire	92.1%	92.5%	90.8%
Warwickshire	86.1%	84.9%	86.4%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of only 10 per month). The data is therefore shown on the chart as a rolling 12 months to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.

Hate crime satisfaction has been subject to significant scrutiny and activity over the past months due to the decline in 2015/16. The aspiration with overall satisfaction remains at 90%.

Across Warwickshire, overall satisfaction last quarter increased compared to the previous quarter (86% Jul - Sep, compared to 84% Apr - Jun). Performance remained relatively stable or increased across both policing areas and across each measured stage of satisfaction.

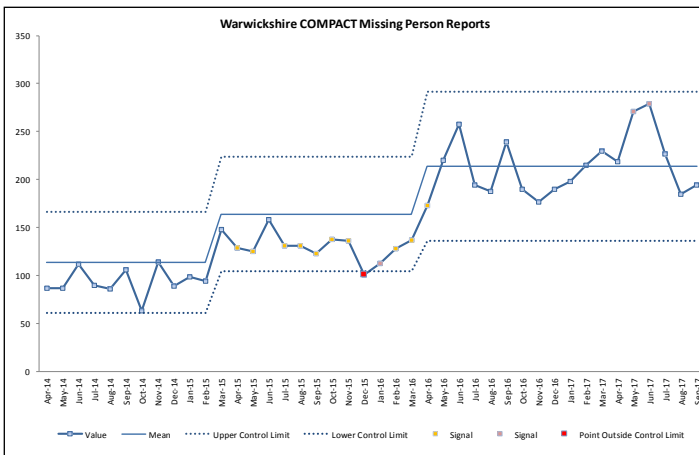
A general improvement continues to be seen following the decline in satisfaction seen last year.

Missing Persons

Signs of Improvement would be:

- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

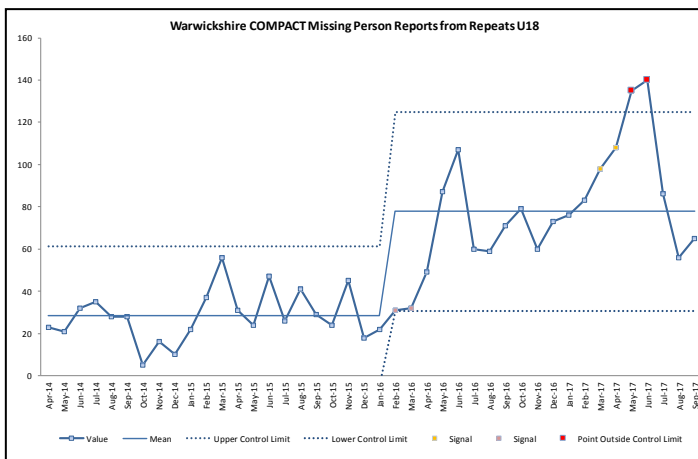
The figures presented in this section relate to data recorded on the force missing persons system (COMPACT).



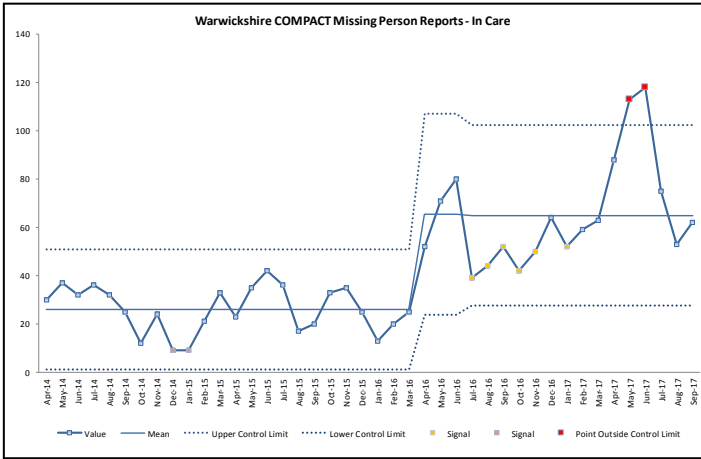
	Jul-17	Aug-17	Sep-17
North Warwickshire	126	108	141
South Warwickshire	101	77	53
Warwickshire	227	185	194

606 missing person reports were recorded in the last quarter. This is a return to expected levels following a spike in reports in May and June and is comparable to the same quarter last year (621).

The reduction in missing person's reports has been driven by a reduction in repeat missing persons, repeat missing children and missing person in-care reports.

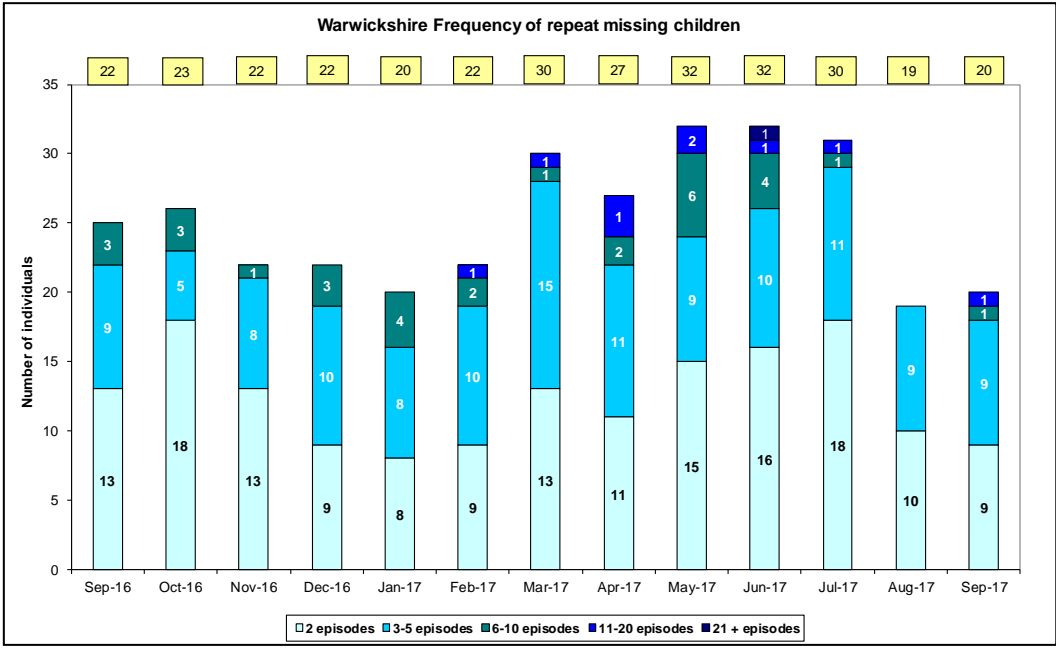


U18 repeat reports have returned to expected levels following exceptional volumes in May and June.

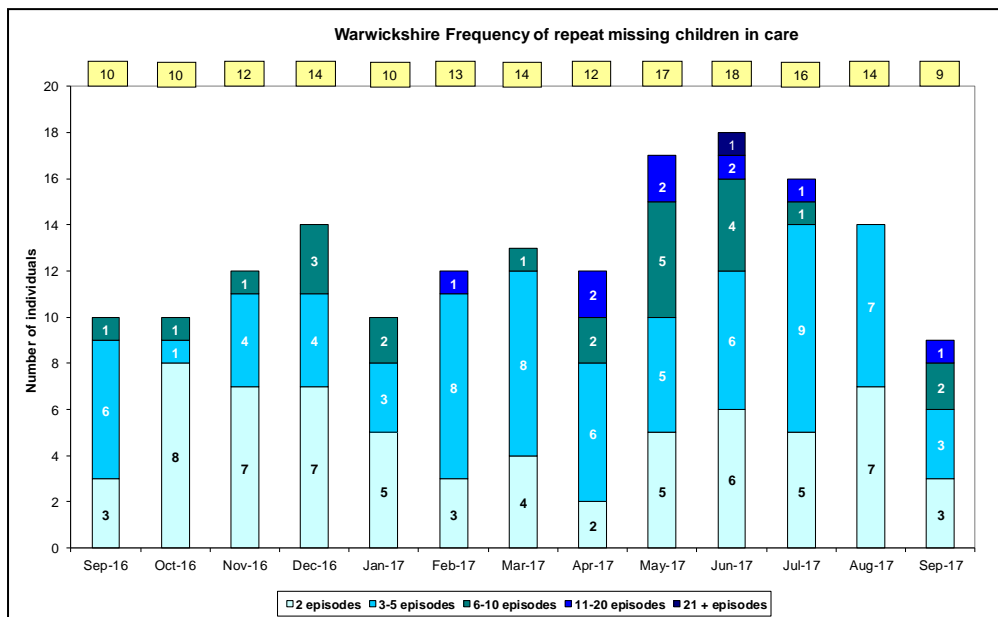


In-care reports have also returned to expected levels in this quarter following exceptional volumes in May and June.

However, volumes are 41% higher than the same period last year (135).



In the last quarter the number of repeat missing children decreased by 24% compared to the previous quarter (69 v 91). There were only 4 individuals who were missing more than 5 times in each month, compared to 17 in the previous quarter, therefore significantly reducing the overall total of missing episodes.



In the last quarter the frequency of repeat missing children in care has decreased by 17% (39 vs. 47).

There were only 5 individuals who were missing more than 5 times in each month, compared to 18 in the previous quarter, therefore significantly reducing the overall total of missing episodes.

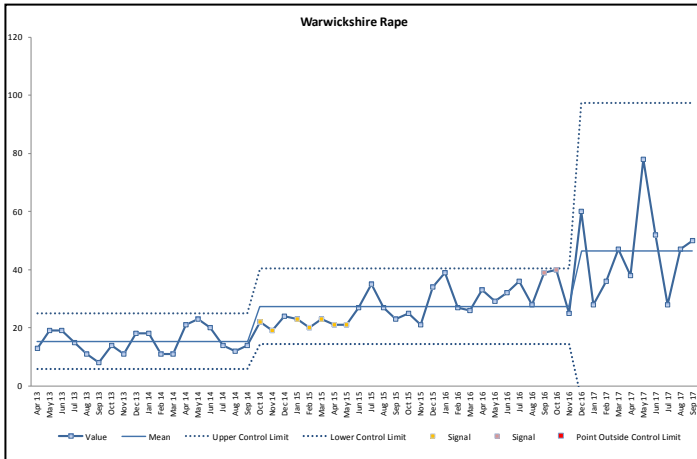
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation. The lead has completed a review of frequent missing persons in Warwickshire and this report is with senior management team.

Sexual Offences

Signs of Improvement would be:

- ❖ Wider opportunities for victims to report offences
- ❖ Investigation of offences meeting victim expectations

Rape



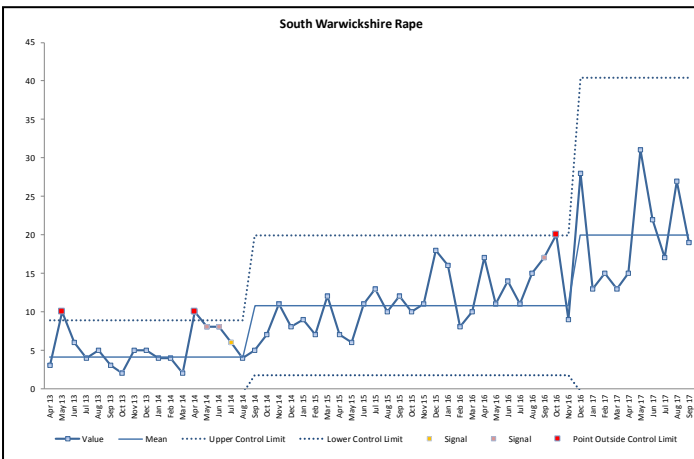
	Jul-17	Aug-17	Sep-17
North Warwickshire	11	20	31
South Warwickshire	17	27	19
Warwickshire	28	47	50

Peer Comparison

Offence Volume	Below Group Avg
Relative Position	Improved ranking

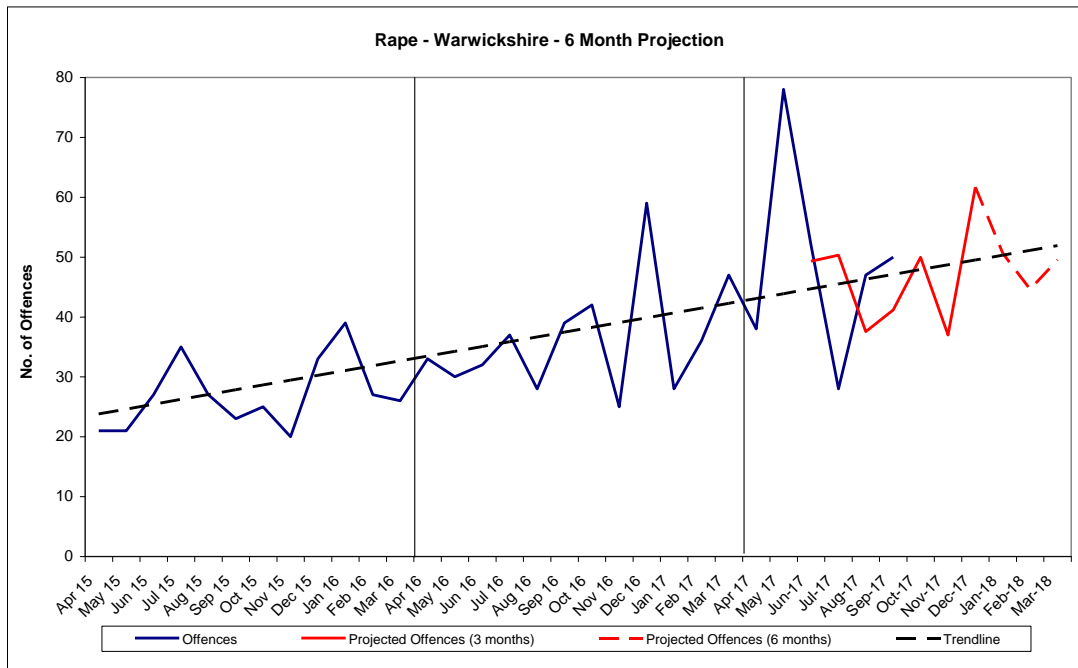
125 rape offences were reported to the police last quarter, a reduction compared to the previous quarter (168) and below the quarter average (132). Following 8 consecutive months of above average recording the monthly average increased in July (from 27 to 46 offences per month). Volumes in August and September continue to be above the new monthly average.

Reduced volumes were seen across both policing areas compared to the previous quarter.



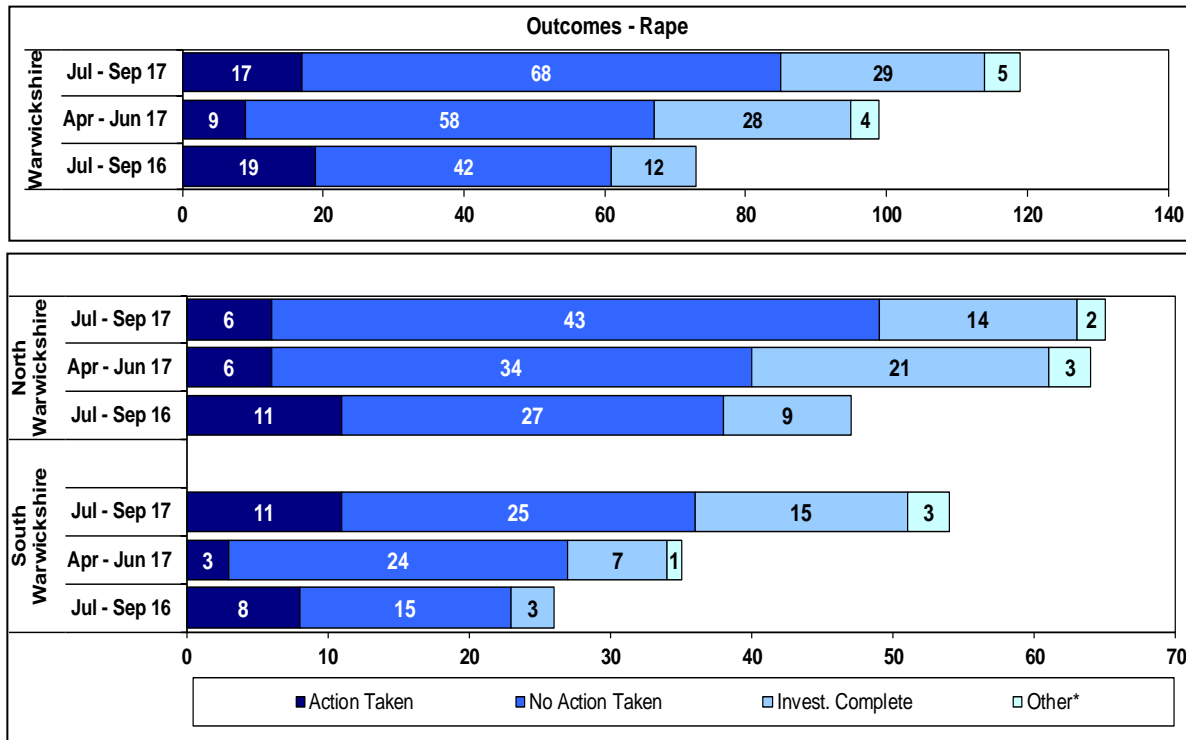
Following 8 consecutive months of above average recording across South Warwickshire the monthly average increased in July (from 11 to 20 offences per month).

The following chart provides a short (3 month) and medium (6 month) projection for rape offences. At force level, the recorded volumes are above our previous projection and continue on an upward trend.



Outcomes

Due to the nature of rape offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those rape offences that have been outcomed in the quarter, irrespective of when they were recorded³.

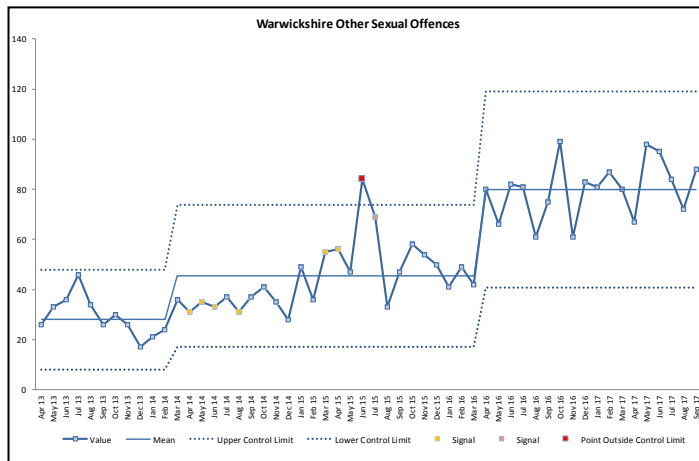


Across Warwickshire, 119 offences were assigned an outcome Jul - Sep 2017, an increase compared to Apr - Jun 2017 (99). The number of offences assigned an 'action taken' outcome Jul - Sep 2017 (17) has increased compared to the previous quarter (9).

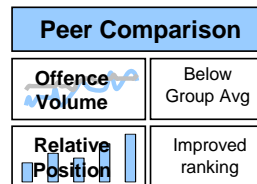
Warwickshire ranks 8th against a peer group of 8 most similar forces for rape offences assigned 'action taken' outcomes May - Jul 2017 and are below the group average.

³ 'Other' outcome category includes: 'further investigation not in the public interest', 'transferred to external agency', 'not in public interest to proceed' and 'finalised investigated not yet assigned an outcome'.

Other Sexual Offences



	Jul-17	Aug-17	Sep-17
North Warwickshire	50	34	57
South Warwickshire	34	38	31
Warwickshire	84	72	88

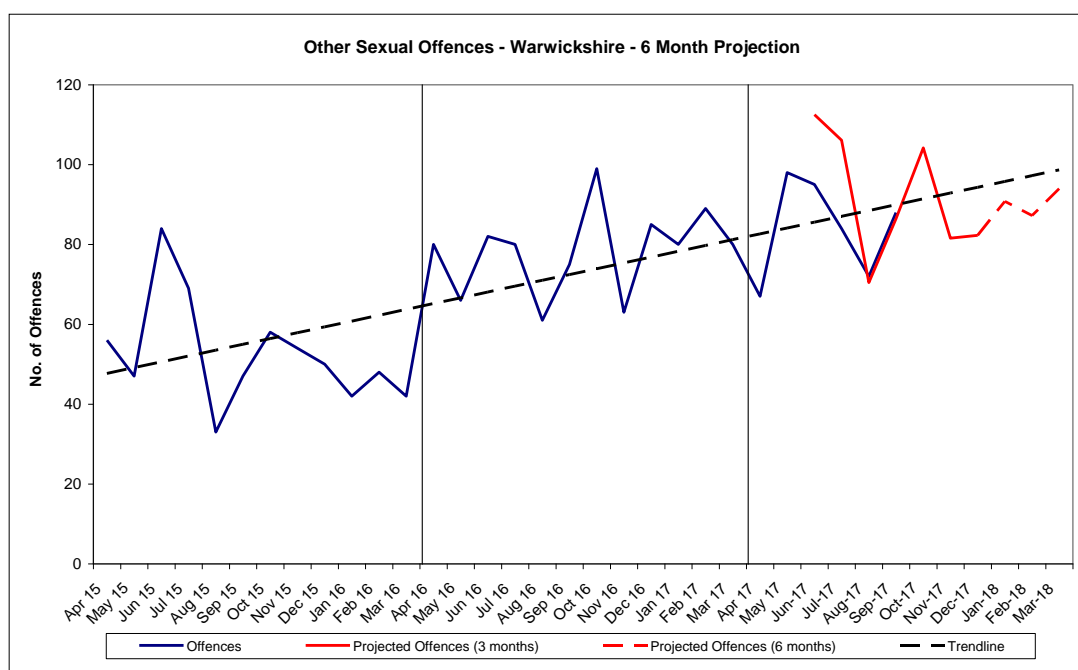


The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

244 other sexual offences were reported to the police last quarter. This is a reduction compared to the previous quarter (260) and below the quarter average (249). Reduced volumes were seen across both policing areas compared to the previous quarter.

11% (13) of victims in September were repeat victims of another sexual offence⁴ in the last 12 months, a reduction compared to August (16% - 40). Of these, 12 victims were aged 17 and under and 1 female child was the victim of 9 sexual offences⁵ occurring between 2012 and 2016.

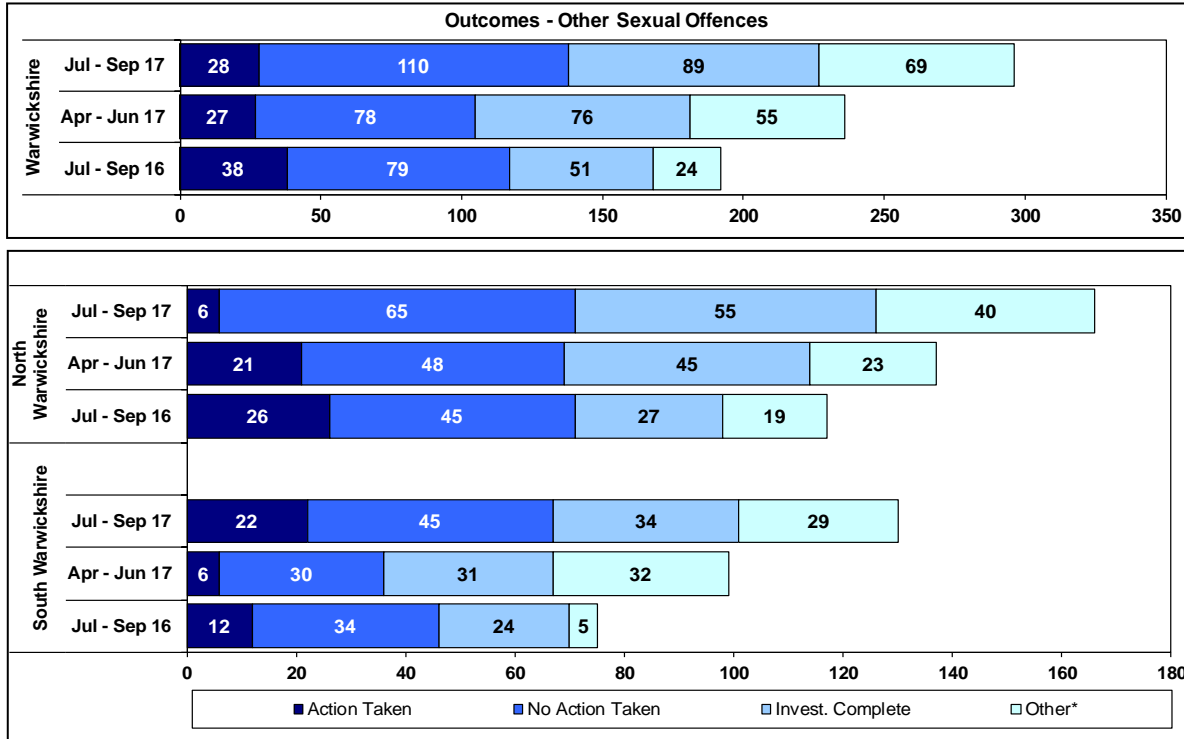
The following chart provides a short (3 month) and medium (6 month) projection for other sexual offences. At force level, the recorded volumes are in line with our previous projection and continue on an upward trend.



⁴ This includes both rape and other sexual offences.

Outcomes

Due to the nature of other sexual offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those other sexual offences that have been outcomed in the quarter, irrespective of when they were recorded.



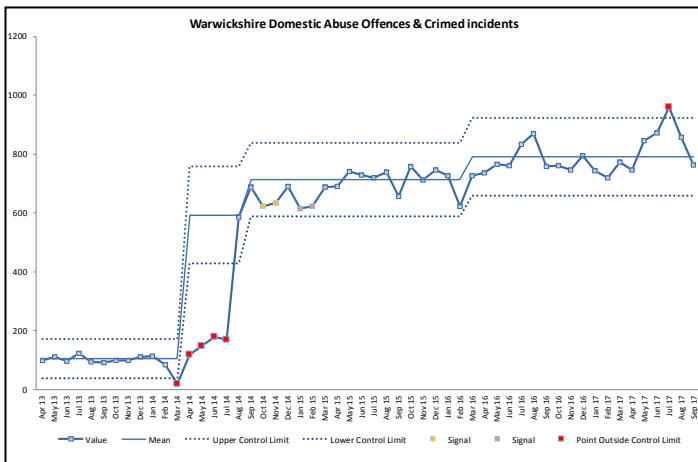
Across Warwickshire, 296 offences were assigned an outcome Jul – Sep 2017, an increase compared to Apr – Jun 2017 (236) and the same period last year (192). The number of offences assigned an ‘action taken’ outcome Jul – Sep 2017 (28) was comparable to the previous quarter (27).

Warwickshire performs well against its peer group of 8 most similar forces for other sexual offences assigned ‘action taken’ outcomes May - Jul 2017, ranking 2nd and in line with the group average.

Domestic Abuse

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims

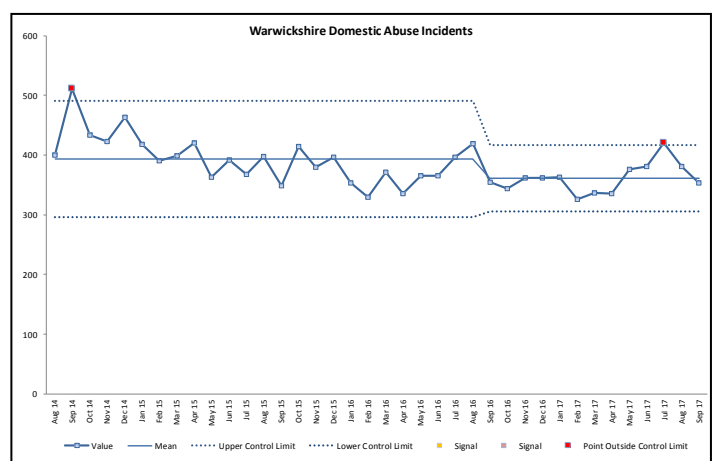
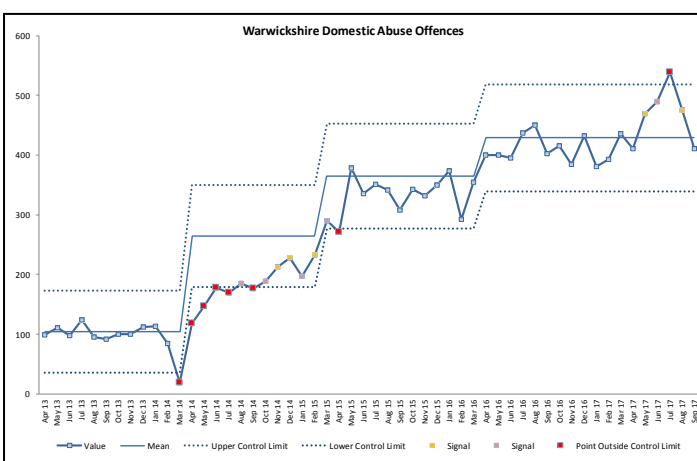


	Jul-17	Aug-17	Sep-17
North Warwickshire	589	514	463
South Warwickshire	371	343	301
Warwickshire	960	857	764

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

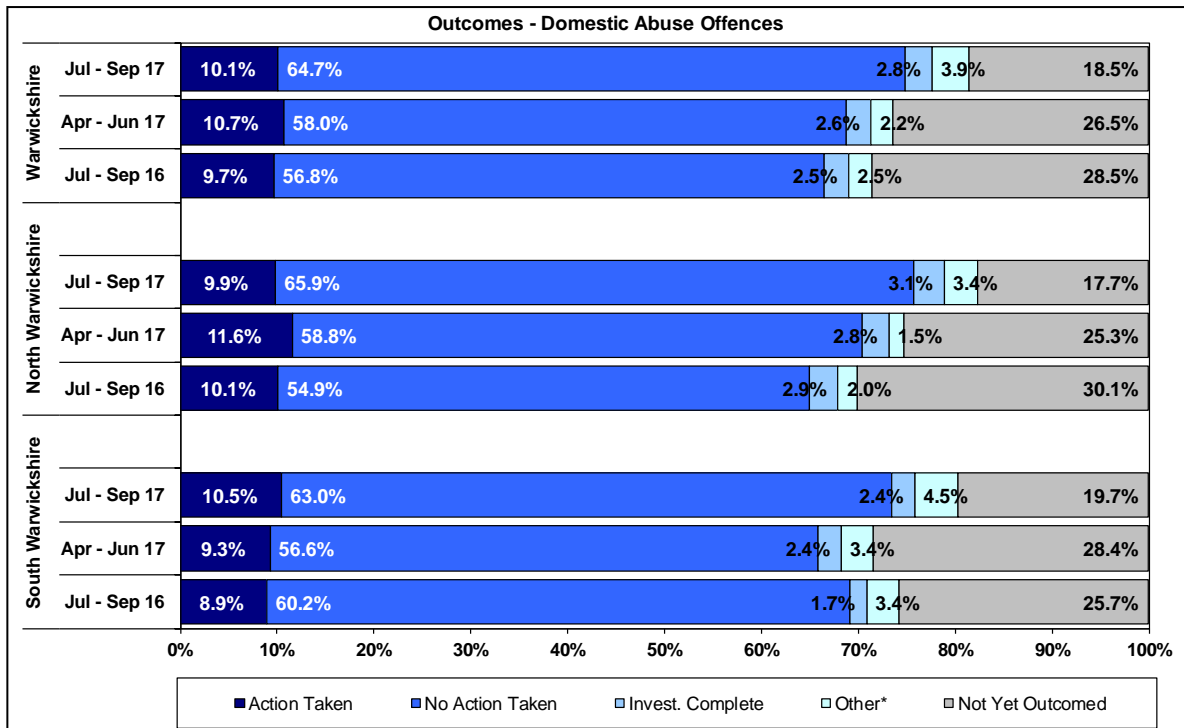
2,581 domestic abuse offences & crimed incidents were recorded last quarter. This is a 5% increase compared to the previous quarter (2,464) and is above the quarter average (2,396). Volume increases were seen across both policing areas.

The increase in July across Warwickshire was seen for both notifiable offences and crimed incidents. In terms of offences the increase was driven by uplifts in ABH and to a lesser extent common assault and harassment offences.



Outcomes

The following chart shows the pattern of outcomes for domestic abuse offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



Across Warwickshire, 82% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period, an increase compared to Apr - Jun 2017 (74%) and same period last year (72%). 10% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, comparable to the previous quarter (11%).

Domestic Violence Protection Notices (DVPNs)

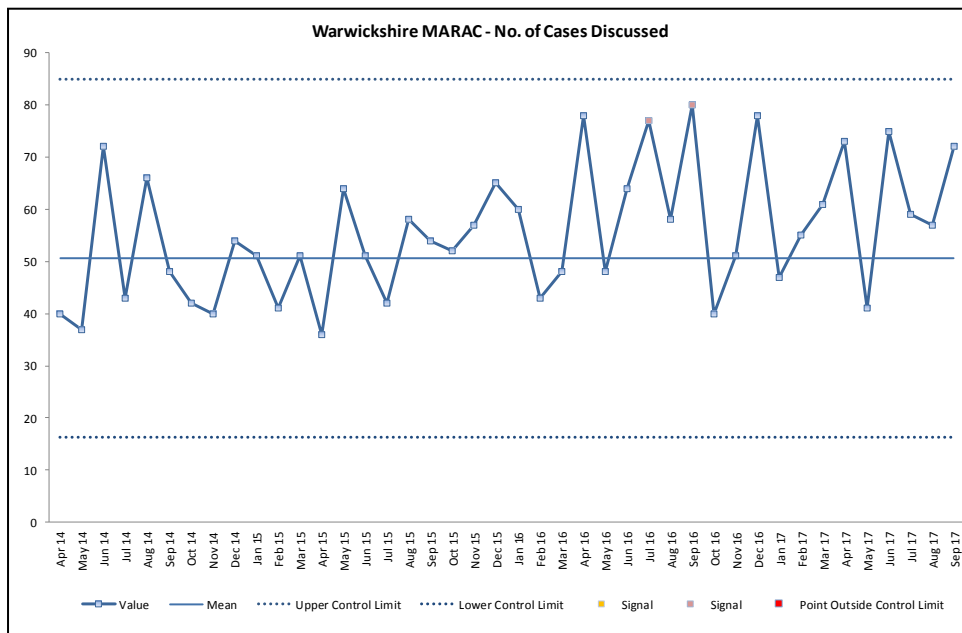
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat or further violence from the suspect and gives the victim respite from the abuser to allow them an opportunity to engage with appropriate services.

	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
North Warwickshire	1	3	3	1	0	3	0	3	1	2	0	3	2	22
South Warwickshire	1	1	5	4	3	1	4	2	5	7	8	2	3	46
Warwickshire	2	4	8	5	3	4	4	5	6	9	8	5	5	68

18 DVPNs were authorised in Warwickshire in the last quarter, comparable to the previous quarter (20).

MARAC (Multi Agency Risk Assessment Conference)

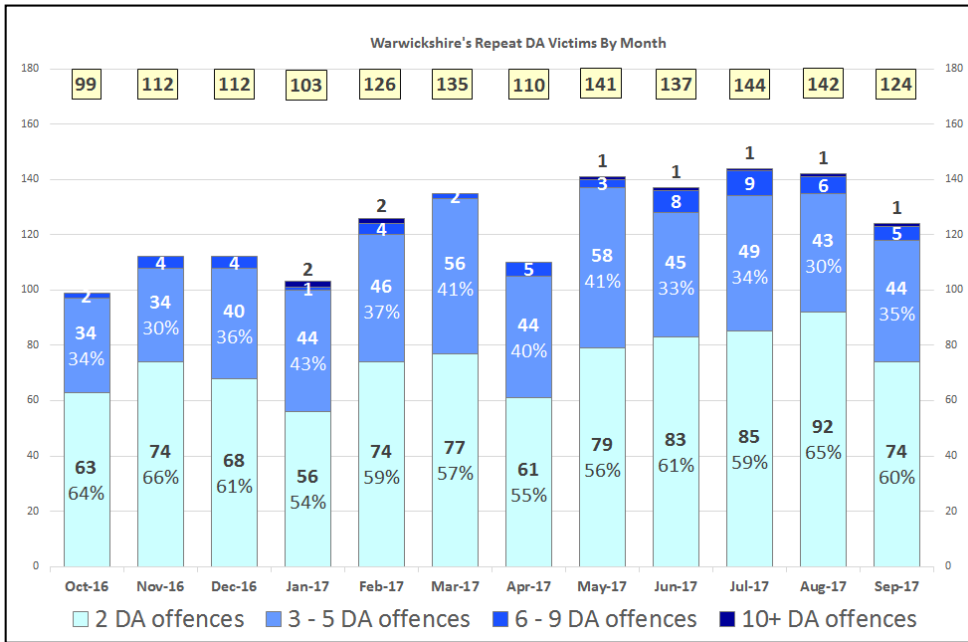
MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors and other specialist statutory and voluntary sectors.



188 cases were discussed at Warwickshire MARACs last quarter (60 repeat cases). This is comparable to the previous quarter (189).

The number of cases discussed remains relatively stable around the monthly average.

Repeat Victimization



There were 399 victims of domestic abuse in September; 31% of these individuals (124) have also been a victim of additional DA offences in the last 12 months.

There has been 1 repeat DA victim in North Warwickshire who has been subject to domestic violence more than 10 times in the last 12 months.

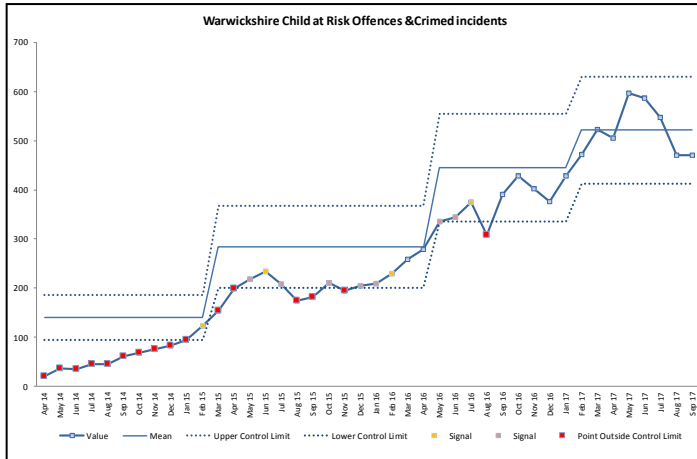
The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads.

Child at Risk / Child Sexual Exploitation

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation

Child at Risk

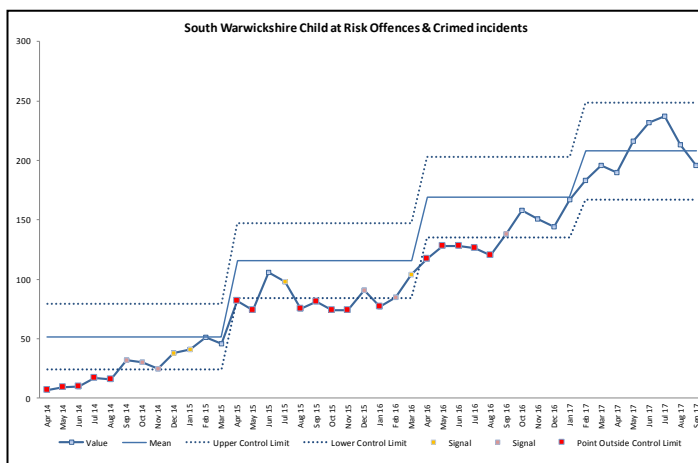


	Jul-17	Aug-17	Sep-17
North Warwickshire	311	257	275
South Warwickshire	237	213	196
Warwickshire	548	470	471

NB: Child at Risk markers were not used robustly until the start of 2015/16.

‘Child at risk’ markers were applied to 1,489 offences/ incidents last quarter, a reduction compared to the previous quarter (2,180) and below the quarter average (2,052). Volume decreases were seen across North Warwickshire.

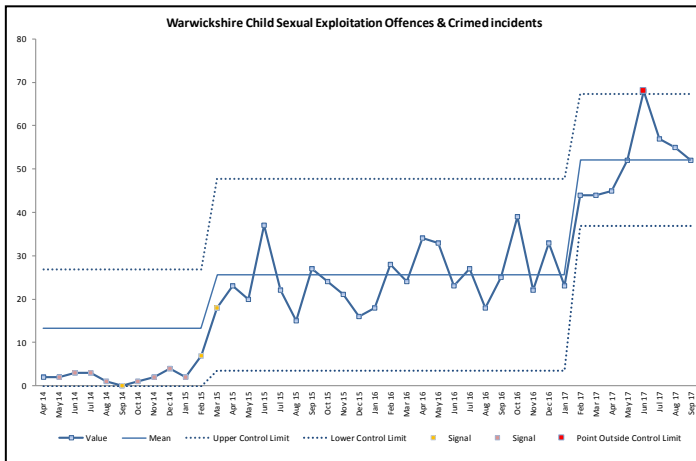
This is the 8th consecutive month that volumes have remained above the monthly average across Warwickshire, subsequently the monthly average has increased from 445 to 521 offences/ incidents per month.



This is the 8th consecutive month volumes have remained above the monthly average across South Warwickshire. The monthly average has now increased from 169 to 208 offences/ incidents per month.

21% (51) of victims in September were repeat victims of another child at risk offence in the last 12 months. This is a volume increase compared to August (44 - 20%).

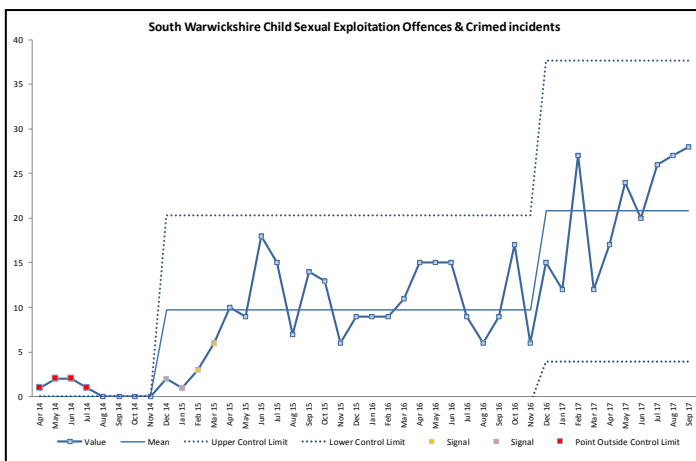
Child Sexual Exploitation



'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.

164 CSE offences/incidents were recorded in the quarter. This is comparable to the previous quarter (165) and above the quarter average (134). Higher volumes were recorded across South Warwickshire in the last quarter.

This is the 8th consecutive month that volumes have remained above the monthly average. The monthly average has increased from 26 to 52 offences/incidents per month.



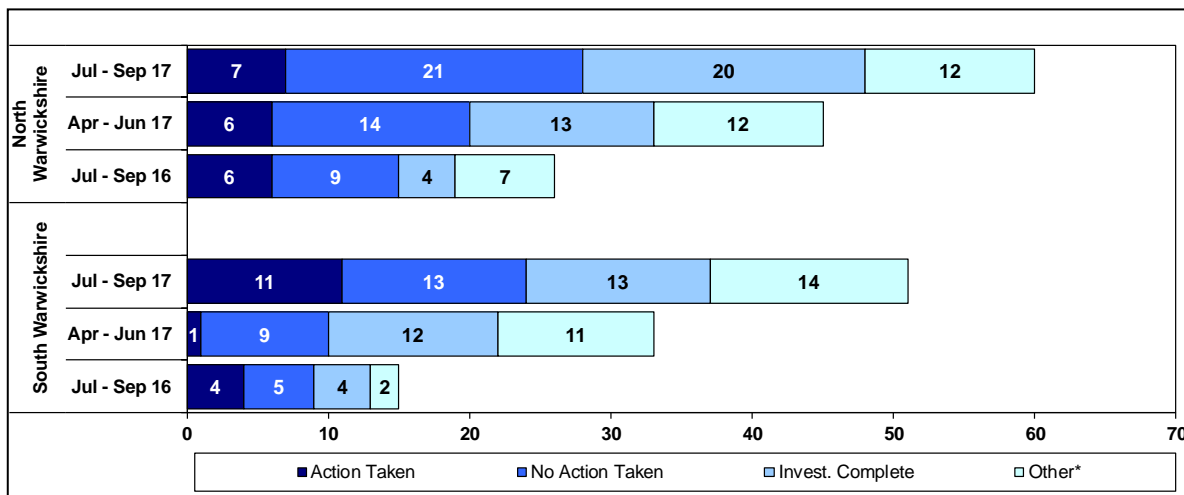
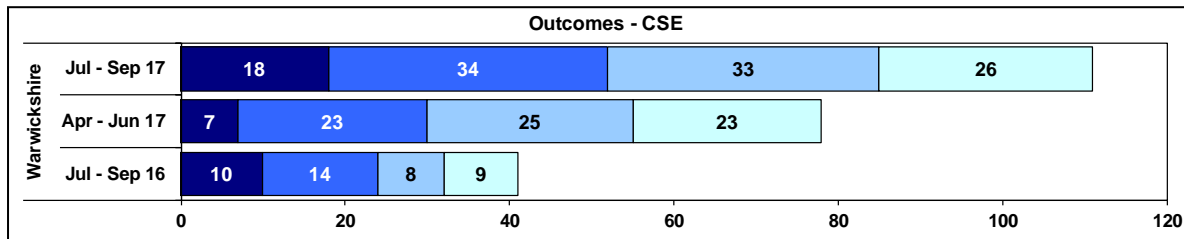
This is the 8th consecutive month volumes have remained above the monthly average across South Warwickshire. The monthly average has now increased from 9 to 21 offences/ incidents per month.

The increase over the past few months has been driven by uplifts in both 'current' and 'non-recent' offences, in particular sexual activity, rape of a female child and to a lesser extent sexual assault offences.

The proportion of 'non-recent' to 'current' offences last quarter was comparable to the previous quarter (56% 'non-recent' and 44% 'current').

Outcomes

Due to the nature of CSE offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those offences with a CSE marker that have been outcomed in the quarter, irrespective of when they were recorded.

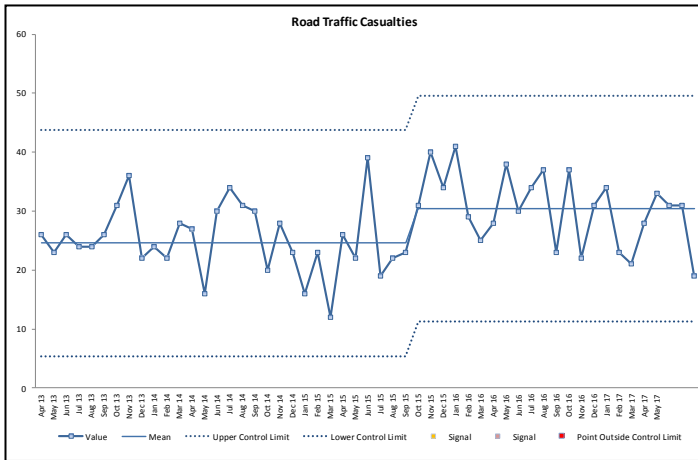


Across Warwickshire, 111 offences were assigned an outcome Jul – Sep 2017, an increase compared to Apr – Jun 2017 (78) and the same period last year (41). The number of offences with a CSE marker assigned an ‘action taken’ outcome Jul – Sep 2017 (18) has increased compared to the previous quarter (7).

Road Traffic Casualties

Signs of Improvement would be:

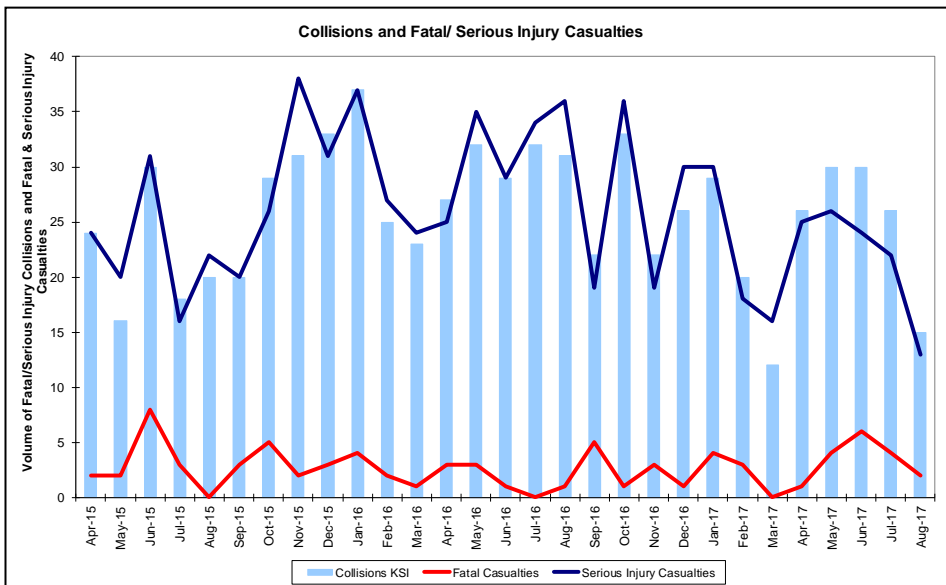
- ❖ Reduction in fatal and serious injury casualties



	Jul-17	Aug-17
North Warwickshire	18	13
South Warwickshire	13	6
Warwickshire	31	19

In the last quarter⁵ there were 9 road deaths – 4 car drivers, 3 car passengers, 1 motor cycle rider and 1 pedestrian.

8 fatalities occurred in North Warwickshire (2 motorway fatalities) and 1 fatality occurred in South Warwickshire.



In July & August two thirds (65%) of all fatal and serious injury casualties were car drivers or passengers; just over a fifth (21%) were on motorcycles and 14% were in good vehicles.

Road safety, including enforcement, education and engineering, is managed through the Safer Roads Team, with the key focus being casualty reduction.

⁵ At the time of publication data regarding serious injury casualties in September is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Speed enforcement is driven through the Community Concern Programme. This programme operates fixed and mobile enforcement cameras at 74 sites across Warwickshire and 19,584 offences have been recorded from April to August 2017.

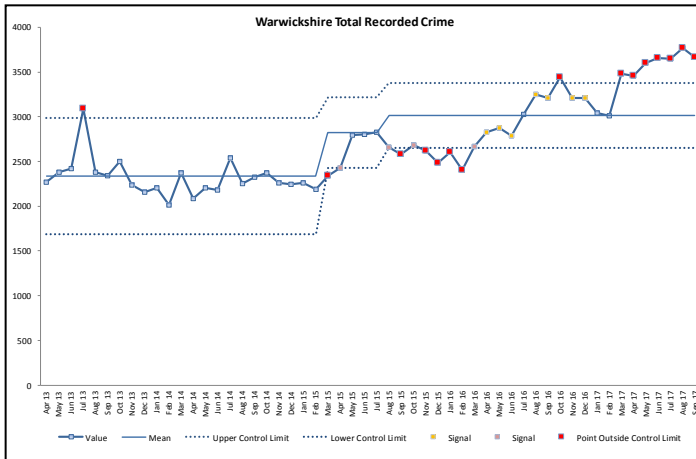
The Safer Roads Partnership has identified 3 high harm routes and from these one higher harm route across Warwickshire, requiring focused police activity and visibility to reduce casualties. These are subject to daily tasking within the policing areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings.

Preventing & Reducing Crime

Total Recorded Crime

Signs of Improvement would be:

- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence



	Jul-17	Aug-17	Sep-17
North Warwickshire	1977	2057	2079
South Warwickshire	1673	1709	1591
Warwickshire	3650	3766	3670

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	No change

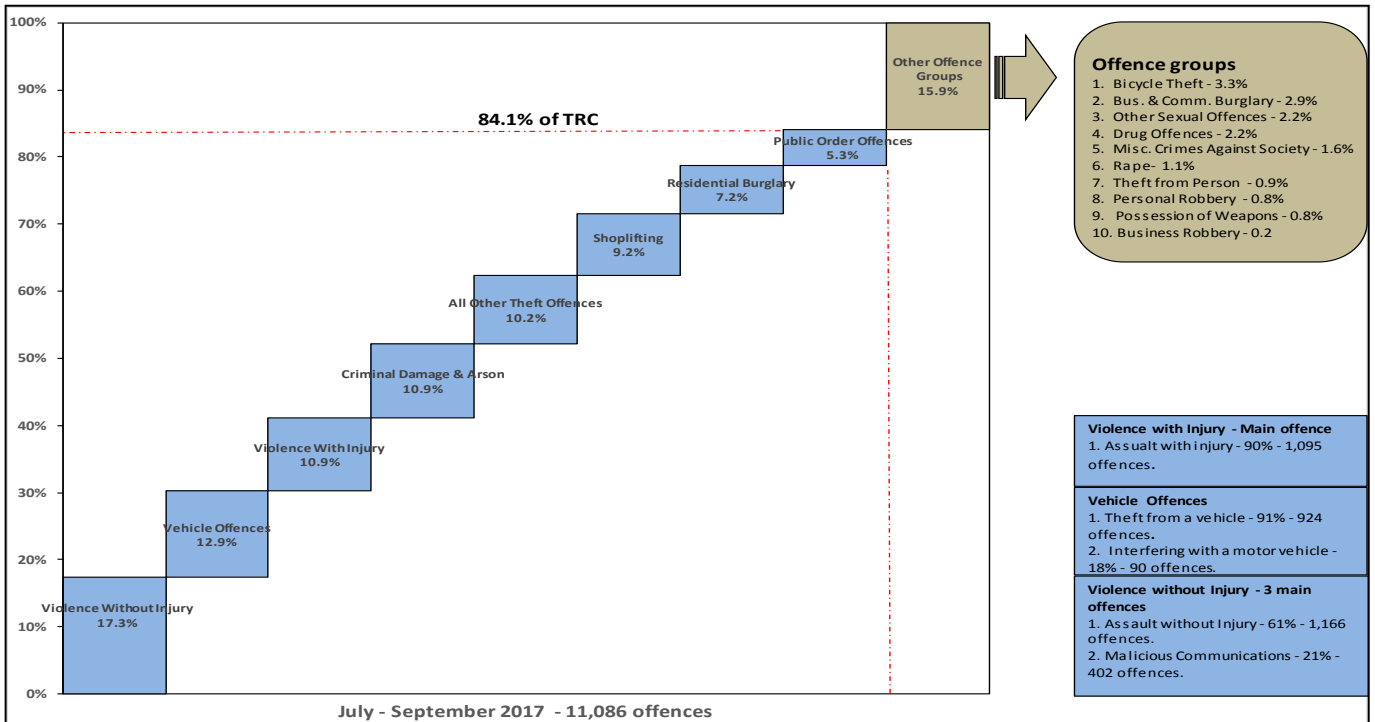
11,086 offences were recorded across Warwickshire last quarter. This is a 4% increase compared to the previous quarter (10,706) and is above the quarter average (10,297). Volumes reflect a fairly seasonal pattern of recorded crime, with reducing volumes in late summer/ early autumn months.

This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase. Exceptional volumes have been recorded for the last 7 months across Warwickshire.

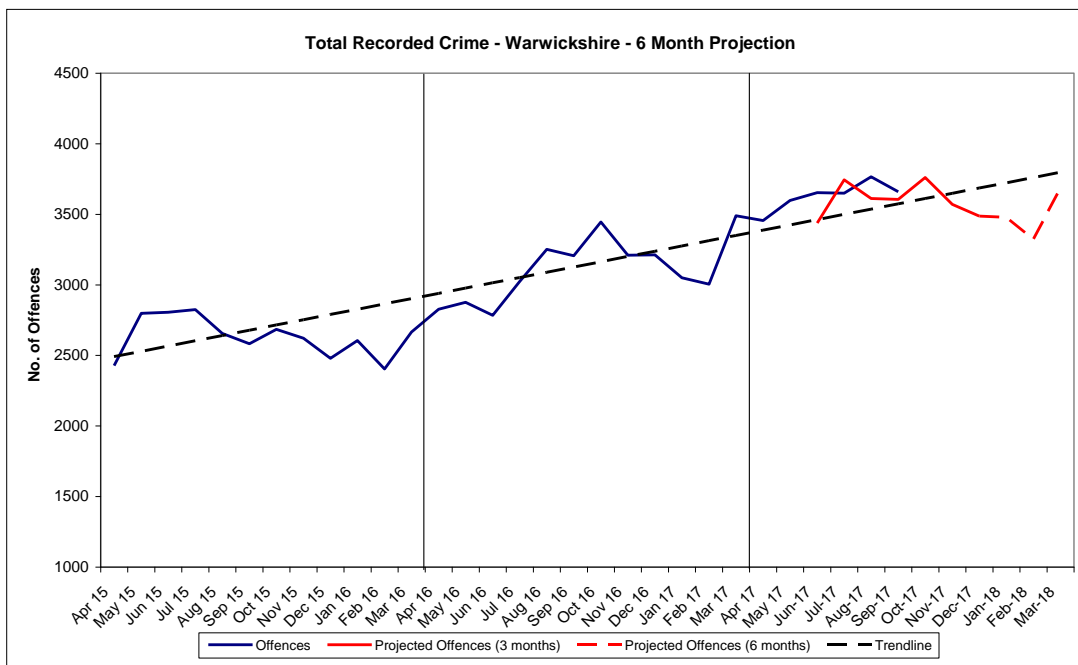
Volumes have increased across both policing areas last quarter compared to the previous quarter. This is the 7th consecutive month that volumes have remained above average across both policing areas. If this trend continues next month the monthly average will increase.

Crime volumes continue to rise nationally. The reasons for this are well documented, including tighter recording practices, a greater emphasis on a victim focus, and the provision of more opportunities for victims to report crime (including through the development of partnership arrangements and the introduction of online reporting). The increase seen this financial year is slightly above that seen nationally – total crime in Warwickshire saw a 14% increase in the 5 months April – August (compared to the preceding 5 months), compared to 11% across all forces.

Breakdown of Total Recorded Crime Jul-Sep by proportion



The following chart provides a short (3 month) and medium (6 month) projection for total recorded crime. At force level, the recorded volumes are in line with our previous projection and continue on an upward trend.



The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table.

Policing Area Comparison by Crime Type

	Warwickshire				North Warks District				Nuntn & Bedwt District				Rugby District				Stratford District				Warwick District			
	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop	Last Quarter	Quarter Avg	% Total Crime	Per 1,000 pop
Violence With Injury	1213	1130	11%	2.2	120	115	10%	1.9	364	364	12%	2.9	225	220	11%	2.2	191	156	10%	1.6	313	276	10%	2.2
Violence Without Injury	1919	1840	17%	3.4	208	182	18%	3.3	567	553	19%	4.5	363	355	18%	3.5	302	303	16%	2.5	479	448	16%	3.4
Rape	125	132	1%	0.2	18	16	2%	0.3	27	35	1%	0.2	17	24	1%	0.2	22	22	1%	0.2	41	35	1%	0.3
Other Sexual Offences	244	249	2%	0.4	28	24	2%	0.4	62	74	2%	0.5	51	45	3%	0.5	48	43	3%	0.4	55	63	2%	0.4
Personal Robbery	88	71	1%	0.2	13	8	1%	0.2	32	23	1%	0.3	14	15	1%	0.1	11	10	1%	0.1	18	17	1%	0.1
Business Robbery	17	15	0%	0.0		1	0%		4	3	0%	0.0	2	2	0%	0.0		2	0%		11	7	0%	0.1
Residential Burg - Dwelling	535	482	5%	2.3	53	65	5%	2.1	137	118	5%	2.6	103	90	5%	2.5	116	99	6%	2.2	126	111	4%	2.1
Burg Bus. Comm (inc. non dwell)	585	535	5%	2.5	115	84	10%	4.5	90	104	3%	1.7	111	103	6%	2.7	111	121	6%	2.1	158	124	5%	2.7
Vehicle Offences	1428	1226	13%	2.6	193	165	16%	3.1	336	331	11%	2.6	228	191	12%	2.2	257	206	13%	2.1	414	334	14%	2.9
Bicycle Theft	361	262	3%	0.6	7	10	1%	0.1	65	63	2%	0.5	69	52	3%	0.7	48	32	3%	0.4	172	107	6%	1.2
Theft from Person	102	87	1%	0.2	2	3	0%	0.0	24	20	1%	0.2	15	16	1%	0.1	17	14	1%	0.1	44	35	1%	0.3
Shoplifting	1020	915	9%	1.8	33	45	3%	0.5	353	309	12%	2.8	189	171	10%	1.8	163	143	9%	1.3	282	248	9%	2.0
All Other Theft Offences	1132	1121	10%	2.0	151	154	13%	2.4	209	230	7%	1.6	185	175	9%	1.8	291	279	15%	2.4	296	283	10%	2.1
Criminal Damage & Arson	1213	1138	11%	2.2	133	126	11%	2.1	336	337	11%	2.6	202	209	10%	1.9	180	172	9%	1.5	362	295	12%	2.6
Other Crimes Against Society	1094	1088	10%	2.0	97	109	8%	1.5	352	328	12%	2.8	203	223	10%	2.0	159	155	8%	1.3	283	273	9%	2.0
Total Recorded Crime	11086	10297		19.9	1173	1107		18.6	2961	2893		23.3	1979	1888		19.1	1917	1755		15.7	3056	2655		21.8

Data is based on ONS mid-2016 population estimates

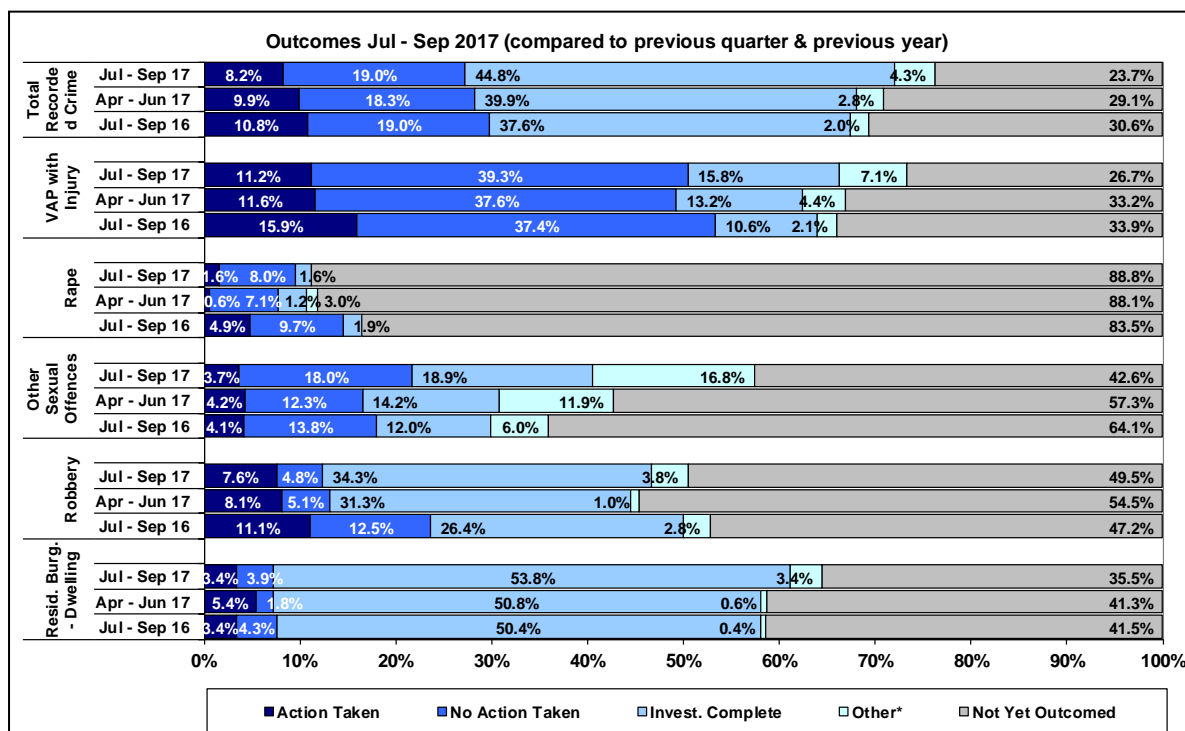
Crime Outcomes

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- 'not yet outcomed' (i.e. offences still under active investigation)

Short term outcome trends are viewed over a rolling three month period. This allows a period of approximately 100 days for outcomes to be assigned – this is considered by the Home Office to be a suitable time for identifying comparable trends. The data below identifies outcome rates for offences recorded and outcomed in the last quarter (Jul - Sep 2017) compared to the previous quarter (Apr - Jun 2017) and the same period last year.

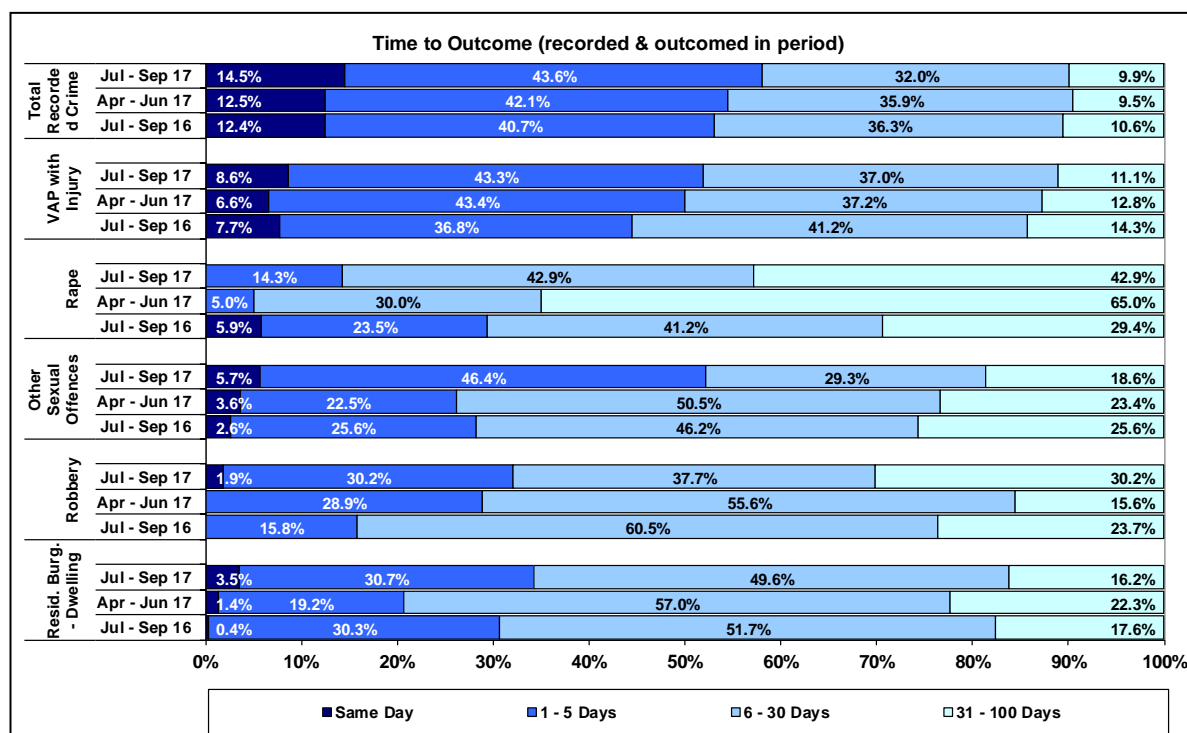
Overall, 76% of offences recorded last quarter were assigned an outcome within the same period, an increase on the previous quarter (71%) and the same period last year (69%). The proportion of total offences outcomed as 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) last quarter (8%) has decreased compared to the previous quarter (10%) and same period last year (11%).



Reference is made to outcome performance for different crime types in relevant sections of this report.

A further indicator for investigations is the time to outcome i.e. the time between the offence being recorded and an outcome being assigned. For over half (58%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is an increase compared to the previous quarter (55%) and same period last year (53%).

Understandably, variations are seen between different crime groups, with rape offences generally taking longer to outcome than other offence types.



National comparison data is available up to July 2017.

Warwickshire ranks 8th against a peer group of 8 most similar forces⁶ for offences assigned 'action taken' outcomes May - Jul 2017 and is below the group average.

The force ranks 8th within its peer group for 'action taken' outcomes assigned to 'violence with injury', 'violence without injury', 'rape' and 'robbery' offences, and is below the group averages.

However, Warwickshire performs well within its peer group of most similar forces for 'action taken' outcomes assigned to 'other sexual offences' ranking 2nd out of 8 forces and in line with the group average.

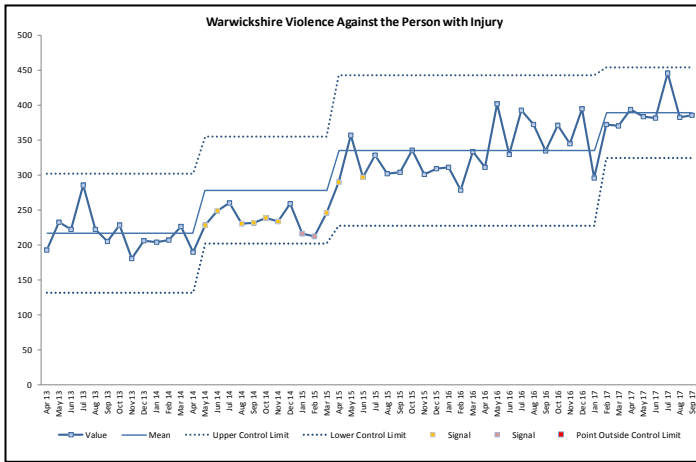
Further outcome data is included in this report under the relevant crime types.

⁶ Most Similar Forces for outcomes includes only those who are live on the Home Office Datahub: Cambridgeshire, Devon & Cornwall, Gloucestershire, North Wales, Suffolk, West Mercia & Wiltshire.

Violence with Injury⁷

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



	Jul-17	Aug-17	Sep-17
North Warwickshire	270	210	229
South Warwickshire	176	172	156
Warwickshire	446	382	385

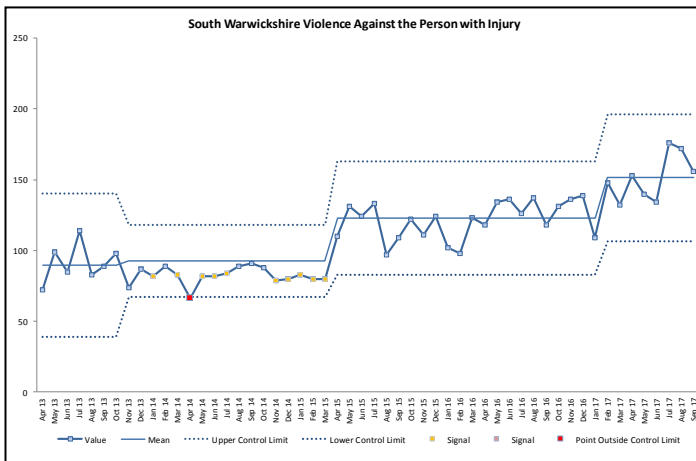
Peer Comparison

Offence Volume: Similar to Group Avg

Relative Position: No change

1,213 violence with injury offences were recorded in the last quarter, a 5% increase on the previous quarter (1,158) and above the quarter average (1,130). Volumes have increased across South Warwickshire compared to the previous quarter.

This is the 8th consecutive month that volumes have remained above the monthly average. The monthly average has now increased from 335 to 389 offences per month.

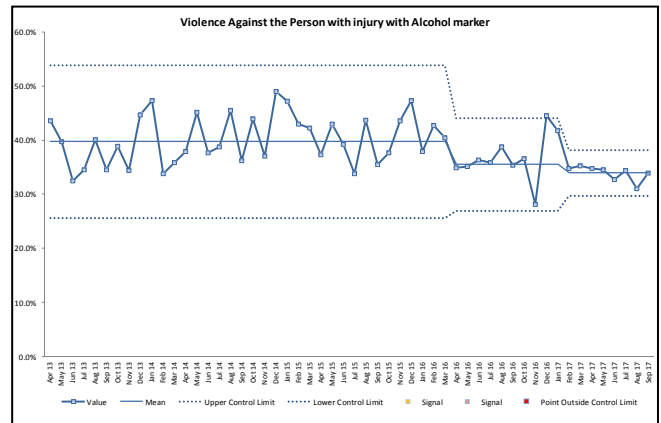
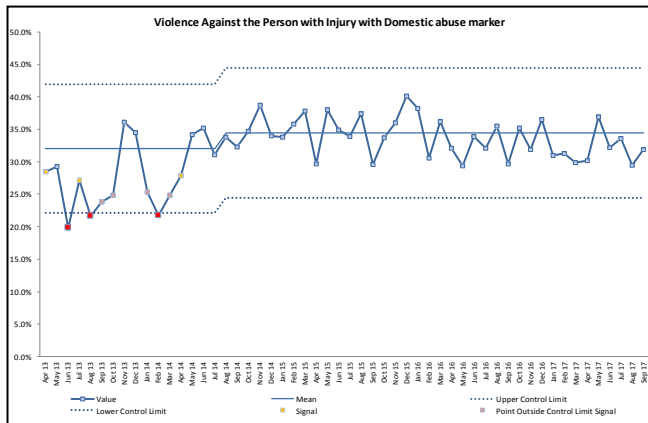


This is the 8th consecutive month volumes have remained above the monthly average across South Warwickshire. The monthly average has now increased from 123 to 151 offences per month.

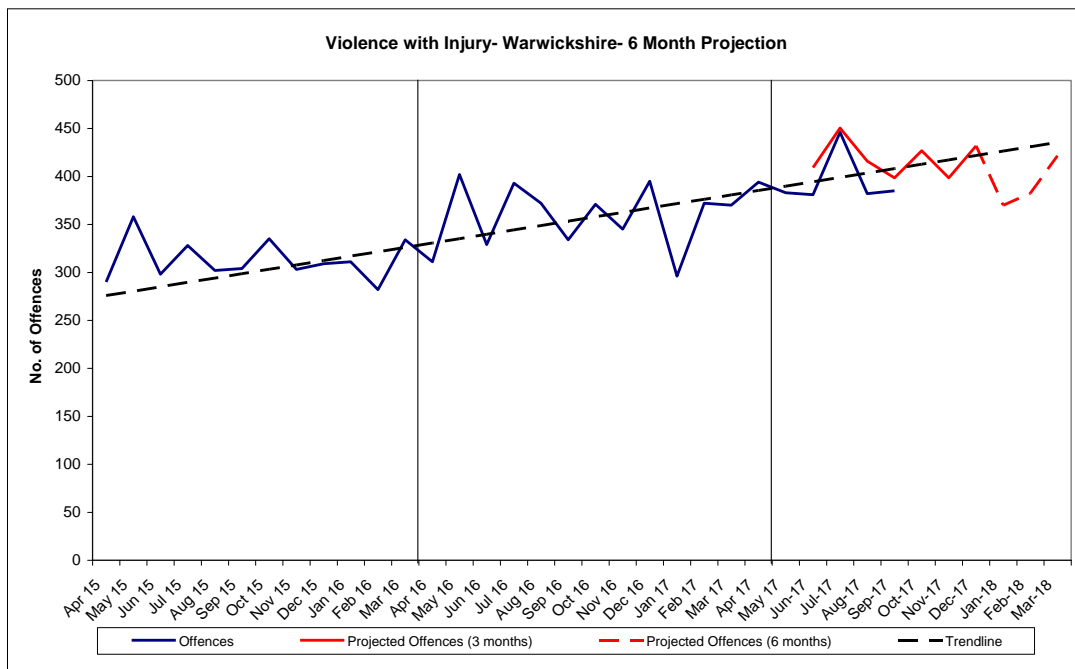
The increase last quarter was driven by a higher volume of ABH offences recorded in July. The uplift in ABH offences has also driven the higher volumes seen over the past few months.

⁷Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

This quarter has seen a decrease in the proportion of violent offences that are domestic abuse and alcohol related. This is the 8th consecutive month that volumes have remained below the monthly average for alcohol offences - the monthly average has now decreased from 36% to 34% of violent offences being alcohol related.

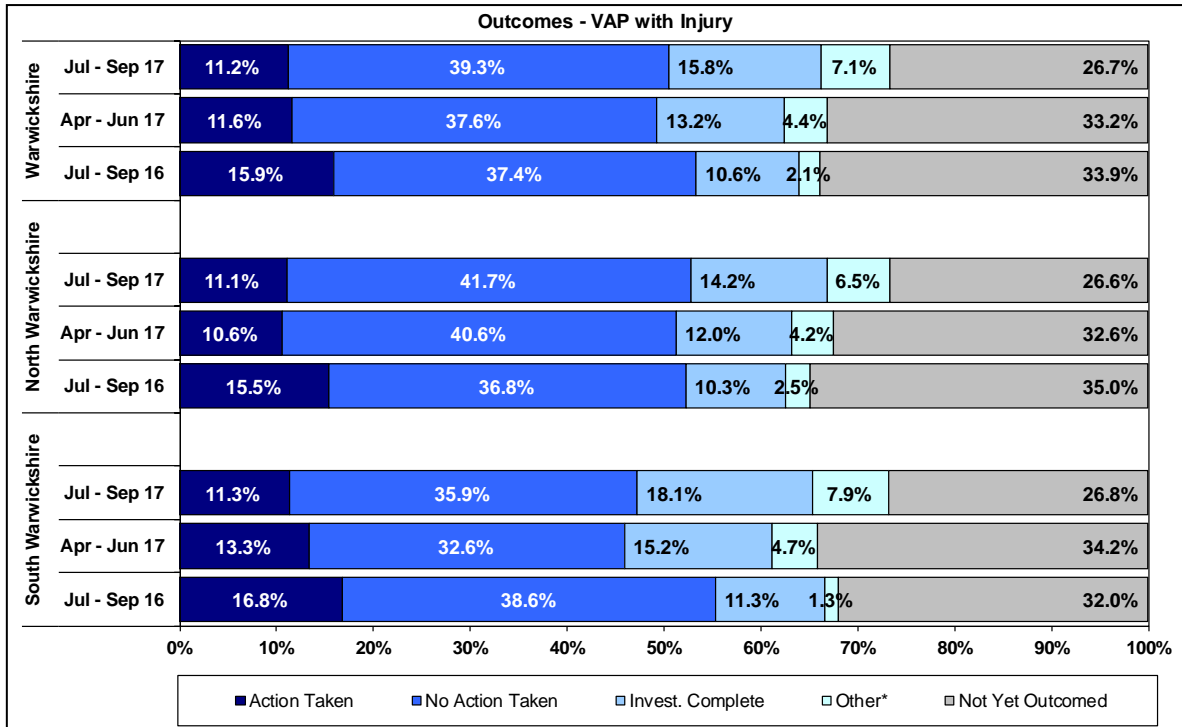


The following chart provides a short (3 month) and medium (6 month) projection for violence with injury offences. At force level, the recorded volumes are below our previous projection but continue on an upward trend.



Outcomes

The following chart shows the pattern of outcomes for violence with injury offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



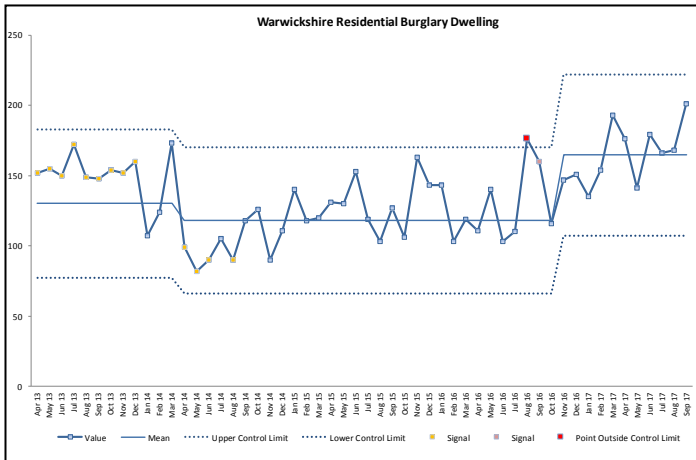
Across Warwickshire, 73% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period. This has increased since Apr - Jun 2017 (67%) and same period last year (66%). 11% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, comparable to the previous quarter (12%).

Warwickshire ranks 8th against a peer group of 8 most similar forces for violence with injury offences assigned 'action taken' outcomes May - Jul 2017 and are below the group average.

Residential Burglary - Dwelling

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG



	Jul-17	Aug-17	Sep-17
North Warwickshire	100	99	94
South Warwickshire	66	69	107
Warwickshire	166	168	201

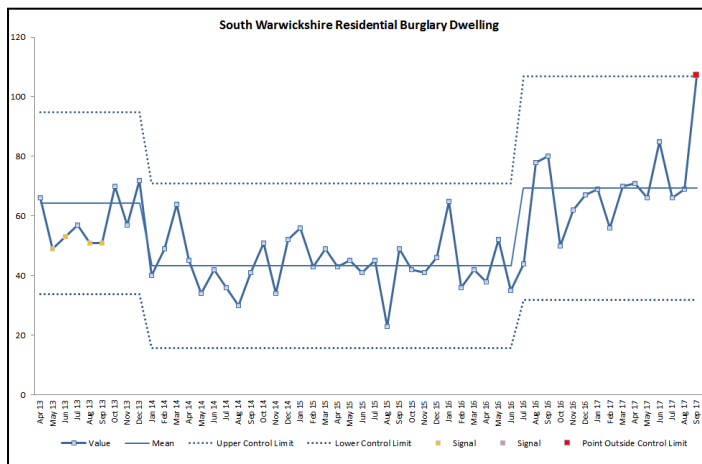
Peer Comparison

Offence Volume: Above Group Avg

Relative Position: No change

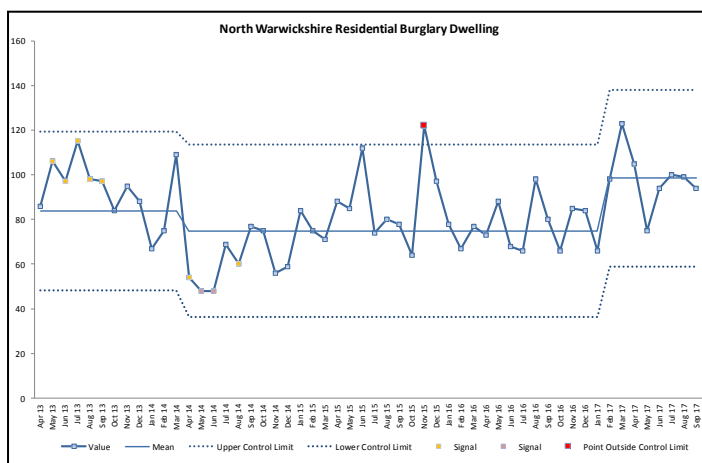
535 residential burglary dwelling offences were recorded in the last quarter, an 8% increase compared to the previous quarter (496) and above the quarter average (482).

Volumes have increased across both policing areas this quarter compared to last quarter.



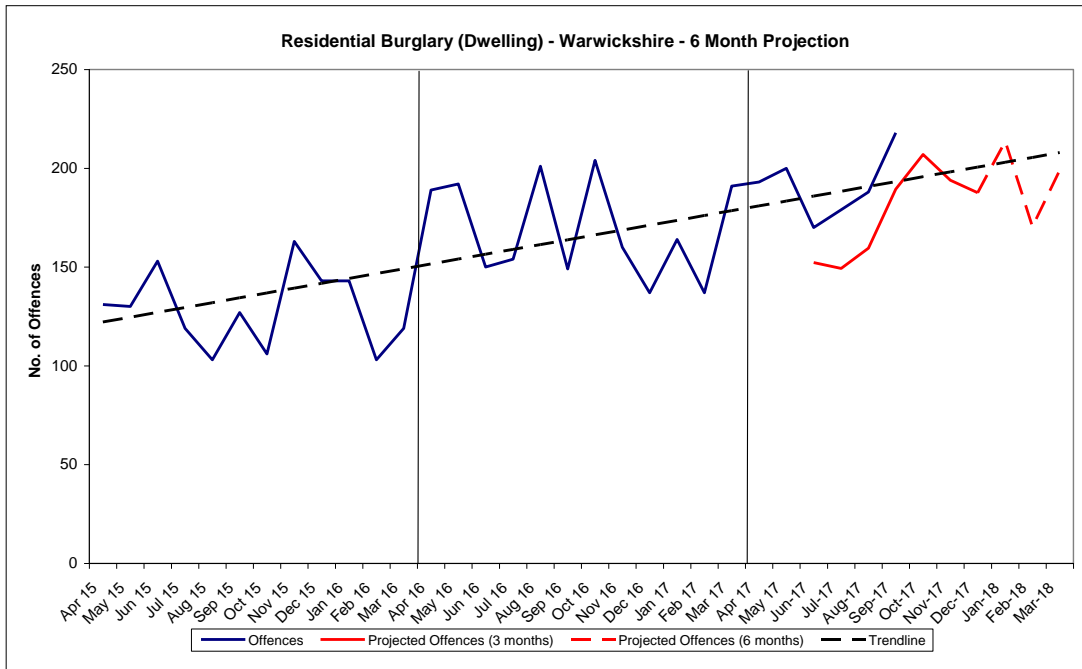
Exceptional volumes were recorded across South Warwickshire in September.

This increase is driven largely by a spike in offending in Warwick district.



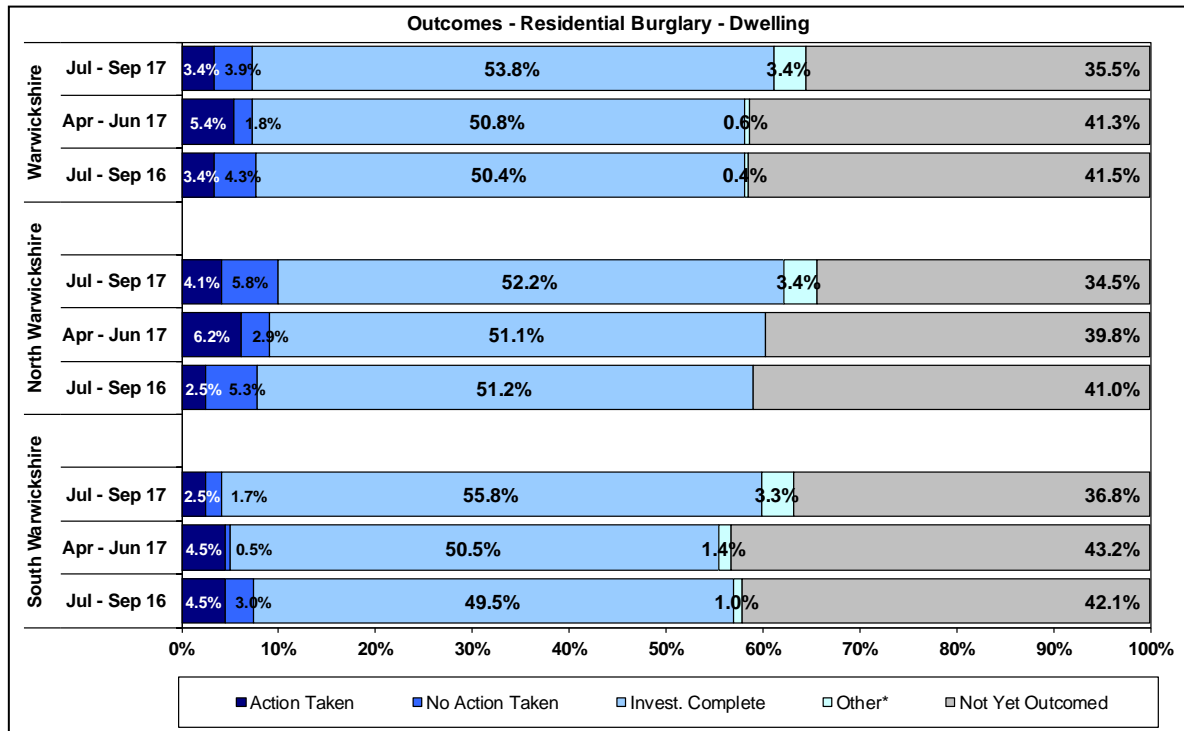
This is the 8th consecutive month volumes have remained above the monthly average across North Warwickshire. The monthly average has now increased from 75 to 98 offences per month.

The following chart provides a short (3 month) and medium (6 month) projection for residential burglary (dwelling) offences. At force level, the recorded volumes are above our previous projection and continue on an upward trend.



Outcomes

The following chart shows the pattern of outcomes for residential burglary - dwelling offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



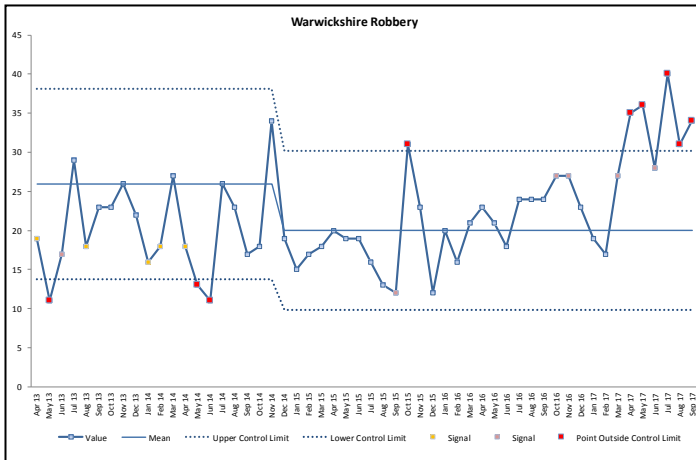
Across Warwickshire, 65% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period. This has increased compared to Apr - Jun 2017 (59%). 3% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, a reduction compared to the previous quarter (5%).

Warwickshire ranks 7th against a peer group of 8 most similar forces for residential burglary offences assigned 'action taken' May - Jul 2017 outcomes and are below the group average.

Robbery

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG

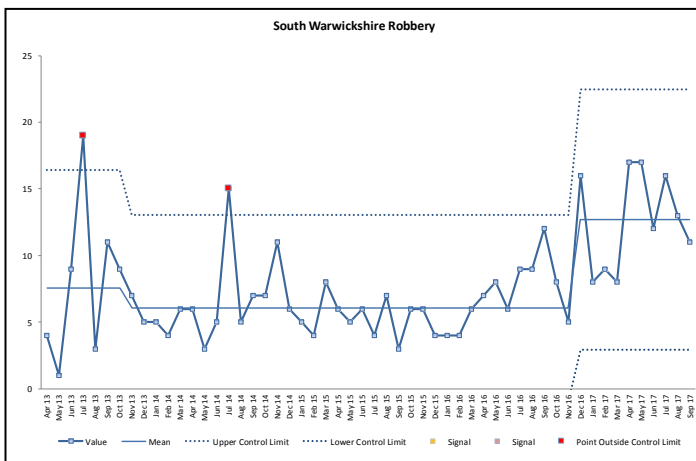


	Jul-17	Aug-17	Sep-17
North Warwickshire	24	18	23
South Warwickshire	16	13	11
Warwickshire	40	31	34

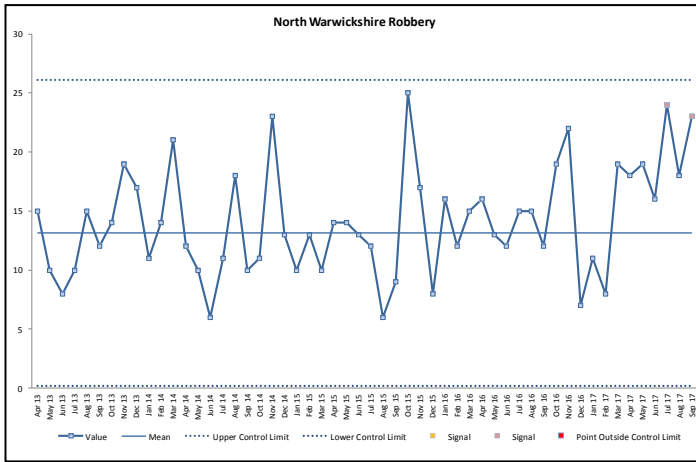
Peer Comparison

 Offence Volume	Similar to Group Avg
 Relative Position	No change

105 offences were recorded in the last quarter. A 6% increase compared to the previous quarter (99) and significantly above the quarter average (86). The increase in volumes has been driven by a 13% increase in personal robbery in this quarter (88) compared with the previous quarter (78). This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase. Exceptional volumes have been record in each month of the last quarter across Warwickshire.



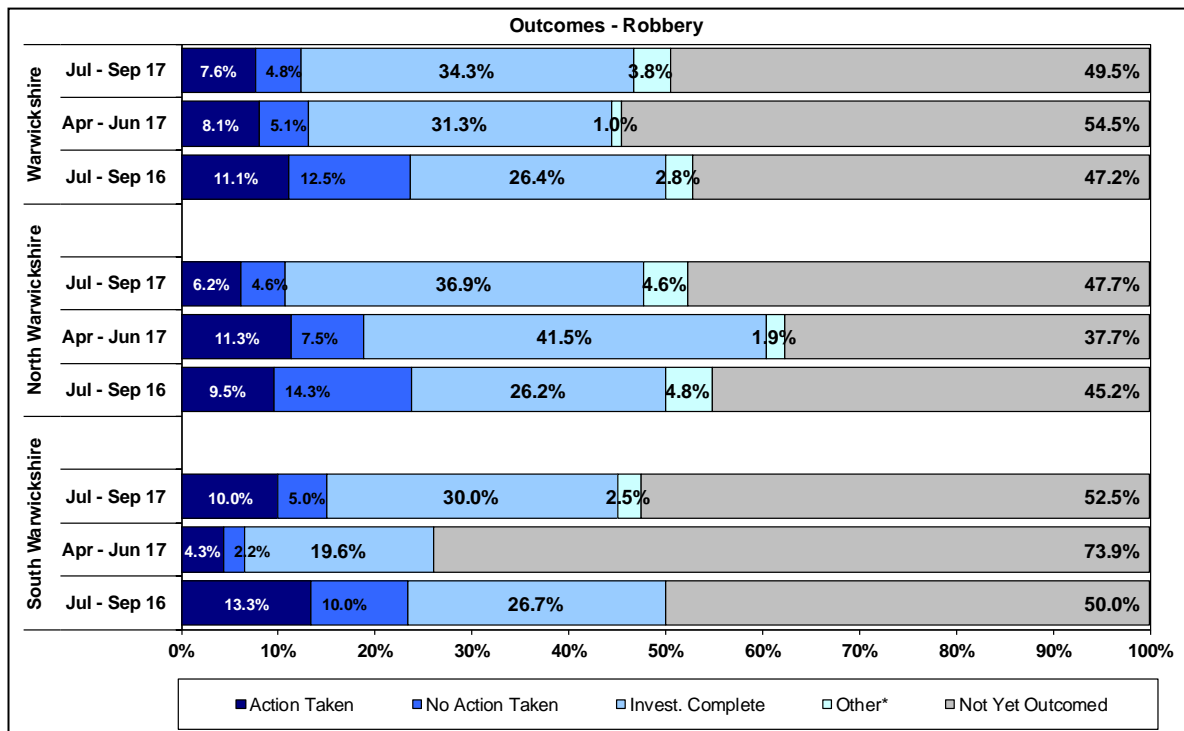
Following 8 consecutive months of above average recording across South Warwickshire the monthly average increased in July (from 6 to 13 offences per month).



Volume increases were seen across North Warwickshire this quarter. This is the 7th consecutive month that volumes have remained above the monthly average across North Warwickshire. If this trend continues next month the monthly average will increase.

Outcomes

The following chart shows the pattern of outcomes for robbery offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.

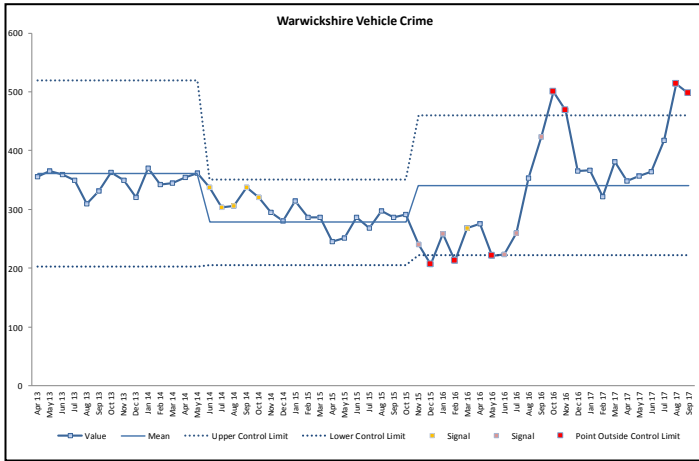


Across Warwickshire 51% of offences recorded Jul - Sep 2017 were assigned an outcome within the same 3 month period. This is an increase compared to Apr - Jun 2017 (46%). 8% of offences recorded Jul - Sep 2017 were assigned an 'action taken' outcome within the same 3 month period, comparable to the previous quarter.

Warwickshire ranks 8th against a peer group of 8 most similar forces for robbery offences assigned 'action taken' outcomes for the period May - Jul 2017 and are below the group average.

Vehicle Crime

Signs of Improvement would be:
❖ Stable volumes of recorded crime



	Jul-17	Aug-17	Sep-17
North Warwickshire	193	293	271
South Warwickshire	224	220	227
Warwickshire	417	513	498

1,428 vehicle offences were recorded in the last quarter, a 34% increase compared to the previous quarter (1,070) and above the quarter average (1,226). An increase has been recorded in both policing areas with South Warwickshire showing a 42% uplift (199 offences) and North Warwickshire a 26% uplift (158 offences)

This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

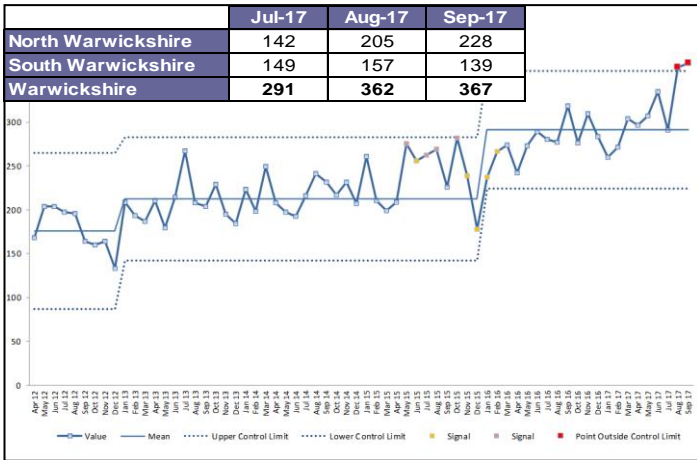
Exceptional volumes were seen across Warwickshire in August and September.

The most significant increase is Interference With Motor Vehicles which has increased by 92% (67).

Shoplifting

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



1,020 shoplifting offences were recorded in the last quarter, an increase of 9% on the previous quarter (938) and above the quarter average (915). Exceptional volumes were seen across Warwickshire in August and September. This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

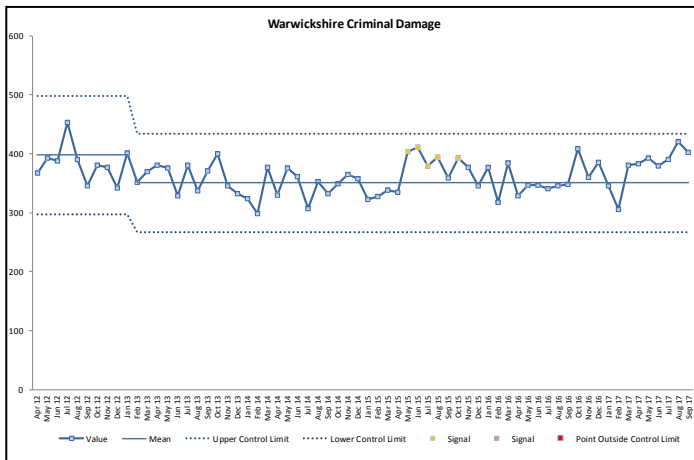
An increase has been recorded in both policing areas with North Warwickshire showing an uplift of 6% (34) and South Warwickshire showing an uplift of 13% (50).

The increase in South Warwickshire is driven by an increase of 24% (32) in Stratford.

Criminal damage

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

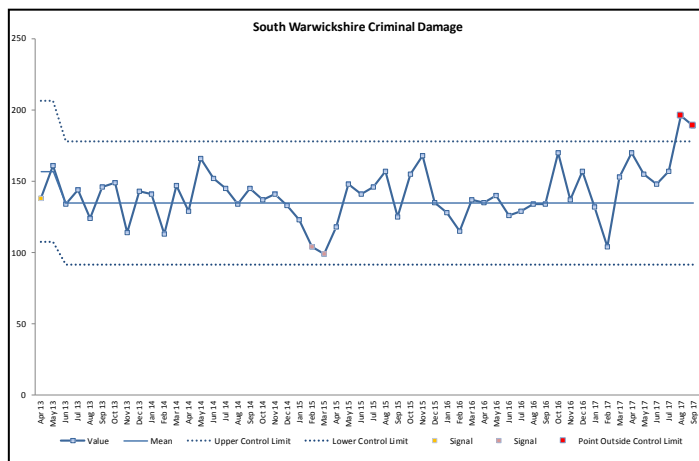


	Jul-17	Aug-17	Sep-17
North Warwickshire	233	225	213
South Warwickshire	157	196	189
Warwickshire	390	421	402

1,213 criminal damage offences were recorded in the last quarter, an increase of 5% on the previous quarter (1,155) and above the quarter average (1,138).

This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

The increase in volumes has been driven largely by a 13% increase in volumes in South Warwickshire during this quarter (542) compared with the previous quarter (473) and a 24% increase in criminal damage to a vehicle in Warwickshire this quarter (567) compared with the previous quarter (457).

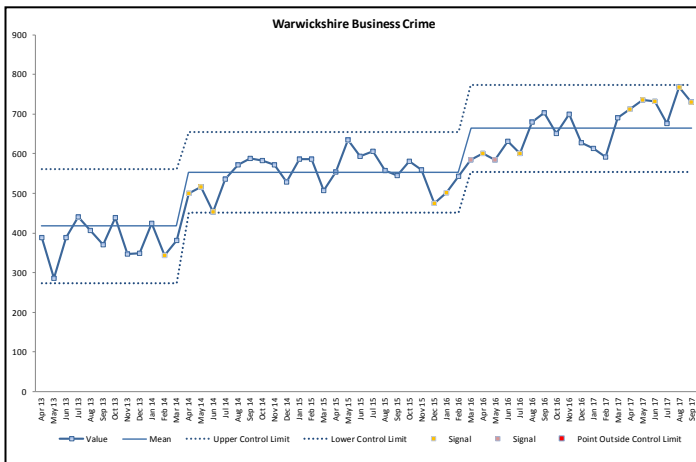


Exceptional volumes were recorded across South Warwickshire in August and September. This is the 7th consecutive month that volumes have remained above the monthly average across south Warwickshire. If this trend continue next month the monthly average will increase. The increase is driven largely by a 36% increase in criminal damage to a vehicle offences this quarter (262) when compared with the previous quarter (192).

Business Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

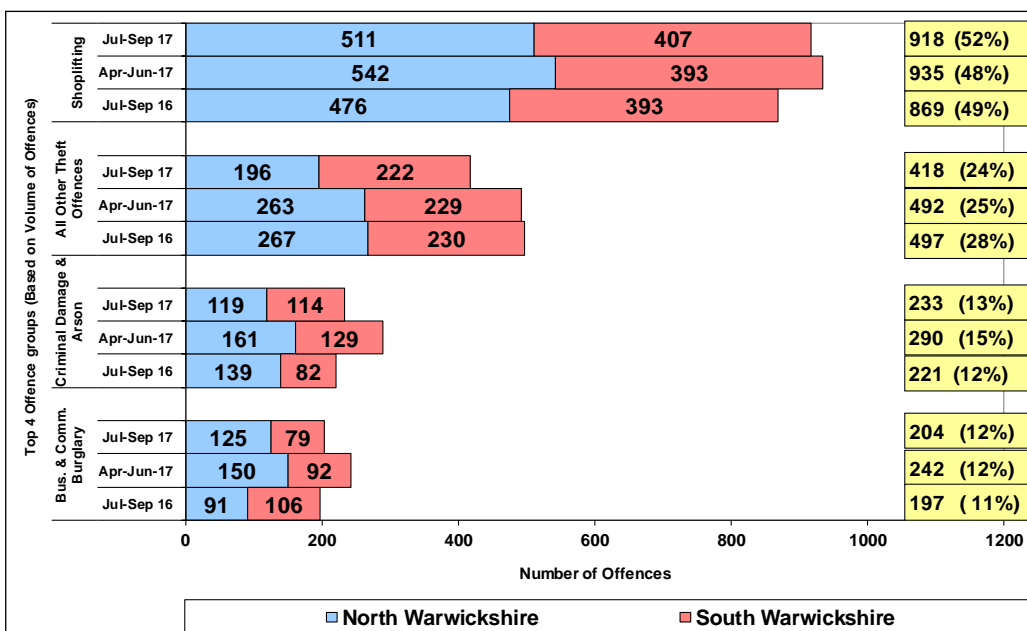


	Jul-17	Aug-17	Sep-17
North Warwickshire	336	407	449
South Warwickshire	341	360	282
Warwickshire	677	767	731

Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 2,175 offences were recorded in the quarter, comparable to the previous quarter (2,175) but above the quarter average (2,057). This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

Volumes have increased across South Warwickshire this quarter compared to last. Exceptional volumes were recorded in August in South Warwickshire and in September in North Warwickshire.

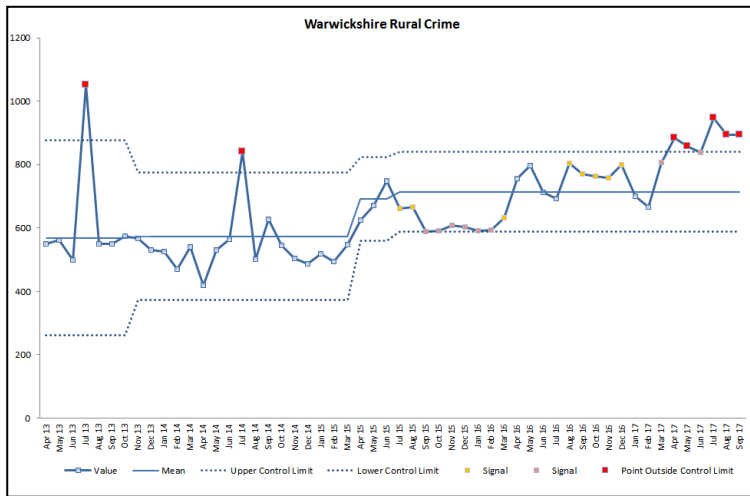
The following chart shows the top 4 business crime offence types ranked by number of offences with percentage share of total business crime, broken down by policing area for the last quarter compared to previous quarter and previous year.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

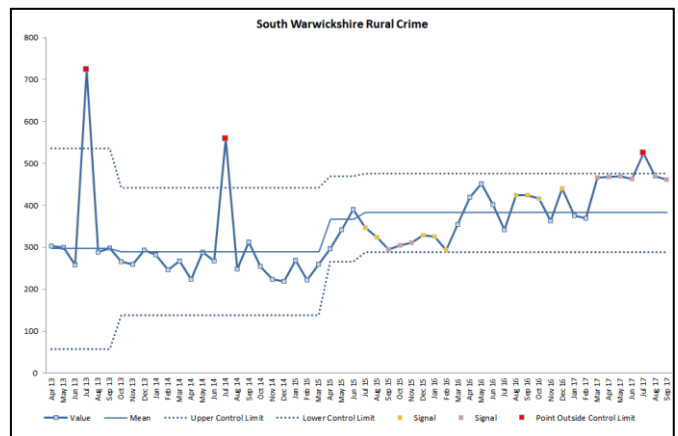
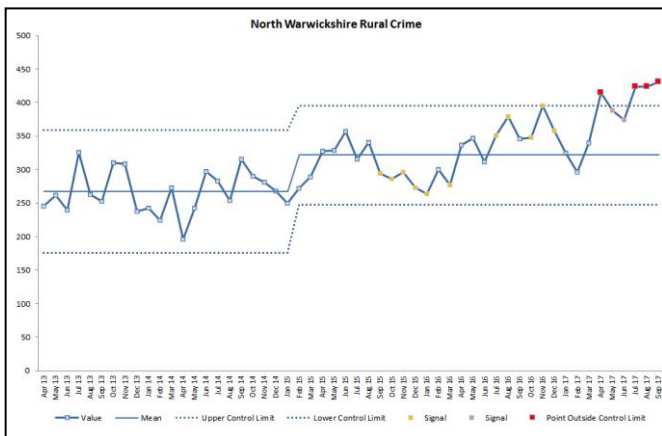


	Jul-17	Aug-17	Sep-17
North Warwickshire	424	424	431
South Warwickshire	524	469	462
Warwickshire	948	893	893

Rural crime offences are also a subset of total recorded crime and are identified by their geographical location⁸.

2,734 offences were recorded in the quarter, a 6% increase compared to the previous quarter (2,577) and above the quarter average (2,452). This is the 7th consecutive month that volumes have remained above the monthly average. If this trend continues next month the monthly average will increase.

Volume increases for this quarter versus the previous quarter have been seen across both policing areas. Exceptional volumes were recorded in the last 3 months in North Warwickshire and in July in South Warwickshire.

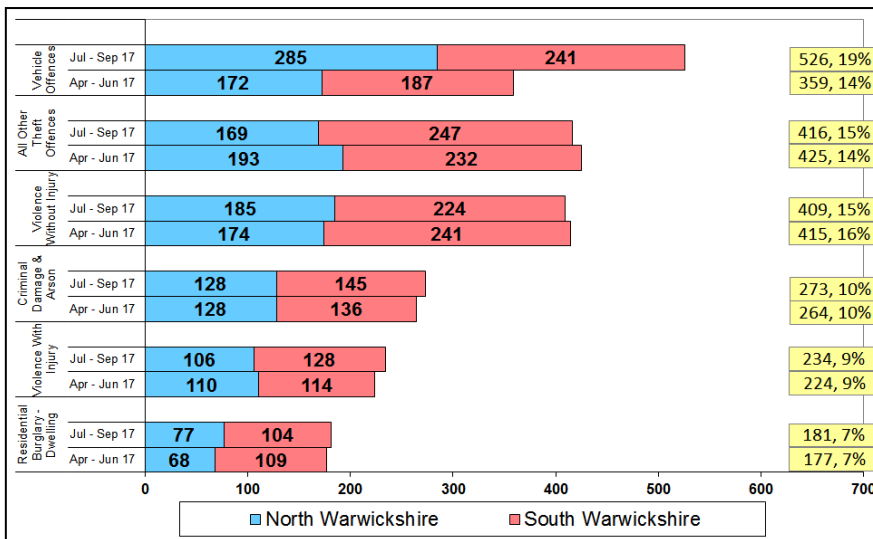


⁸ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

Volumes have been above the monthly average for 7 consecutive months for both policing areas. If this trend continues next month the monthly averages will increase.

The composition of rural crime is generally similar to that of total recorded crime, however burglary, vehicle crime and 'other theft' offences make up a greater proportion of rural crime. This chart shows the top 6 'rural crime' offence types ranked by number of offences with percentage share of total rural crime, broken down by policing area for the current quarter compared to the previous quarter.

Vehicle crime accounted for the majority of the growth seen in this quarter (+167 offences, 47% growth) compared to the previous quarter (359 offences).



The main sub-category offence types increasing in this quarter are;

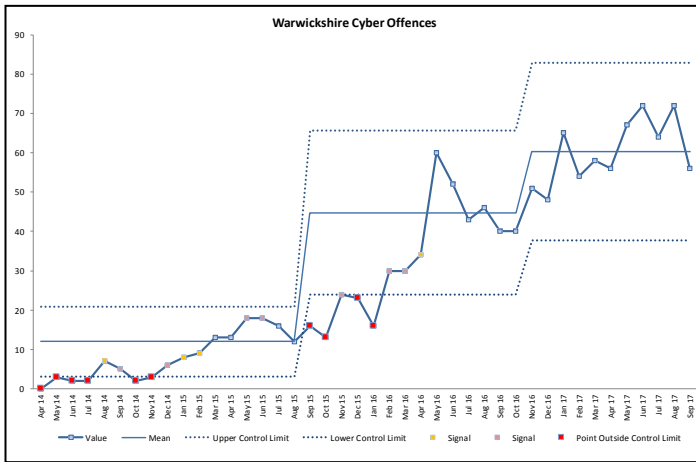
- 50% growth in theft from a vehicle offences (+110 offences, 13%)
- 36% growth in theft or unauthorised taking of a motor vehicle (+29 offences, 4%)
- 27% increase in criminal damage to a vehicle (+27 offences, 5%).

Following the changes to burglary classifications in April 2017, the category 'residential burglary – non dwelling' refers to offences within the curtilage of a residential property but where the offence took place away from the house i.e. in a shed or outbuilding.

Cyber/ On-line Crime

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

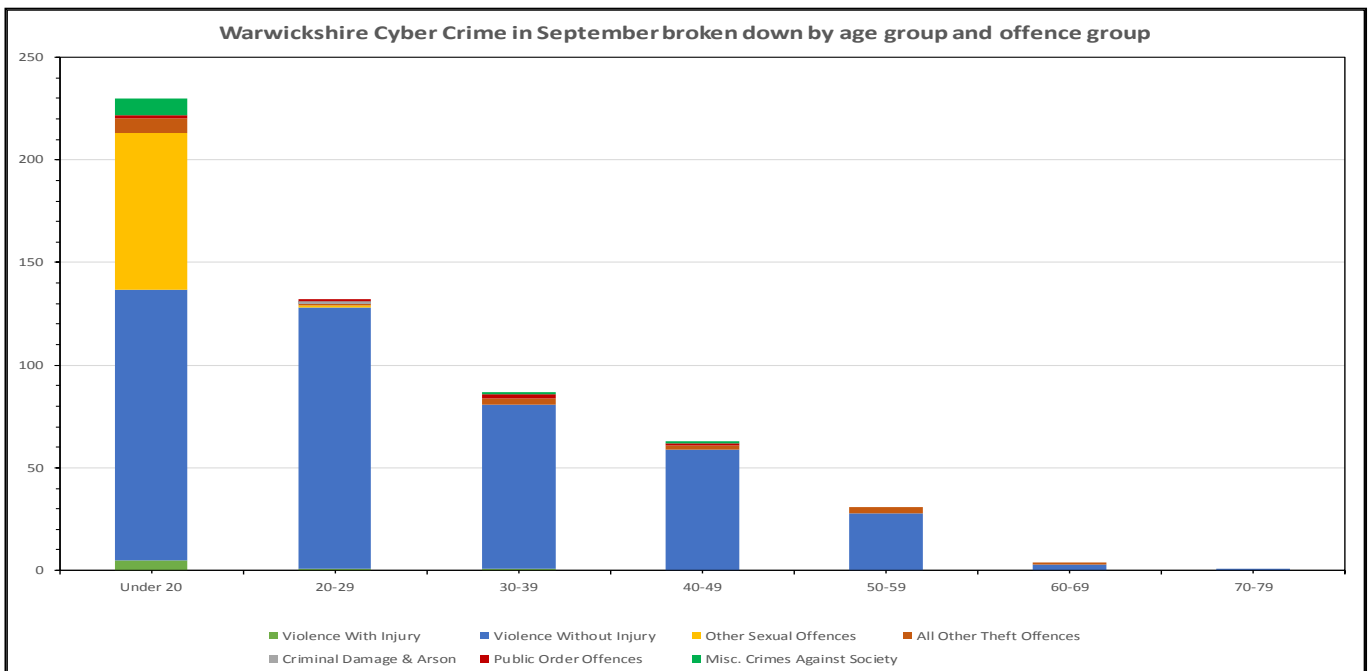


	Jul-17	Aug-17	Sep-17
North Warwickshire	35	45	30
South Warwickshire	29	27	26
Warwickshire	64	72	56

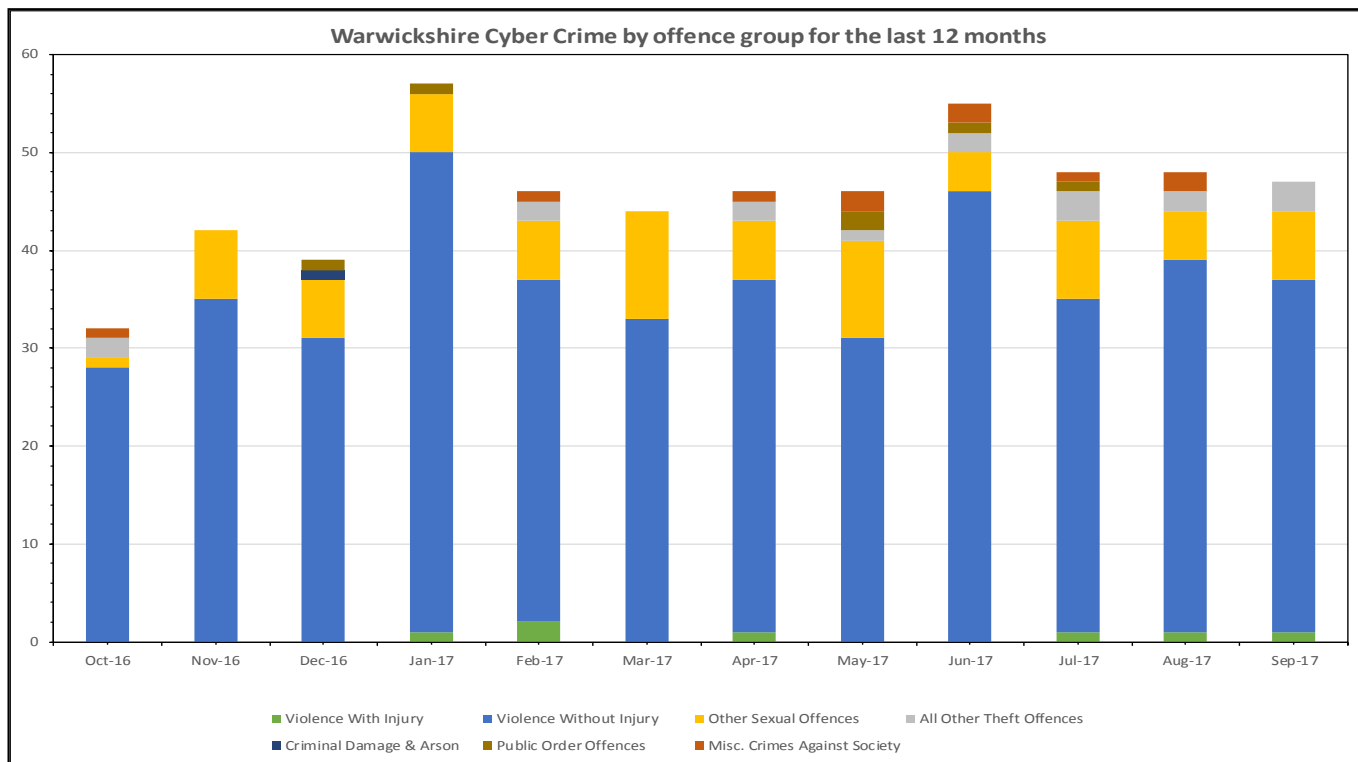
A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences and to run concurrent with raising public awareness. The marker is an internal method of being able to identify those offences with an online presence, including sexual offences and violence without injury (harassment) offences. The general increase in the use of the marker has followed increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

192 offences were flagged as cyber/online crime this quarter; a 2% reduction compared to the previous quarter (195) but above the quarter average (178). Volumes reductions were seen across South Warwickshire last quarter compared to the previous quarter. Exceptional volumes were seen across North Warwickshire in August. This is the 7th consecutive month that volumes have remained above average across South Warwickshire. If this trend continues next month the monthly average will increase.

65% (56) of all cyber crimes recorded in September were malicious communications offences (Violence without injury offences).

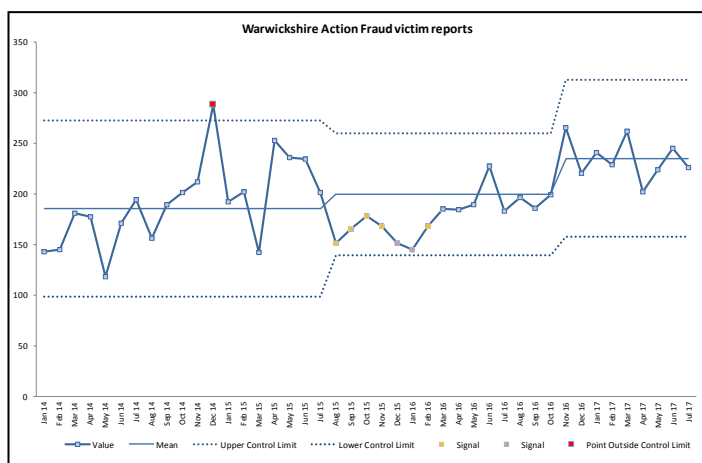


The OCC staff began a new initiative in August where self-help information is sent out to victims in order to aid in the prevention of further offences. It is too early to ascertain how this has impacted cyber related malicious communication offences but this will be monitored in the chart below going forward.



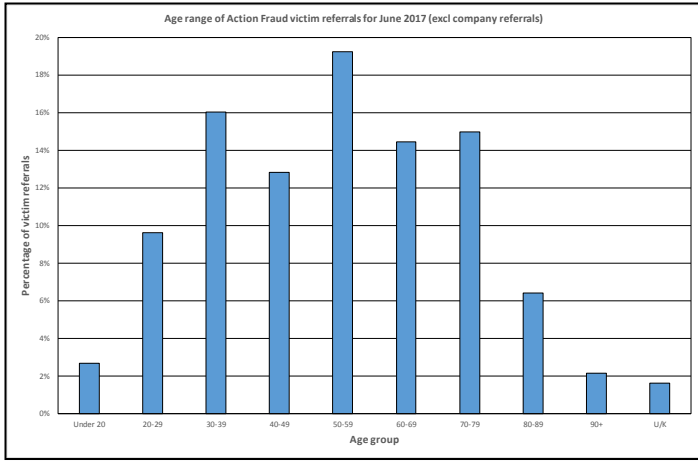
Action Fraud

Fraud offences (including those cyber related) are principally recorded through Action Fraud. Offences occurring within Warwickshire are then disseminated to the force for investigation and safeguarding of vulnerable victims where appropriate.



226 Action Fraud victim reports (which exclude company referrals) were recorded in July 2017⁹. This is a reduction compared to June 2017 (245) and is below the monthly average (235).

⁹ Data is only available to July 2017 due to the delay in receiving and processing the data from Action Fraud.



The 50 -59 age group accounted for the largest proportion of Action Fraud victim reports (19%) reported in July 2017.

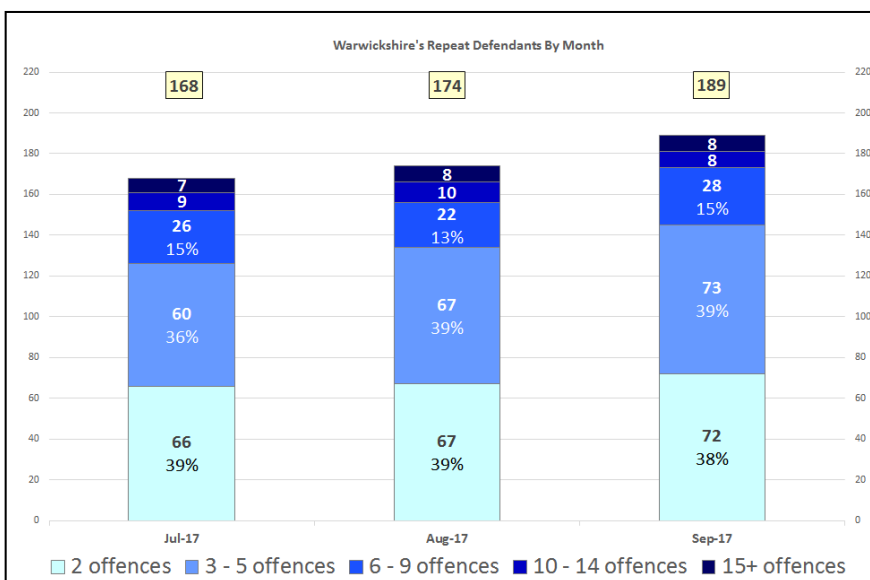
Repeat Offenders

Signs of Improvement would be:

- ❖ Reduction in repeat offenders
- ❖ Improved IOM processes

A repeat offender is defined as an individual recorded as an offender in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat offender can have presence in both alliance force areas, these counts reflect Warwickshire's offenders only, but quantifies total offences across the alliance.

In July 17, a new methodology to identify repeat offenders was adopted. The following data identifies repeat defendants based on the offences that have been outcomed in September, irrespective of when the offence was recorded. As this data is not directly comparable to the original approach, a trend graph can now be shown for the new dataset for the last 3 months.



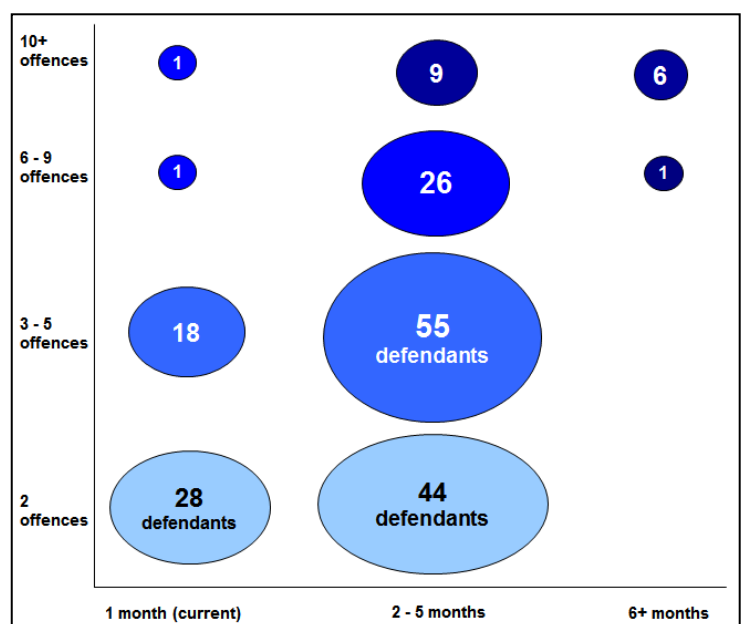
In September, 42% (189) of all defendants were also defendants in at least one other offence in the previous 12 months.

Of these, 44 (23%) have been defendants at least 6 times in the 12 month period.

This chart indicates over what period instances of repeat offending have occurred.

16 prolific individuals were defendants for 10 or more offences in the last 12 months (10 individuals in North Warwickshire, 4 in South Warwickshire and 2 across both policing areas). These 16 individuals have been defendants to 272 offences in the last 12 months, with 66 offences detected in September.

For the majority of these prolific individuals, shoplifting is the most common offence.



One North Warwickshire defendant has been attributed with 36 shoplifting offences in the last 12 months, with 8 offences recorded in September 17. This individual had not been a defendant since June 17. This defendant is currently a Probation Managed Offender in Nuneaton.

One North Warwickshire defendant has been attributed with 23 shoplifting offences in the last 12 months, with 3 offences recorded in September. This defendant is currently a DASP IOM offender in North Warwickshire’s IOM cohort.

One South Warwickshire defendant has accrued 14 vehicle crime offences, with 2 offences recorded in September. This defendant is currently an IOM offender in South Warwickshire’s IOM cohort.

The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads.

Integrated Offender Management

Integrated Offender Management (IOM) is the alliance-wide approach to managing the most prolific offenders, through working together with partner agencies. In recent years, significant changes have taken place to the IOM scheme and these are continuing into 2017 with a greater emphasis being placed on identifying those offenders who cause the most harm and present the greatest risk to our communities. The number of offenders being worked with on the scheme has increased and the IOM cohort not only includes offenders who commit the traditional residential burglary dwelling, theft and robbery offences, but also domestic abuse offenders and in some cases individuals who are part of organised crime groups.

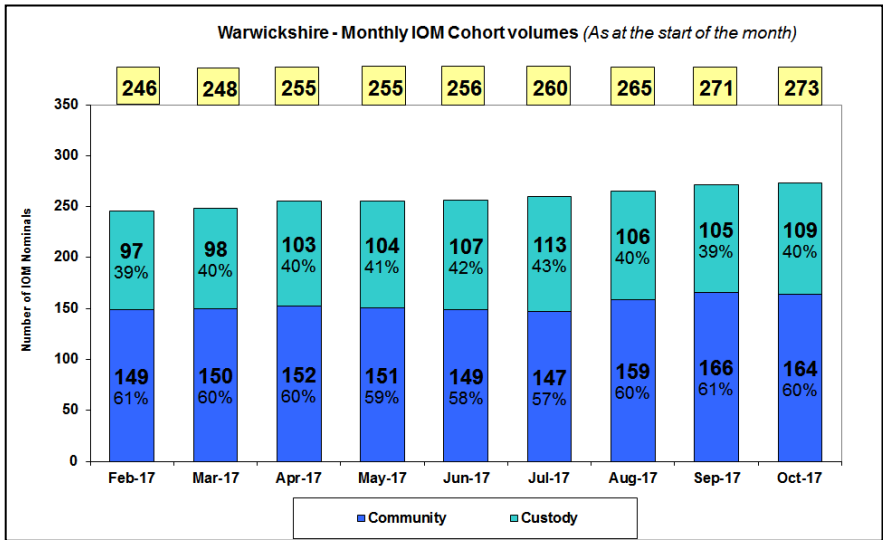
Work is currently taking place to revise the assessment and scoring procedures to improve the selection process by which offenders are identified and adopted onto the IOM cohort. In addition, performance measures are being devised to evidence and demonstrate the positive impact that the IOM scheme delivers and these will also include partnership involvement aligned to the ‘7 critical pathways’ (housing support, education/training/employment, drugs/alcohol, children/families, finance/debt, health and attitude/thinking/behaviour). Finally, work is about to commence in relation to branding and marketing the IOM scheme. Collectively these improvements will be the catalyst for a ‘whole workforce approach’ to IOM, which is necessary to reduce crime and deliver positive outcomes.

Across Warwickshire, there are currently approximately 273 individuals being managed.

IOM Cohort Policing Area	Total Nominals	Community	Custody
North Warwickshire	189	113	76
South Warwickshire	84	51	33
Warwickshire	273	164	109

The nature of the cohort varies by policing area. The following table and bar graph indicates the proportion of offenders who are managed in the community or are in custody.

Figures accurate as of 02/10/2017



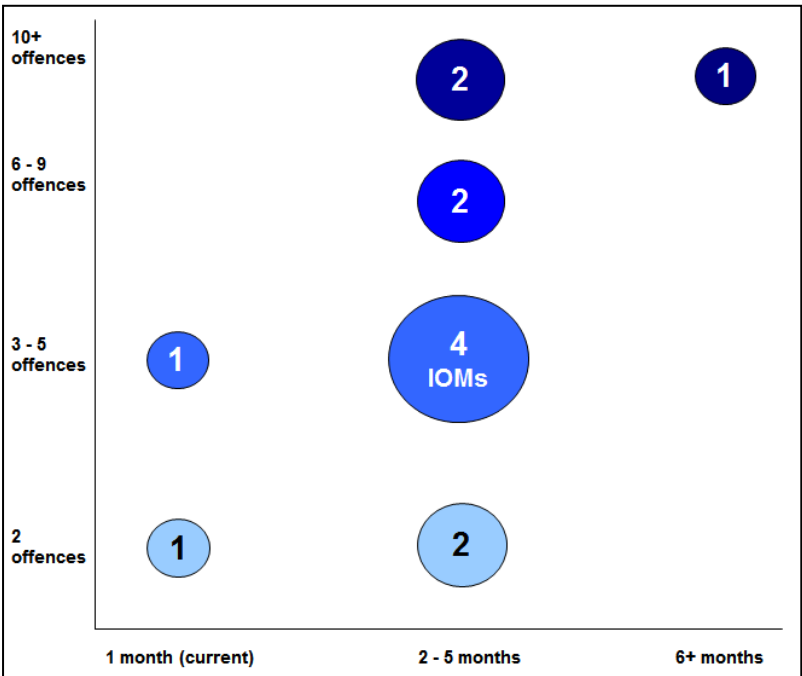
Where the IOM offender is in custody this indicates that they continued their offending while in the community and have been convicted or recalled back to prison. The IOM scheme continues to engage with these individuals to prepare for their release from prison, with the intention of preventing reoffending when they are back in the community.

13 (5%) of Warwickshire’s current IOM cohort were defendants in at least one offence in September and at least one other offence in the previous 12 months.

The 13 IOM individuals have been defendants in 27 offences in September 17.

This chart indicates over what period instances of single or repeat offending have occurred.

One North Warwickshire IOM nominal was a defendant in 23 shoplifting offences in the last 12 months, with 3 offences detected in September.

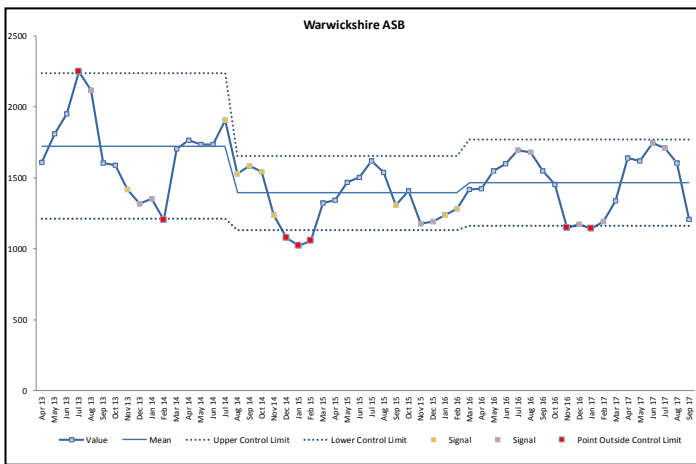


The policing area command team are aware of this individual, who is managed through the IOM scheme.

Anti-Social Behaviour

Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents

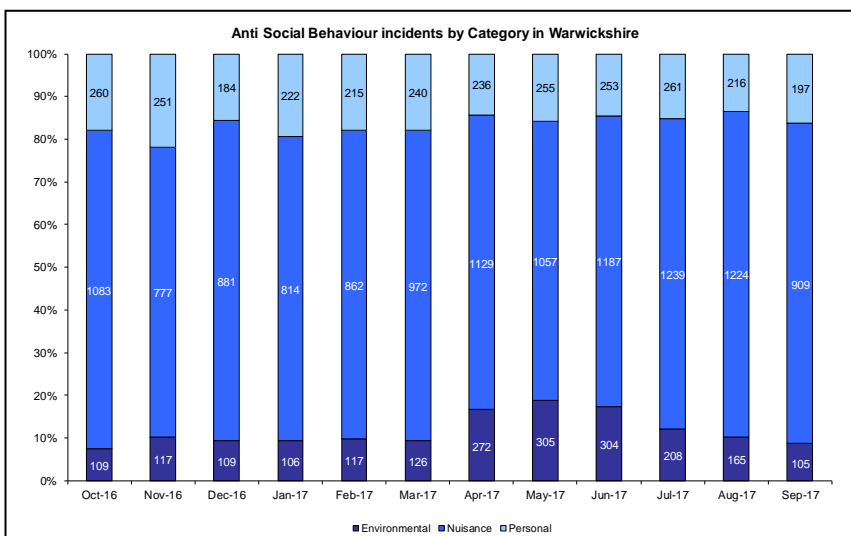


	Jul-17	Aug-17	Sep-17
North Warwickshire	978	901	707
South Warwickshire	730	704	502
Warwickshire	1708	1605	1209

4,522 ASB incidents were recorded in the last quarter, a 10% reduction compared to the previous quarter (4,998) and above the quarter average (4,241).

ASB in the last quarter is following the expected seasonal trend, with recorded incidents at their highest during the late spring/summer months and reduced volumes during the autumn/winter months.

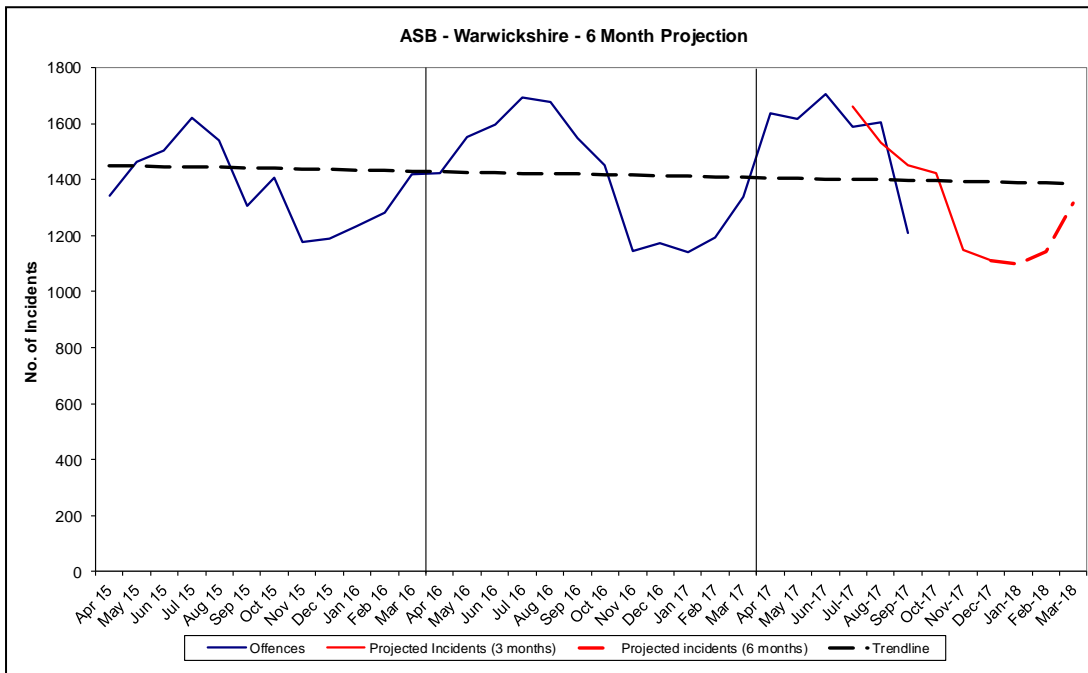
There are three recognised types of ASB: 'personal' is behaviour which is targeted to an individual or group rather than a wider community; 'nuisance' is where the impact is felt by a local community in general rather than individual victims; 'environmental' includes incidents where behaviour has an impact on the natural, built or social environment.



In the last quarter, 71% of all ASB incidents were nuisance, 14% environmental and 15% personal. Environmental has decreased by 4 percentage points in the last quarter compared to the previous quarter (18%), nuisance has increased by 3 percentage points (68%) and personal remains virtually the same.

730 'personal' ASB incidents were recorded last quarter, a 2% decrease compared to the previous quarter (744) but below the quarter average (698).

The following chart provides a short (3 month) and medium (6 month) projection for ASB incidents. At force level, the recorded volumes are below our previous projection and continue on an downward trend.



Ensuring Efficient & Effective Policing

Response Times to Emergency Incidents

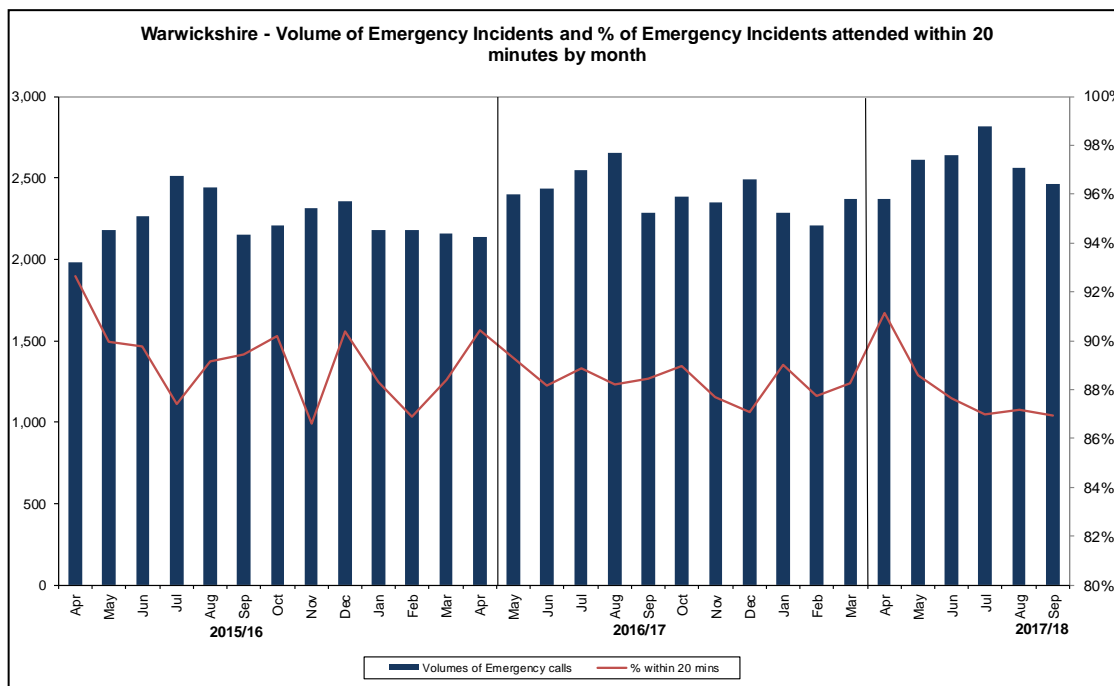
Signs of Improvement would be:

- ❖ Respond to all incidents in a timely manner and provide a high quality of service

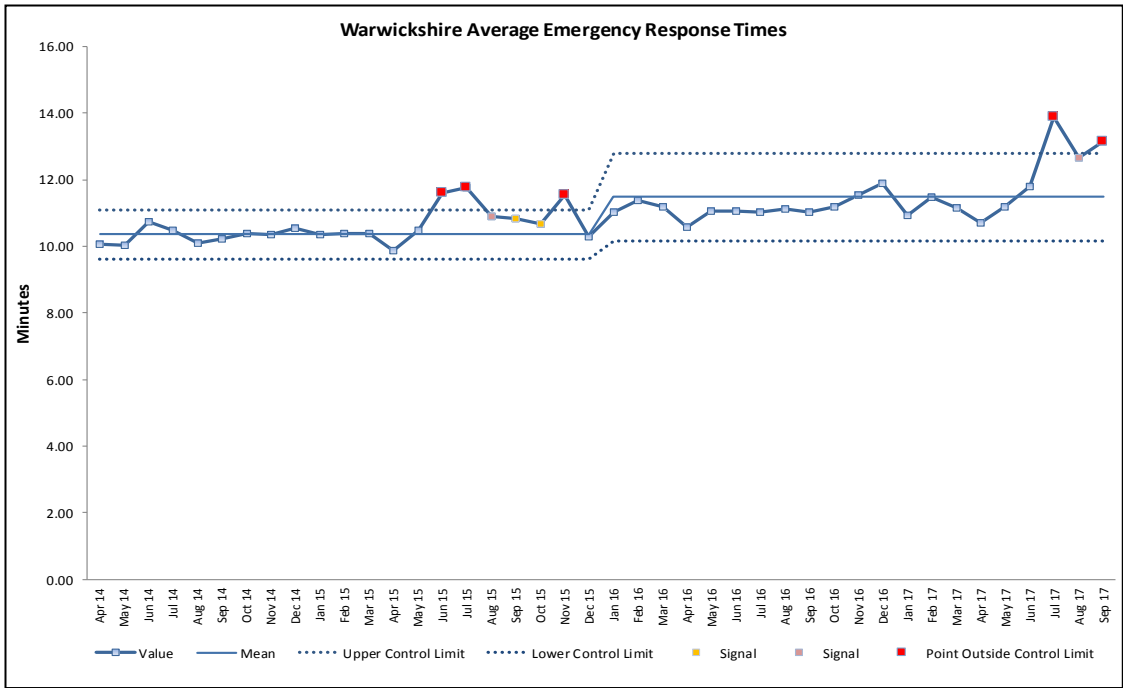
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, the quality of the response is also important and this information should be considered in conjunction with user satisfaction performance.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

7,834 emergency incidents were recorded in the last quarter, an increase of 4% compared to the previous quarter and 5% greater than the same period last year. Despite the increase in volumes almost 9 out of 10 emergency incidents were attended within 20 minutes.



The current average response time for emergency incidents is 13 mins 09 seconds this is an increase compared to the previous month (12 mins 40 seconds) and is significantly above the monthly average (11mins 30 seconds).



NB: from April 2016 we have been able to produce a more accurate data set

The introduction of the mobile working project across the alliance and initiatives emerging from the Control Centre change programme are anticipated to have a positive impact on response time performance in the long-term.

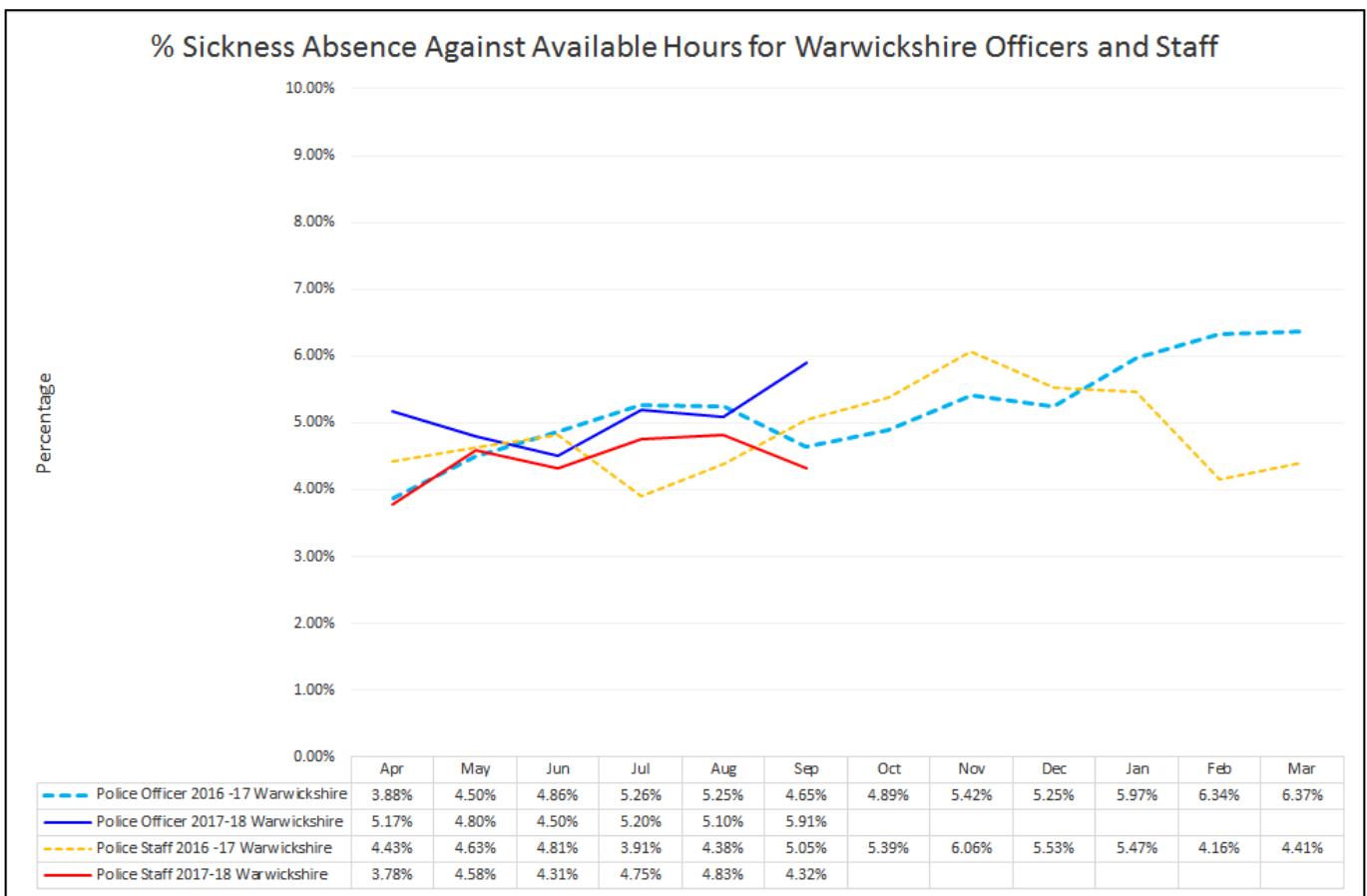
Sickness

Signs of Improvement would be:
 ❖ Improved staff wellbeing – improving levels of attendance

Workforce sickness forms part of the overall Health & Wellbeing Agenda around staff welfare.

Within Warwickshire Police, the average percentage of hours lost to sickness in September 2017 is 5.91% for Officers, which is an increase from 5.10% in August 2017. For staff, the average percentage of hours lost in September 2017 is 4.32% which is a decrease from 4.83% in August 2017.

During the last quarter, sickness absence levels for Officers, have increased month on month. Staff levels decreased slightly in August but increased in September 2017



Health & Wellbeing Board

Health & wellbeing activity continues across the alliance, co-ordinated through the Health & Wellbeing Board. Key activity in the last quarter includes:

- completion of the 2017 Virgin Pulse Challenge
- programme of health checks commenced to link in with the national Know Your Numbers campaign
- web chats focusing on Attendance Management and Mental Health
- ongoing health promotion activity planned to tie in with national campaigns e.g. Stoptober
- increased usage of EAP demonstrating effective proactive promotion of the service

Complaints

Signs of Improvement would be:

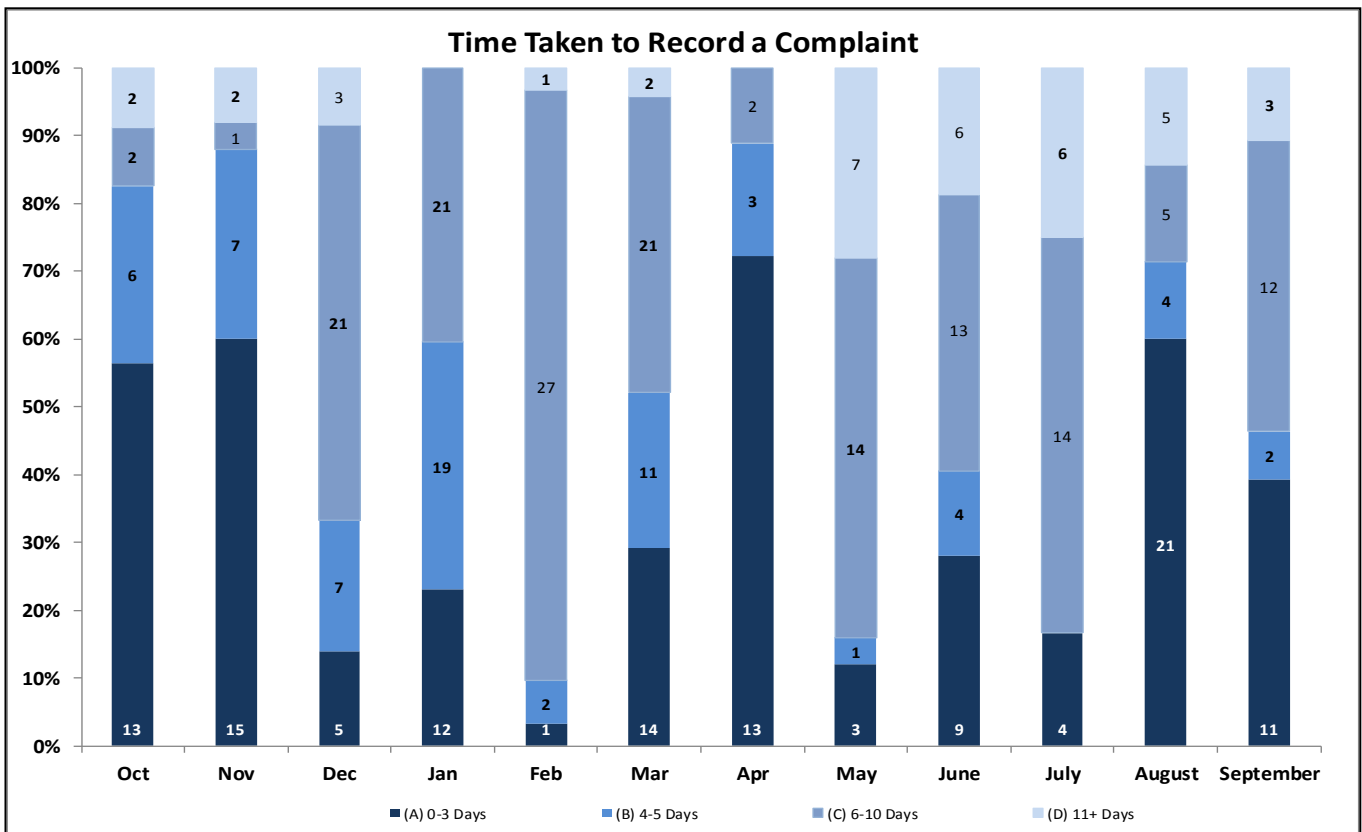
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for October 2016 to September 2017.

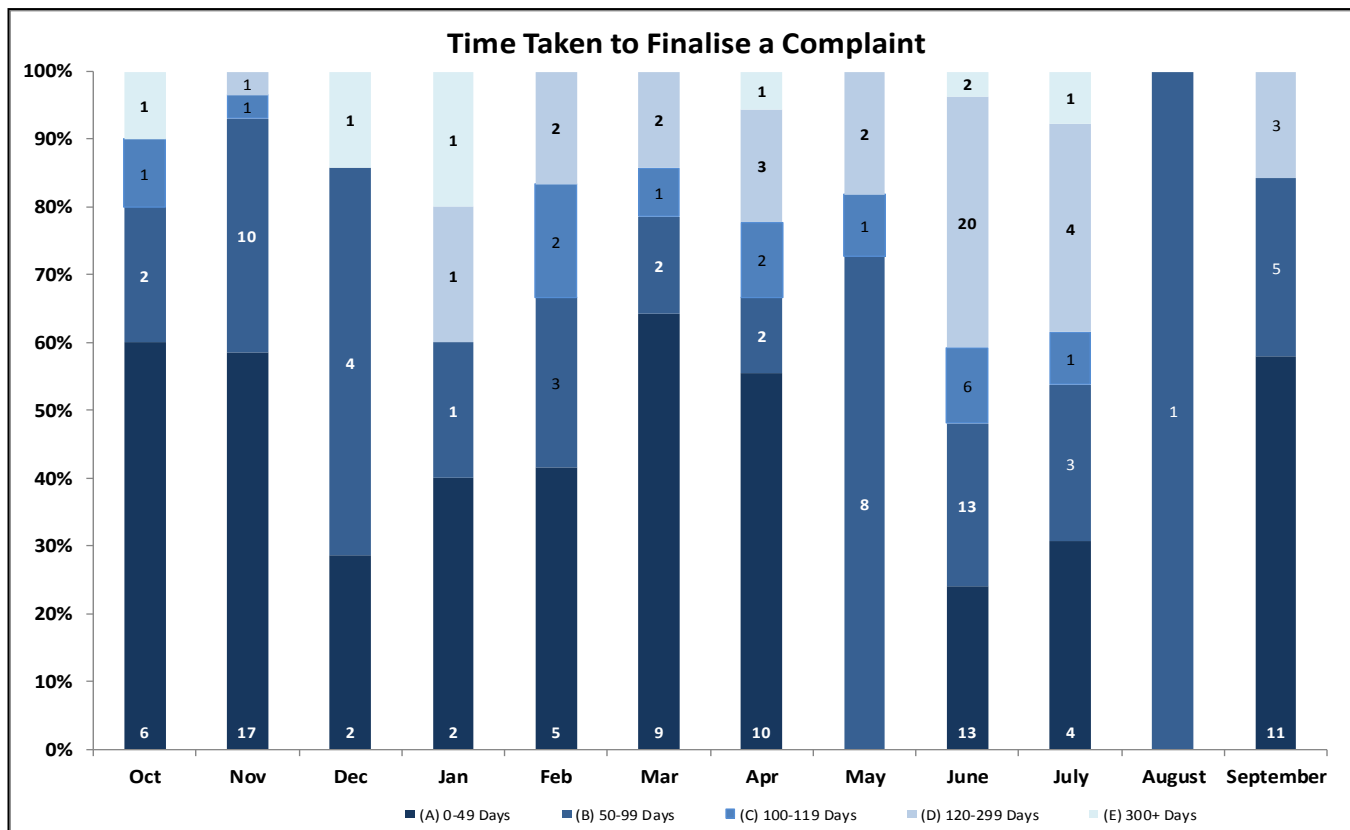
Timeliness to Record & Finalise

Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. Over the quarter only 46% of complaints were recorded in 3 days - notably below this 80% aspiration. However 74% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 76% of cases were finalised in 120 days, an increase compared to the previous quarter (66%).



The Head of Professional Standards has been tasked to ensure there is a plan in place to see improvements in timeliness of recording and further improvements in timeliness of finalisation.

Firearms Licensing

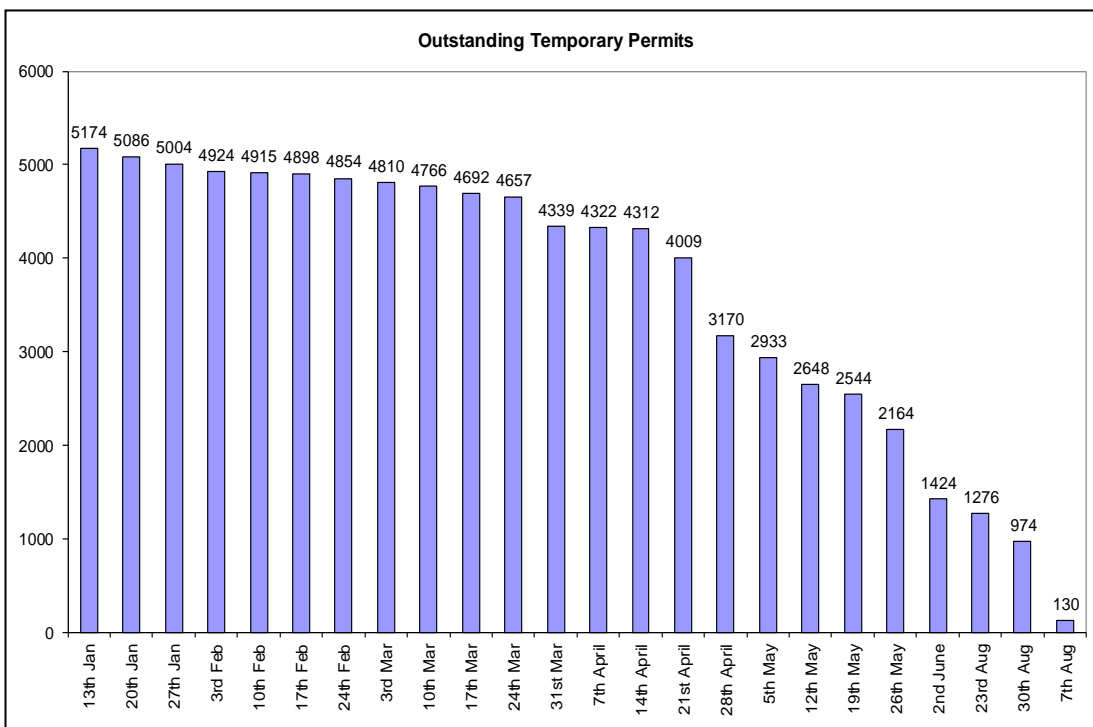
Signs of Improvement would be:
❖ Timeliness in processing renewal applications

The Kier Commissioning Review of the Firearms Licencing Unit was completed in October 2016 and the last year has seen the implementation of the resulting action plan.

The chart below shows how the backlog of temporary permits has been reducing since January. As of September, all temporary permits have been replaced by full certificates.

Recruitment of additional staff will be complete by the end of October and a return to 'business as usual' should be achieved by end of December with all outstanding certificates being granted.

A demand reduction project also commenced in October 2017 with the aim of managing the demand over the next five year renewal cycle.



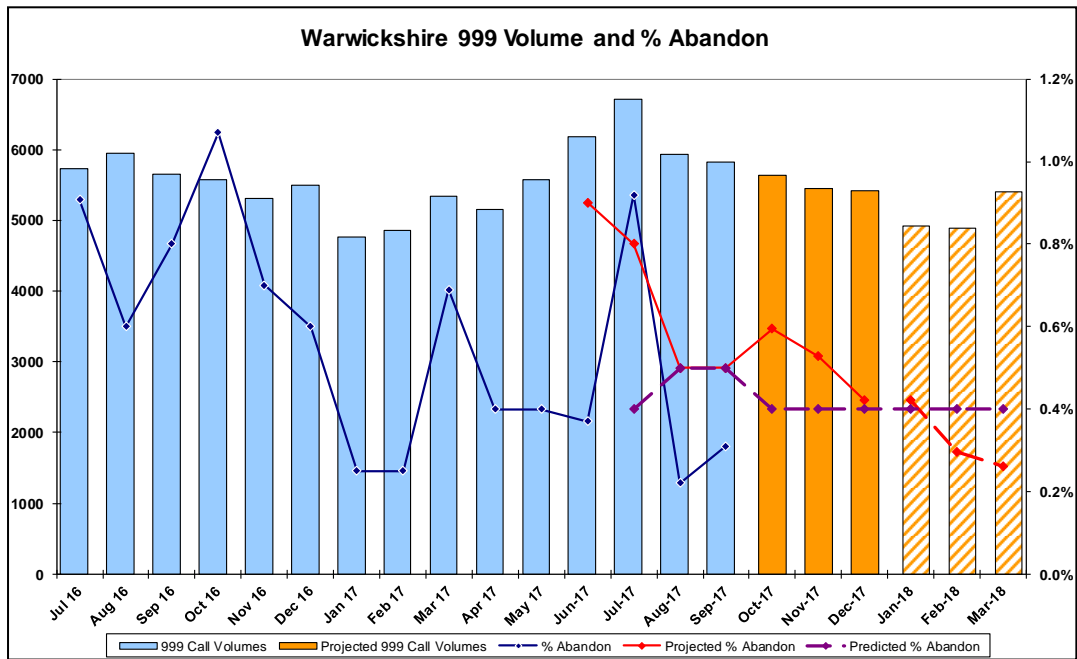
Call Handling

Signs of Improvement would be:

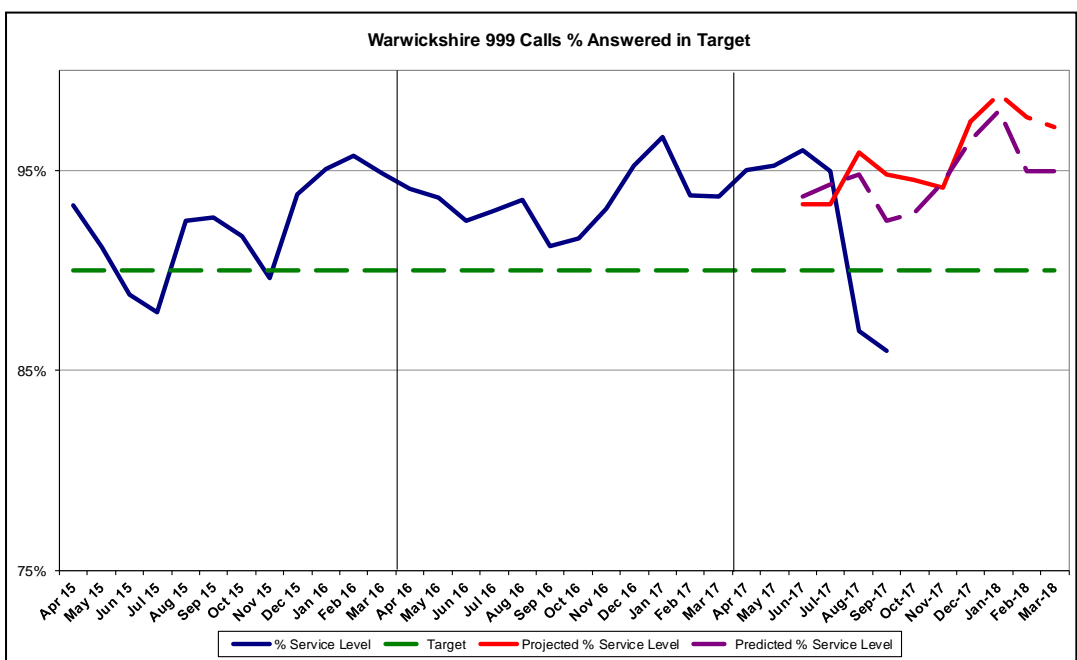
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

Calls on the 999 system

18,487 calls on the 999 system were received last quarter, an increase compared to the previous quarter (16,924). The % of abandoned 999 calls last quarter is comparable to the previous quarter.

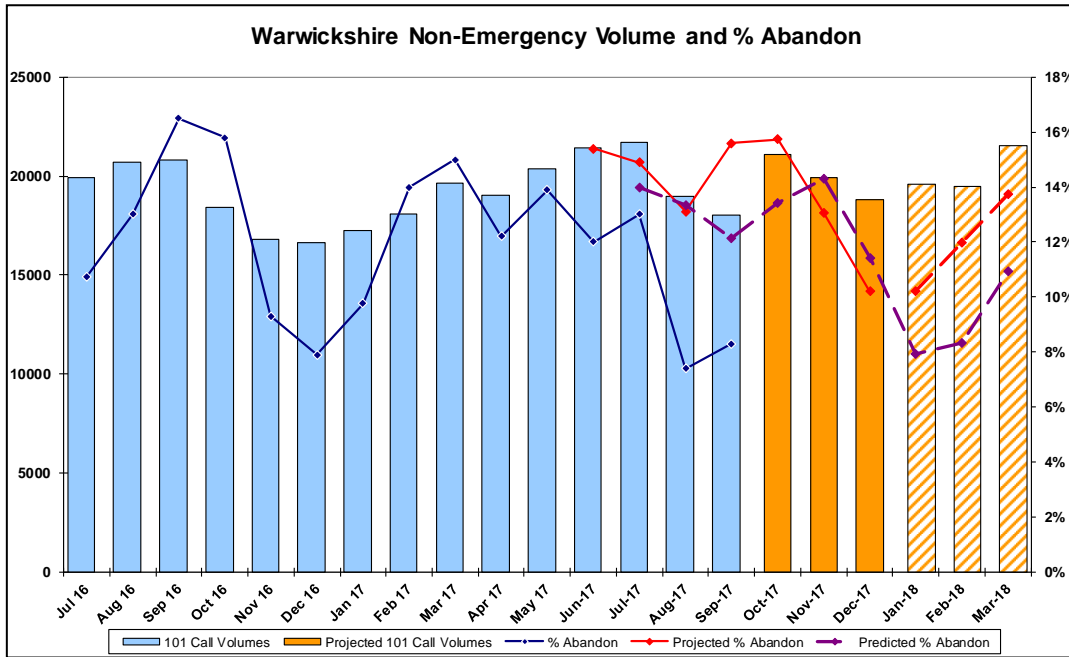


The proportion of 999 calls answered within 10 seconds decreased for the last quarter compared to the previous quarter. Performance in the last quarter (September) has been at its lowest since April 2015.

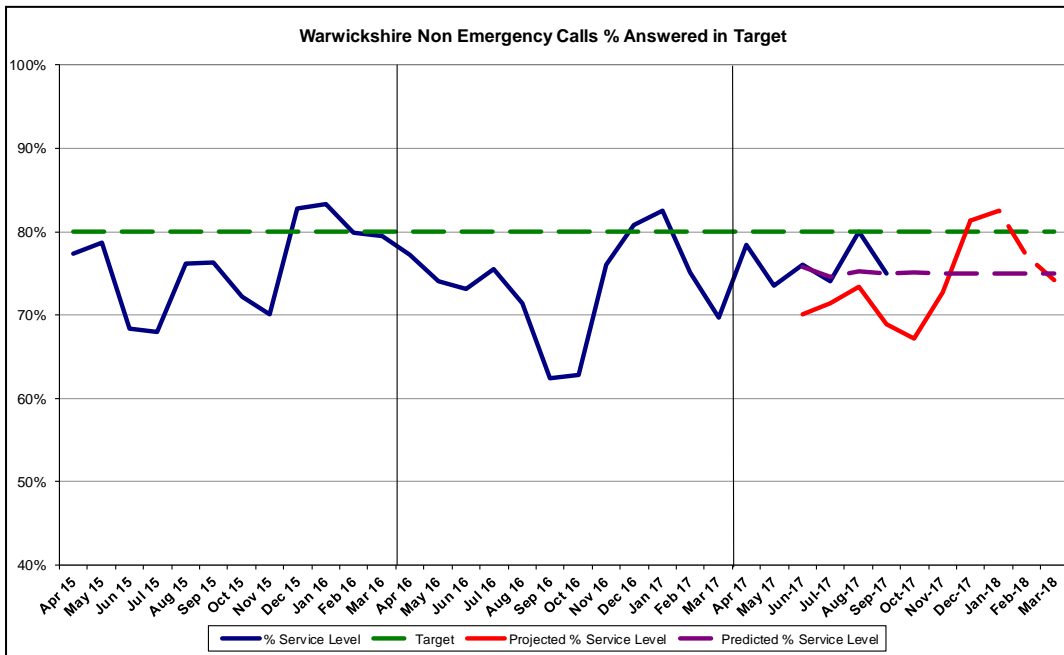


Non-Emergency Calls

58,734 non-emergency calls were received last quarter a reduction compared to the previous quarter (60,843). There has been a reduction in the non-emergency calls abandoned rate last quarter compared to the previous quarter.



The % of calls answered in 30 seconds increased for the last quarter compared to the previous quarter but remained below the 80% target. Performance has improved compared to the same quarter last year even with essential staff abstractions to prepare for the impending introduction of the new Command & Control system in late 2017.



The implementation of the alliance Contact Management Strategy in 2017/18 will help to reduce the volume of calls to the Control Centre therefore further improving abandon rates and call handling times.