Performance Summary (Warwickshire)

April - June 2016

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Summary

Topic	Data	Activity	Page
To Protect Communities from Harm			
Confidence	Above national average.	Next data published late July 2016.	4
Hate Crime	Above qtr average volumes and decreasing trend in satisfaction of hate crime victims.	Increase reporting through raising awareness. Specific local activity in response to EU Referendum.	5
Victim Satisfaction	No significant change – 85%.	Significant local activity to improve 'follow up' service.	7
Outcomes	Small increase in total outcome rate compared to same period 2015/16.	Redesign of outcomes performance framework and development of outcomes 'Action Plan'.	8
Repeat Victimisation / Offending	Increase in no. of offenders managed within IOM across the alliance.	Data in relation to 'Repeats' to be discussed at Aug Performance Management Group.	11
Repeat Missing Persons	Significantly above average due to changes in recording practices.	Pro-active work ongoing.	12
To Reduce Crime & Disorder			
Violence with Injury	Above qtr average due to increased volumes in May. Volumes have since stabilised.	Analysis undertaken by Intelligence to understand May uplift.	15
Sexual Offences – Rape	Above qtr average due to increase in offences against females.	Analysis of sexual offences delivered to Head of Protective Services.	16
Sexual Offences – Other	Above qtr average. Increase in South Warwickshire influenced by linked offences.	Analysis of sexual offences delivered to Head of Protective Services.	17
Domestic Burglary	In line with average.	Format of Alliance Burglary Steering group to be revisited	18
Robbery	In line with average.		19
Business Crime	Increase compared to previous qtr.	'Your Business Matters' activity continues.	20
Rural Crime	Increase compared to previous qtr.	'Rural Matters' activity continues	21
Domestic Abuse	Increase compared to previous qtr and above qtr average.	Development of domestic abuse dataset.	22
Child at Risk / CSE	Increase compared to previous qtr and above qtr average.	Intel. threat assessment to be updated by Sep 2016.	23
Cyber Crime	Increase compared to previous qtr.	Development of pilot project to improve service to cyber crime victims.	24
Anti-Social Behaviour	Increase compared to previous qtr (reflecting seasonal trends).	Incident-to-crime conversion audit currently underway.	25
Road Traffic Casualties	Increase in monthly average no. of KSIs.	High harm routes subject to daily tasking.	26
Response Times to Emergency Incidents	Increased trend in average time to respond.	Activity and analysis ongoing to stabilise and reverse increasing trend.	27
To Ensure an Efficient and Effective Police Service			
Sickness	Stable compared to previous qtr. Improved national ranking position.	Scrutiny Panels met to identify wider wellbeing challenges.	29
TOIL/RDIL	Further improvements in numbers exceeding limits	Department level data disseminated	30
Complaints	Improvements in recording timeliness during this qtr.	Subject to ongoing monitoring	32
Firearms Licensing	Temporary Permits issued to ensure all license holders are certified.	Process under review to manage future renewal issues.	34

Performance Summary

1. Introduction

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

This report covers the first quarter of the performance year and shows a developing picture of force performance across a broad range of data. The report does not report on all aspects of performance, though comments on areas of high harm and other areas where there has been a notable change. The force monitors a wide range of other information to support the management of performance. This document is used as the basis of accountability both by the force and PCC and feeds into the Performance Management Group, chaired by the Deputy Chief Constable, where senior leaders explore performance and improvement activity in more detail.

Warwickshire

Police and Crime Plan Priorities:

- to reduce crime and disorder

- to protect the public from harm

- to deliver an efficient and effective police force for Warwickshire

- to empower local communities to prevent crime and disorder

- to meet the requirements of the Strategic Policing Requirement

Alliance Control Strategy 2015

The Control Strategy identifies priorities based on assessment of areas of highest risk and harm.

2. Summary of Performance

Aim: To Protect Communities from Harm

2.1 COMMUNITY

2.1.1 Confidence in Police

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 2015 which is shown below. The next update will be released in late July 2016 and will therefore be included in the August monthly summary.
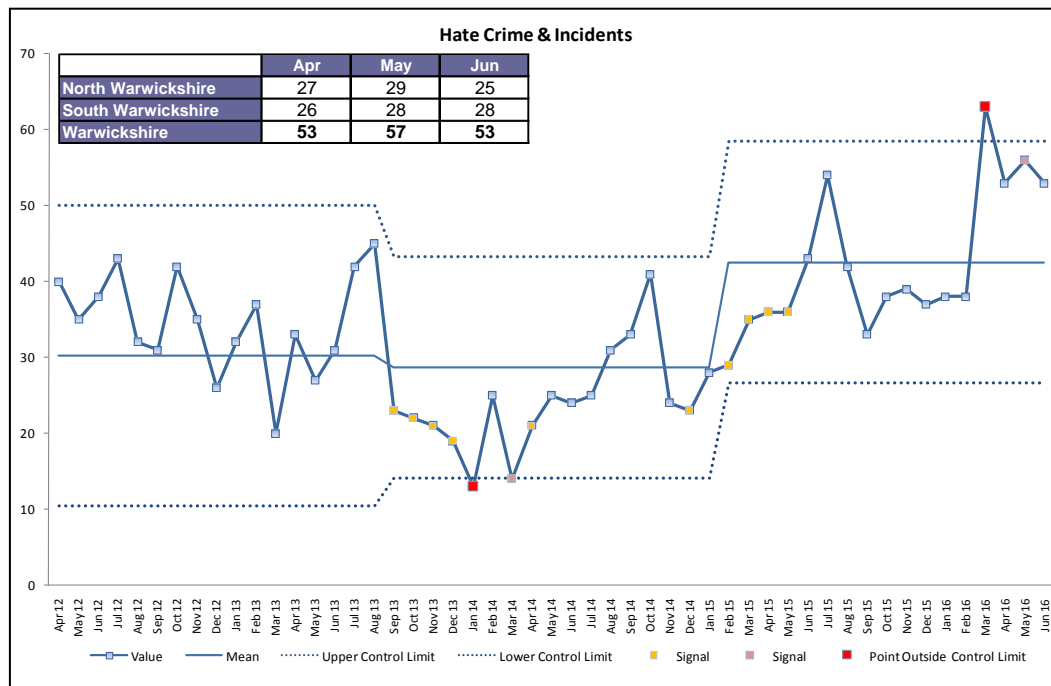
The force has seen a general improvement in confidence levels felt by local communities and continues to be above the National average (78%). 8 in every 10 people (80%) have confidence in the police in their local area.

Confidence in Police
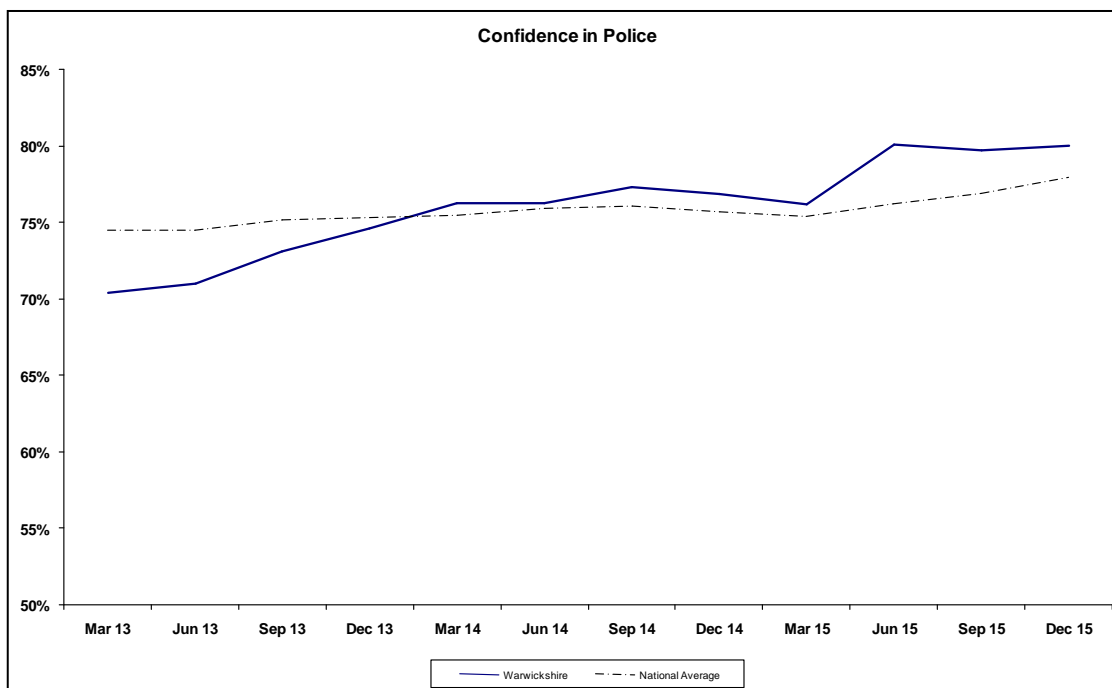
2.1.2 Hate Crime

Signs of Improvement would be:	Increased reporting Sustained/ improved victim satisfaction

Hate Crime & Incidents

	Apr	May	Jun
North Warwickshire	27	29	25
South Warwickshire	26	28	28
Warwickshire	53	57	53

Legend: Value — Mean — Upper Control Limit — Lower Control Limit — Signal — Signal — Point Outside Control Limit

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.

163 offences/ incidents were recorded last quarter. This is a small increase compared to the previous quarter (139) and is above average (137). The uplift in offences in part reflects seasonal trends in hate crime (volumes historically at their highest during the summer months). The increase has been driven by a small increase in the reporting of racial and disability hate crime offences in South Warwickshire.

Nationally, concerns have been raised in regards to the impact of the EU Referendum on hate crime volumes. Analysis undertaken shortly after the vote indicated no significant variation in recorded volumes in the week following the Referendum compared to previous weeks. Volumes will continue to be monitored on a regular basis in order to identify any long term trends.

However, although there was no discernible increase in recorded offences/ incidents, information passed to the diversity team from our communities suggests that a number of Referendum-related incidents have occurred across the alliance. A number of minority communities have also voiced feelings of vulnerability which did not appear to exist prior to the Referendum. As a result, a series of small community events are planned, to build confidence and encourage formal reporting of incidents. Work is also being undertaken with the corporate communications team to ensure our communities are reassured that hate crime will not be tolerated and that work is proactively being undertaken to tackle prejudiced behaviour.

Hate Crime Victim Satisfaction

Satisfaction - Hate Crime

(rolling 12 months)	Apr	May	Jun
North Warwickshire	72.1%	70.7%	73.0%
South Warwickshire	63.6%	67.9%	63.3%
Warwickshire	69.2%	69.6%	68.7%
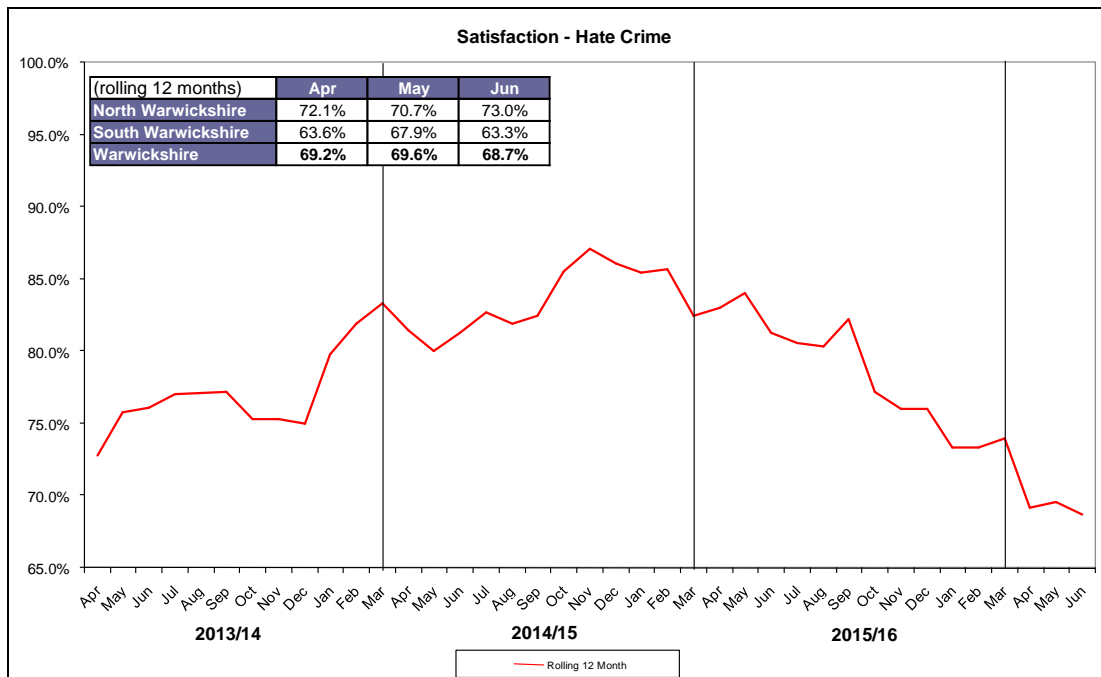
The decreasing trend in hate crime satisfaction (from 81% in June 15 to 69% in May 16) has been subject to further discussion within the Victim Satisfaction Improvement Board and Performance Management Group.

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.

The small sample size will significantly exacerbate changes in satisfaction when shown as a percentage, making it difficult to draw any meaningful quantitative conclusions. However it does provide the opportunity to contact all dissatisfied victims and ensure we learn from these experiences.

In support of local activity (including additional follow up contact with victims and ongoing monitoring), the customer satisfaction team have analysed detailed free text responses from victims over the past 6 months to potentially identify any issues and trends. Any learning points are being fed back to local officers so service improvements can be implemented – issues relating to the absence of follow up activity was often referred to as a reason for dissatisfaction.
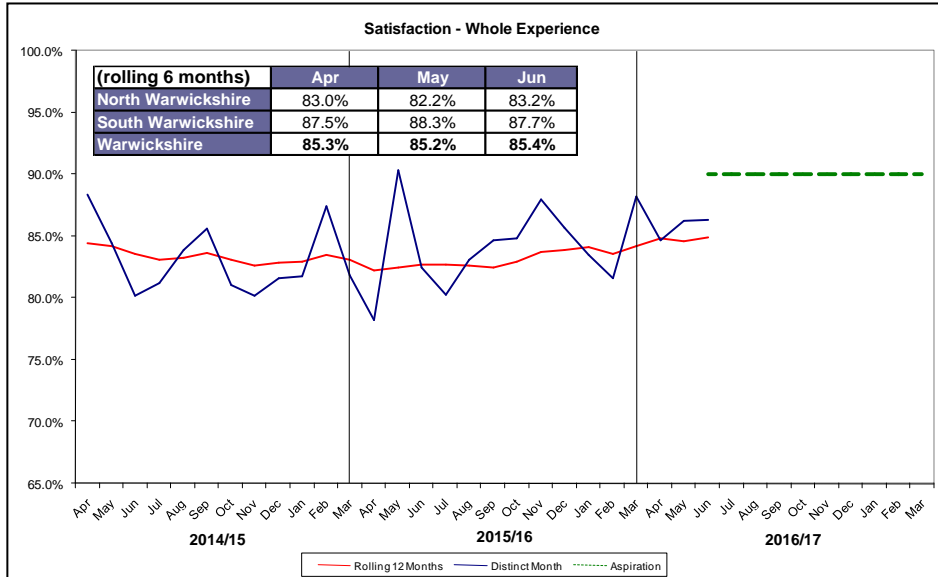
There is a robust plan in place to reverse the decreasing trend, which includes a wide range of activities to improve satisfaction levels. These activities include clear management oversight of all hate incidents, and survey results. A programme of briefings to all officers that shares the learning from previous surveys is underway, and comprehensive follow up plans are in place for every victim by the local safer neighbourhood teams. This includes a hate crime information pack which has been created to effectively signpost victims to support services. Due to the necessary delay between victims reporting offences to the police, and the satisfaction surveys being completed we can expect it to take several months for the improvement from these plans to show in the results.

2.2 VICTIMS

2.2.1 Victim Satisfaction

Signs of Improvement would be:	Improved satisfaction: overall & with follow up Change against comparative Forces

(rolling 6 months)	Apr	May	Jun
North Warwickshire	83.0%	82.2%	83.2%
South Warwickshire	87.5%	88.3%	87.7%
Warwickshire	85.3%	85.2%	85.4%

Overall victim satisfaction remains stable across the different stages (Ease of Contact, Actions, Follow-up, Treatment & Whole Experience) with 85% satisfied with their 'Whole Experience'.

The Alliance Victim Satisfaction Improvement Group has defined an aspiration for 9 out of 10 (90%) victims to be satisfied with the service they receive from us.

Only 1 force in the country is currently achieving this level though it is something that we aspire to meet. Performance in South Warwickshire is particularly encouraging with 88% satisfied with their 'whole experience'.

National comparison data is only available up to March 2016 with more recent data not being available until August 2016. As of March, Warwickshire performs relatively well within its peer group of most similar forces[1] for 'Ease of Contact' (ranking 6th but in line with the group average) though less favourably in respect of 'Actions' (6th), 'Follow up' (7th) and 'Treatment' (8th). 'Follow up' and 'Actions' are the areas where there is the largest variance from the top performing force (-9% & -7% respectively).

Significant local activity has been undertaken across the policing areas, primarily to raise awareness among officers about the importance of 'putting the victim first' and focusing on providing a good 'follow-up' service. Various training/briefing sessions have been undertaken, both through senior management teams and being integrated into existing training sessions. The message has been further reinforced by an impactive poster developed in Telford & Wrekin and shared across the alliance. Supervisory monitoring has also been introduced in some areas, including dip sampling, compliance audits and holding supervisors to account with regard to the timeliness of updates. This activity continues to be discussed and co-ordinated through the Victim Satisfaction Improvement Group.

A new qualitative survey of rape victims has just been introduced and the roll out of the Home Office mandated survey of domestic abuse victims will go live very shortly - an update on these satisfaction surveys will be included in future reports.

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[1] Most Similar Forces are: Cambs, Devon & Cornwall, Gloucestershire, North Wales,Suffolk, West Mercia, Wilts

2.2.2 Crime Outcomes

Signs of Improvement would be:	Improved proportion of offences with 'action taken' outcome Improved timelines of recording outcomes

Following previous reporting around overall outcomes and detailed discussions at Performance Management Group, a Strategic Lead was appointed in April in order to understand in more detail the quality of investigations and outcomes for victims of crime. As part of this work a review has taken place into the governance around outcomes and an audit conducted in order to identify areas for improvement. The key focus has been on the quality of investigations and therefore identifying and seizing opportunities to bring offenders to justice and provide high levels of service. This work has emphasised the importance of going 'back to basics', with effective leadership, supervision of crime investigations, improved standards of investigation and increased scrutiny of investigations all being highlighted as key drivers of outcome performance. An action plan is currently being developed, with initial activity including an improved performance framework to ensure better access to outcome data. This will be a main feature of the forthcoming Performance Management Group in August.

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 21 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, transferred to external agency etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
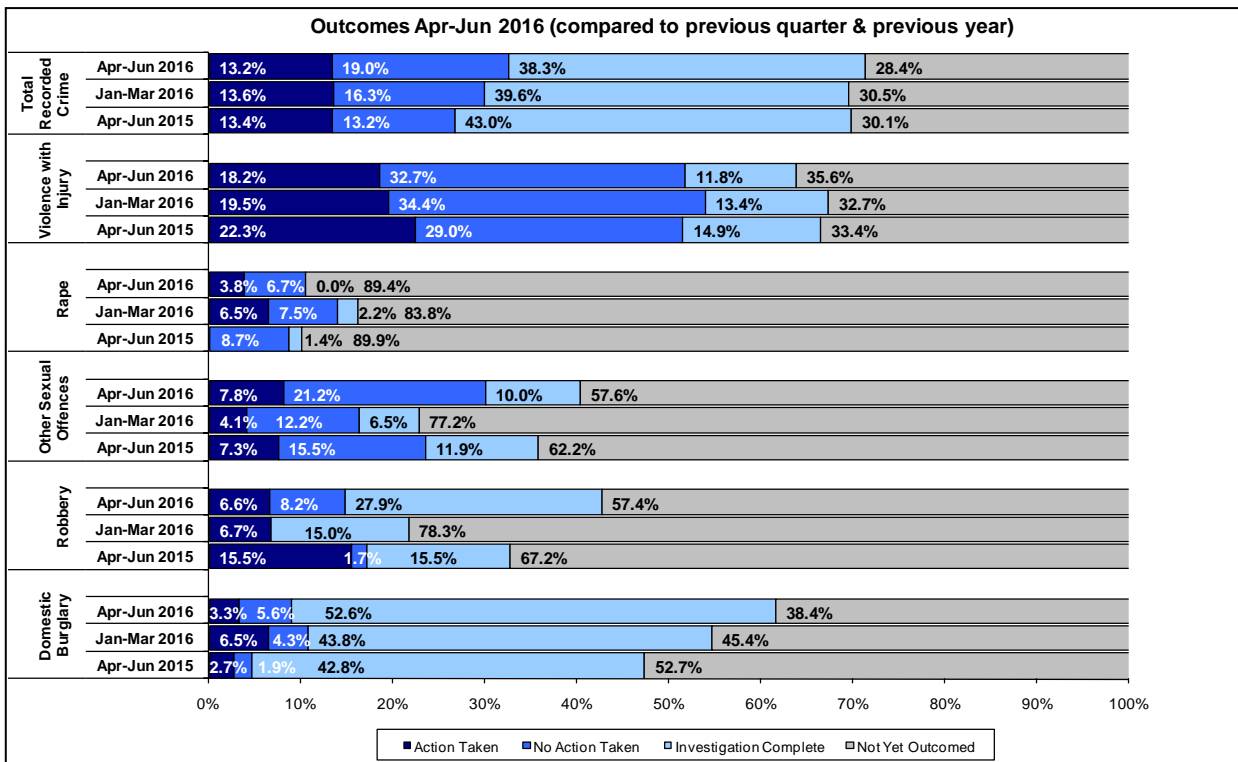- 'not yet outcomed' (i.e. offences still under active investigation)

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 chart below identifies outcome rates for offences recorded and outcomed in the last quarter (Apr-Jun 2016) compared to the previous quarter (Jan-Mar) and the same period last year.

Overall performance has improved marginally, with 72% of offences having an outcome assigned, compared to 70% last year.
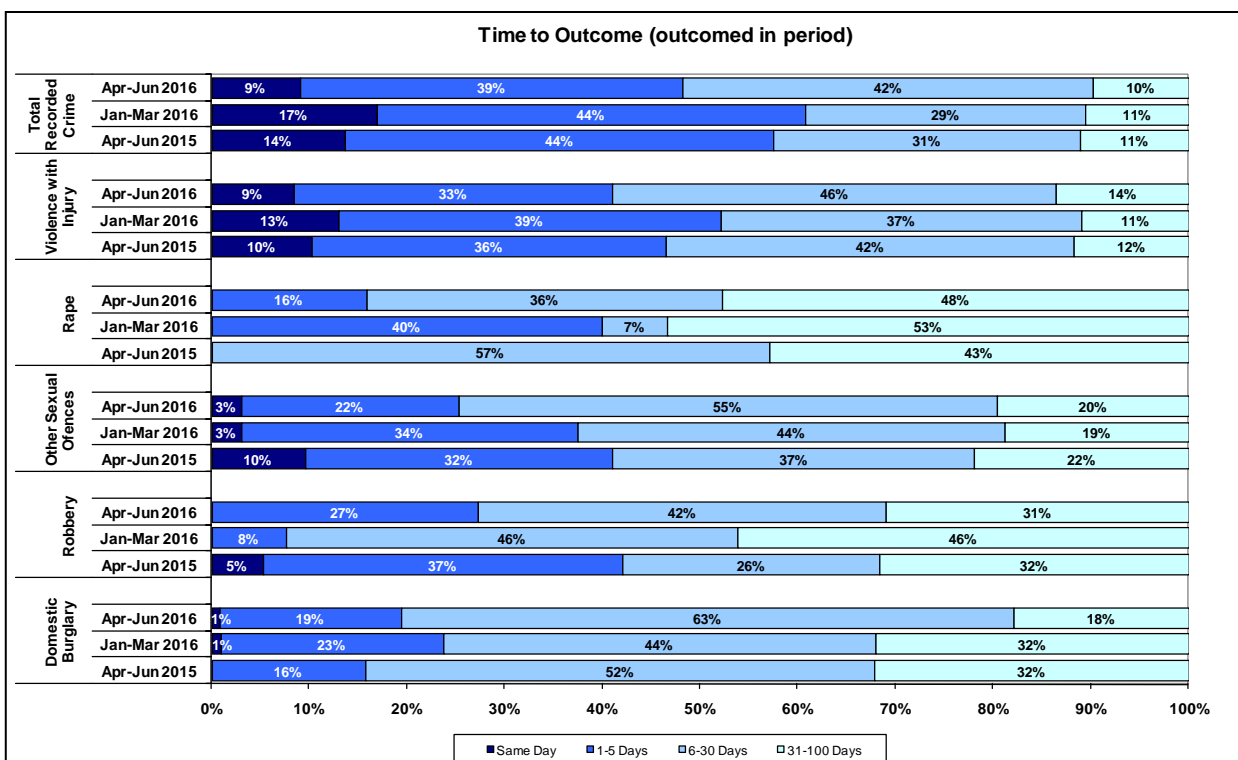
The improvement is seen in the application of 'no action taken' outcomes, whereas the proportion of offences outcomed as 'action taken' has remained constant in the latest quarter compared to both the previous quarter and the same period last year.

The force has undertaken some dip sampling audits of offences with 'no action taken' outcomes to help ensure these options are applied appropriately and consistently across the alliance.

Outcomes Apr-Jun 2016 (compared to previous quarter & previous year)

Crime Group	Period	Action Taken	No Action Taken	Investigation Complete	Not Yet Outcomed
Total Recorded Crime	Apr-Jun 2016	13.2%	19.0%	38.3%	28.4%
	Jan-Mar 2016	13.6%	16.3%	39.6%	30.5%
	Apr-Jun 2015	13.4%	13.2%	43.0%	30.1%
Violence with Injury	Apr-Jun 2016	18.2%	32.7%	11.8%	35.6%
	Jan-Mar 2016	19.5%	34.4%	13.4%	32.7%
	Apr-Jun 2015	22.3%	29.0%	14.9%	33.4%
Rape	Apr-Jun 2016	3.8%	6.7%	0.0%	89.4%
	Jan-Mar 2016	6.5%	7.5%	2.2%	83.8%
	Apr-Jun 2015	8.7%		1.4%	89.9%
Other Sexual Offences	Apr-Jun 2016	7.8%	21.2%	10.0%	57.6%
	Jan-Mar 2016	4.1%	12.2%	6.5%	77.2%
	Apr-Jun 2015	7.3%	15.5%	11.9%	62.2%
Robbery	Apr-Jun 2016	6.6%	8.2%	27.9%	57.4%
	Jan-Mar 2016	6.7%	15.0%		78.3%
	Apr-Jun 2015	15.5%	1.7%	15.5%	67.2%
Domestic Burglary	Apr-Jun 2016	3.3%	5.6%	52.6%	38.4%
	Jan-Mar 2016	6.5%	4.3%	43.8%	45.4%
	Apr-Jun 2015	2.7%	1.9%	42.8%	52.7%

Legend: ■ Action Taken ■ No Action Taken □ Investigation Complete □ Not Yet Outcomed

A further performance indicator for investigations is the time taken to assign the outcome after the offence is recorded. This time has increased in the last quarter (compared to the previous quarter and last year), with a higher proportion of outcomes allocated between 6 and 30 days and a lower proportion between one and five days. This will continue to be monitored, particularly as the force has recently made changes to its investigative structure.

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

Time to Outcome (outcomed in period)

Crime Group	Period	Same Day	1-5 Days	6-30 Days	31-100 Days
Total Recorded Crime	Apr-Jun 2016	9%	39%	42%	10%
	Jan-Mar 2016	17%	44%	29%	11%
	Apr-Jun 2015	14%	44%	31%	11%
Violence with Injury	Apr-Jun 2016	9%	33%	46%	14%
	Jan-Mar 2016	13%	39%	37%	11%
	Apr-Jun 2015	10%	36%	42%	12%
Rape	Apr-Jun 2016		16%	36%	48%
	Jan-Mar 2016		40%	7%	53%
	Apr-Jun 2015		57%		43%
Other Sexual Offences	Apr-Jun 2016	3%	22%	55%	20%
	Jan-Mar 2016	3%	34%	44%	19%
	Apr-Jun 2015	10%	32%	37%	22%
Robbery	Apr-Jun 2016		27%	42%	31%
	Jan-Mar 2016	8%	46%		46%
	Apr-Jun 2015	5%	37%	26%	32%
Domestic Burglary	Apr-Jun 2016	1%	19%	63%	18%
	Jan-Mar 2016	1%	23%	44%	32%
	Apr-Jun 2015		16%	52%	32%

Legend: ■ Same Day ■ 1-5 Days □ 6-30 Days □ 31-100 Days

National comparison data is only available up to May 2016 with more recent data not being available until August.

Warwickshire currently ranks 4th against a peer group of five most similar forces[2] for 'action taken', but its performance is in line with the group average. Furthermore, the force performs well within this peer group (i.e. being in the top 3 forces and above the group average) for 'action taken' outcomes in relation to the high harm offences of rape, other sexual offences and violence with injury offences.

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[2] Most Similar Forces for outcomes includes only those who are live on the Home Office Datahub: Devon & Cornwall, Gloucestershire, North Wales, West Mercia.

2.3 VULNERABILITY

| **Signs of Improvement would be:** | Reduction in repeat victims and offenders
Improved IOM processes |

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

2.3.1 Repeat Victimisation
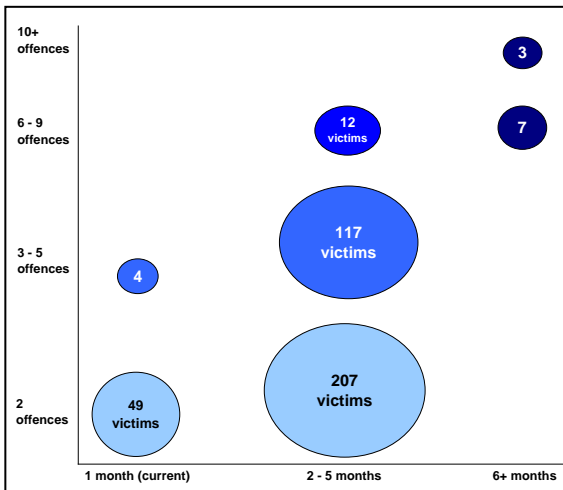
A fifth (21%) of all victims in June were repeat victims (subject to at least 1 further offence in the last 12 months). Of these, over a third (36%) have been a victim at least 3 times in the 12 month period and 3 individuals have been a victim of at least 10 offences.

There were 378 victims of domestic abuse offences in June – over a quarter of these individuals (97 - 26%) were repeat victims of additional DA offences in the last 12 months.

2.3.2 Repeat Offending
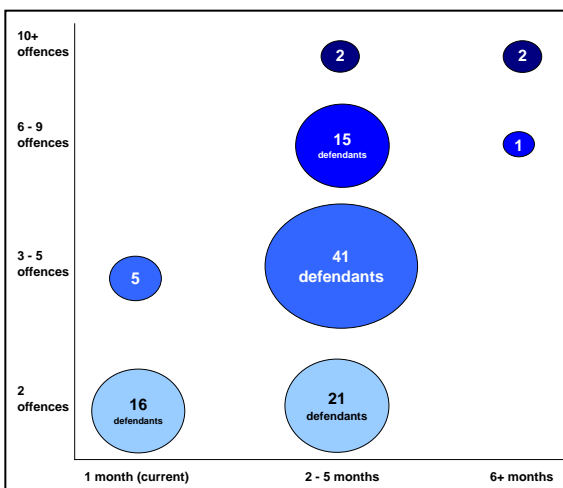
Approaching a fifth (39%) of all defendants were also defendants in at least one other offence in the previous 12 months.

Of these, 20 (19%) have been defendants at least 6 times in the 12 month period. 4 prolific individuals were defendants for over 10 offences.

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. How this data is used in terms of local tasking and offender management will be subject to discussion at the Performance Management Group meeting in August.

Following the development of the IOM team, the number of offenders being managed within the IOM scheme is increasing incrementally each month. The cohort of offenders is also changing to ensure those offenders that present the greatest risk are being identified and prioritised; this includes offenders who are within troubled families, Organised Crime Groups and MAPPA.The number of offenders being managed within IOM across the alliance increased by 20% during the period of April to June 2016. Work is also underway to further enhance our proactive 'catch and control' capabilities to effectively respond to the changing make up of the offender cohort.

2.3.3 Missing Persons

Signs of Improvement would be:	Reduction in repeat missing persons

Missing Person Reports

	Apr	May	Jun
North Warwickshire	100	123	150
South Warwickshire	73	99	108
Warwickshire	**173**	**222**	**258**

Legend: Value — Mean — Upper Control Limit — Lower Control Limit — Signal — Signal — Point Outside Control Limit
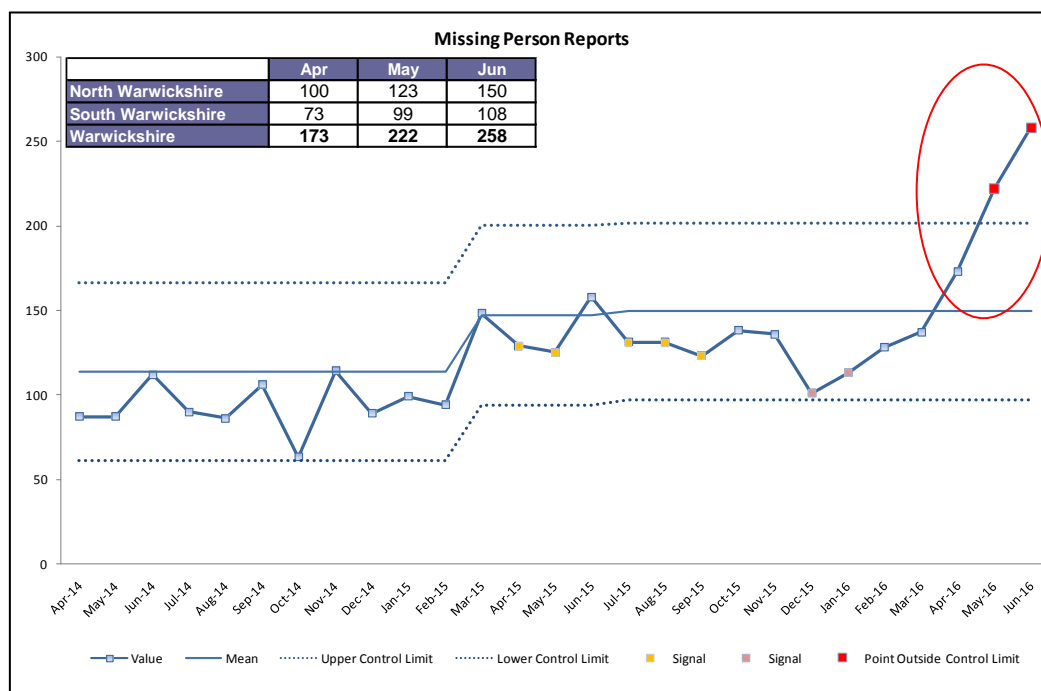
N.B. Significant change in recording practices from April 2016

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

653 missing person reports were recorded in the quarter – the increase compared to the previous quarter (378) was anticipated following significant changes in recording practices from April 2016.   The force has sought to ensure that all missing persons episodes are identified as such at the first point of contact and are recorded onto the COMPACT system at the earliest opportunity.   This allows the force and partner agencies to build a more detailed picture of an individuals' circumstances and history and to use intelligence from previous reports to develop safeguarding/ investigation plans. It also ensures that force data reflects the true scale and nature of missing people.

These recording practice changes particularly affect recording in relation to repeat child mispers. As such, there has been a disproportionate increase in the repeat rate for U18s. Increased recording of these episodes is welcomed by the force as it significantly improves safeguarding opportunities around U18s and those 'in care' who are the most prolific and vulnerable missing person cohort.

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.

2.4 HARM REDUCTION

The chart below provides a snapshot of a wide variety of crimes that are monitored by the force.

It shows whether they are increasing or decreasing and their relative proportion of all crime. The crimes that have an orange marker will be reported on.
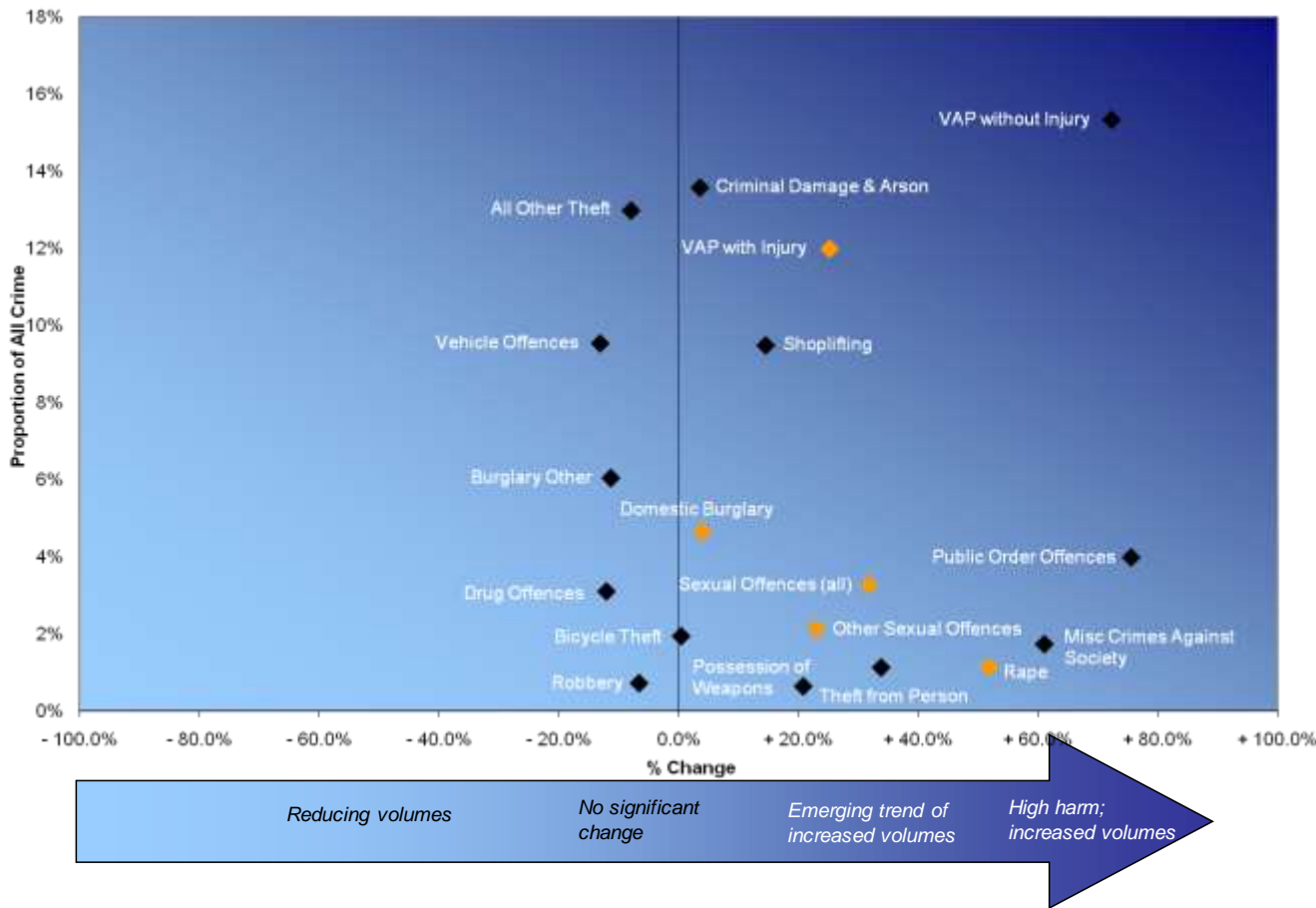
Where possible, performance comparisons are made to the force's 'similar group' (a group of 8 peer Forces designated by the Home Office)[3]. Two issues are highlighted:

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

Below Group Avg	Similar to Group Avg	Above Group Avg

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

↑ Improving   ↔ No Change   ↓ Deteriorating

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[3] Most Similar Forces are: Cambs, Devon & Cornwall, Gloucestershire, North Wales, Suffolk, West Mercia, Wilts

2.4.1 Crime Recorded

Signs of Improvement would be:	Stable volumes of recorded crime Trends in line with other Forces

Total Recorded Crime

	Apr	May	Jun
North Warwickshire	1643	1687	1589
South Warwickshire	1199	1203	1211
Warwickshire	**2842**	**2890**	**2800**

Legend: — Value — Mean ····· Upper Control Limit ····· Lower Control Limit ■ Signal ■ Signal ■ Point Outside Control Limit

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬇
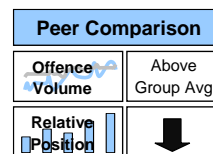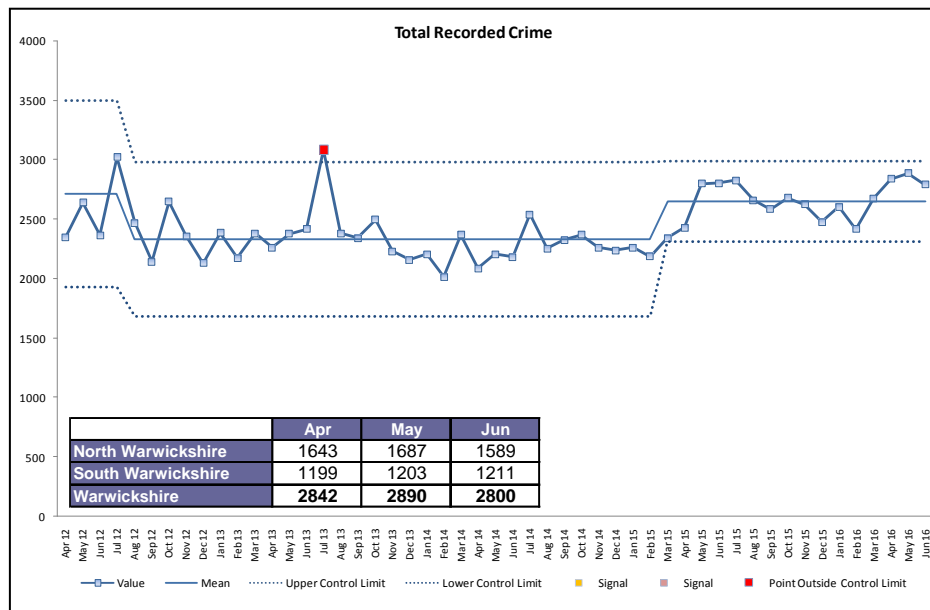
8,532 offences were recorded across Warwickshire last quarter. This is an increase compared to the previous quarter and is 6% above the quarter average. Increases have been seen across both policing areas and are predominantly shown within crime groups of lower harm offences including harassment, ABH and other theft. Analysis of harassment offences indicates that the majority were malicious communications. Since its introduction in April 2015 the volume of these offences has continued to grow, with 280 offences recorded in the last 3 months. Other crime categories that have shown an increase will be reported on within this document.

The uplift in offences also in part reflects seasonal trends in crime recording where volumes historically are at their highest during the summer months.
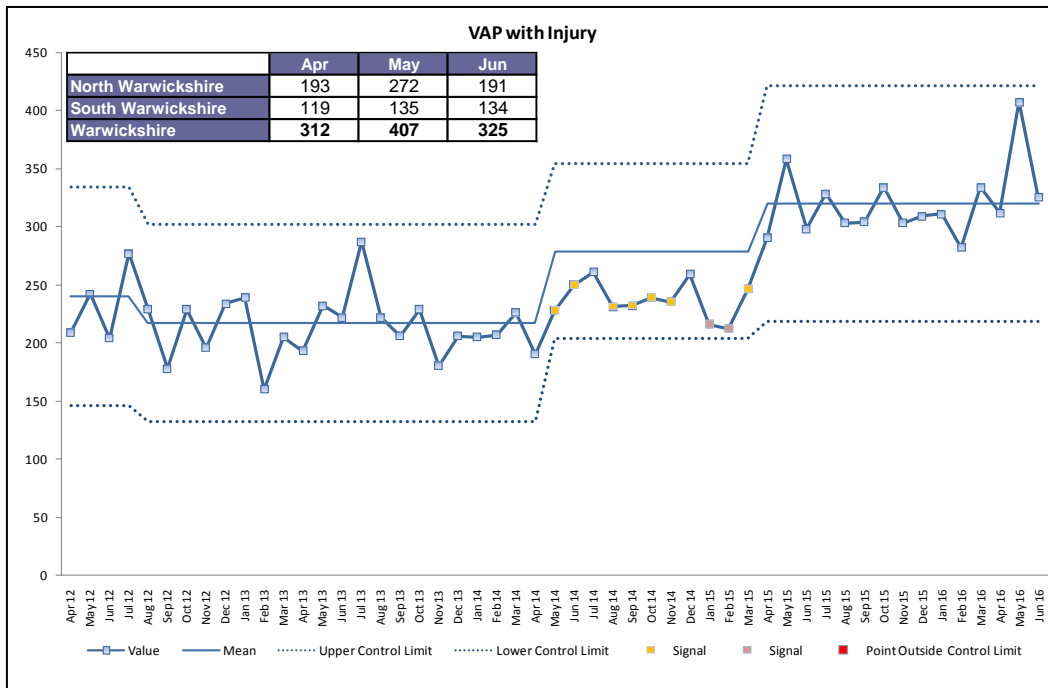
This same period last year we saw a significant increase in crime volumes, which has been attributed, both locally and nationally, to changes in recording practices and the introduction of new notifiable offences. This appeared to have stabilised throughout the year, however we have seen increases from the start of this financial year. Work has been commissioned to investigate this and determine the risk associated with it.

	Warwickshire		North Warks		Nun & Bed		Rugby		Stratford		Warwick	
	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average	Last Qtr	Qtr Average
Total Recorded Crime	8532	8026	1014	911	2353	2277	1552	1549	1615	1384	1998	1905
Violence With Injury	1046	964	123	103	332	320	202	188	161	137	228	216
Violence Without Injury	1410	1230	162	131	421	374	263	230	250	199	314	297
Rape	103	91	11	9	22	26	24	18	20	17	26	22
Other Sexual Offences	231	171	27	20	67	47	35	29	57	37	45	39
Business Robbery	8	10	3	2	3	3	0	2	1	1	1	2
Personal Robbery	53	48	7	6	19	18	7	10	6	4	14	10
Domestic Burglary	357	373	61	61	97	112	71	70	52	52	76	78
Burglary Other	530	485	65	72	85	83	100	105	139	113	141	113
Vehicle Offences	727	764	94	115	213	198	124	162	156	144	140	145
Theft from Person	90	90	4	5	24	28	15	14	23	15	24	28
Bicycle Theft	156	155	8	10	43	40	38	40	19	19	48	47
Shoplifting	808	760	74	48	252	246	133	146	110	98	239	222
All Other Theft Offences	1080	1041	156	149	221	215	158	168	290	273	255	236
Criminal Damage & Arson	1024	1088	118	113	301	348	202	210	184	168	219	249
Other Crimes Against Society	909	759	101	69	253	221	180	157	147	110	228	202

Violence with Injury[4]

| **Signs of Improvement would be:**	Stable volumes of recorded crime Trends in line with other Forces

VAP with Injury

	Apr	May	Jun
North Warwickshire	193	272	191
South Warwickshire	119	135	134
Warwickshire	**312**	**407**	**325**

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	↓

1,044 violence with injury offences were recorded in the last quarter, an increase on the previous quarter (13%) and above the quarter average (10%). The increase in volumes was predominantly driven by above average volumes of recording in North Warwickshire in May.

This was identified in the monthly report for May, with analysis indicating that the increased volumes correlated with increased temperatures and coincided with the May bank holiday weekends. Volumes in North Warwickshire have since returned to expected levels.

This quarter has seen no significant change in the proportion of violent offences that are either domestic abuse or alcohol related. There were only 2 offences recorded as a specific result of the Euro 2016 tournament.

Violence with Injury with Domestic Abuse Marker

Violence with Injury with Alcohol Marker

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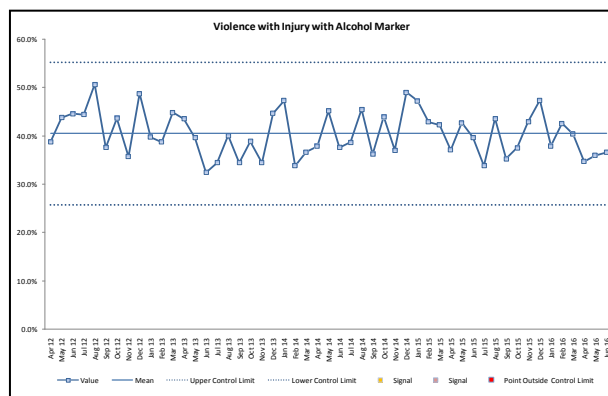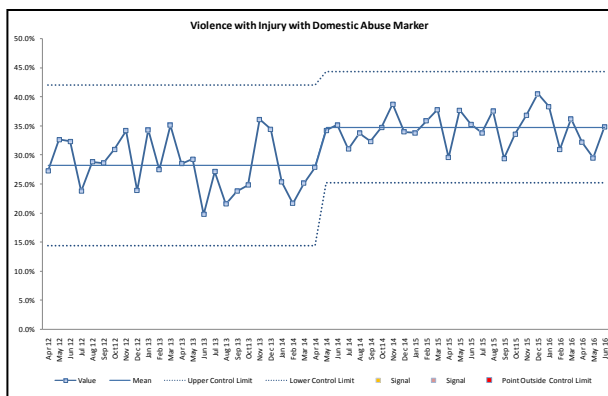
[4]**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Sexual Offences

Signs of Improvement would be:	Wider opportunities for victims to report offences Investigation of offences meeting victim expectations

Rape

	Apr	May	Jun
North Warwickshire	18	20	20
South Warwickshire	18	12	16
Warwickshire	**36**	**32**	**36**

Peer Comparison

Offence Volume	Below Group Avg
Relative Position	⬆
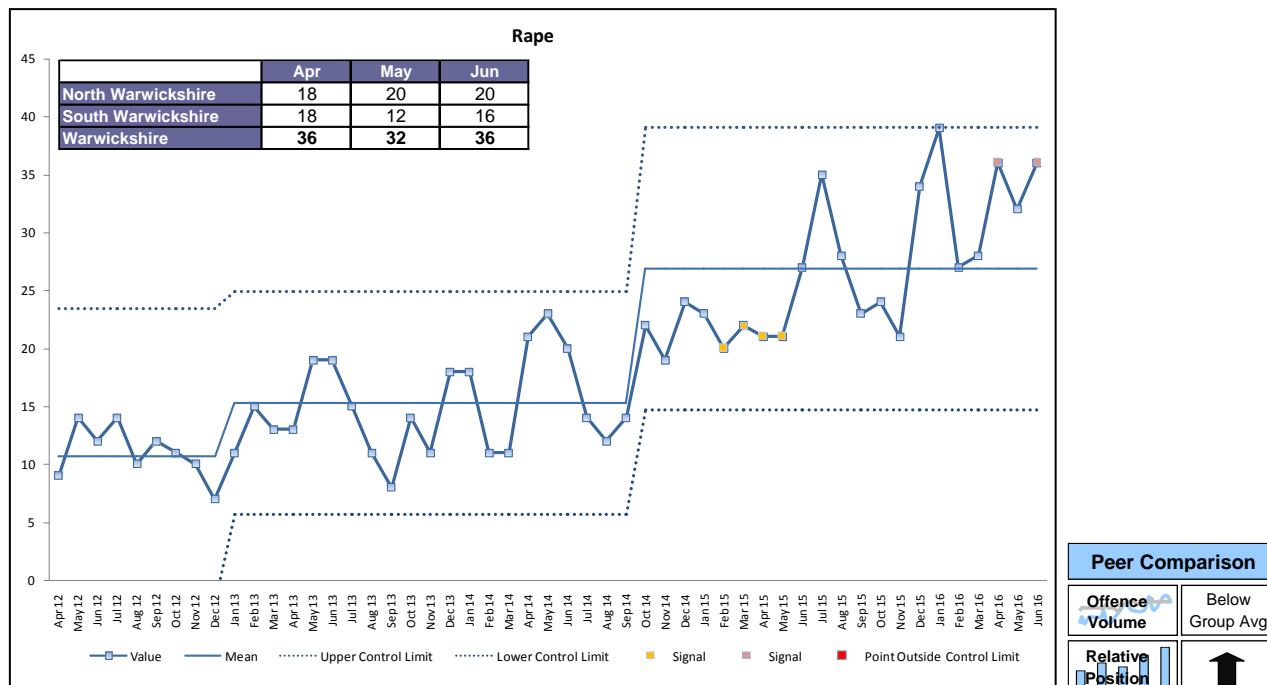
104 rape offences were reported to the police in the quarter, a small increase compared to the previous quarter (94) and the quarter average (91). Higher volumes of recording have been seen across both policing areas since December 2015. The increases during this period are due to an increase in the recording of offences against females aged 13 and over.

Following discussion at the Alliance Performance Management Group meeting in April, further analysis of rape and other sexual offences was commissioned with a view to better understand the threat and risk associated with the increase in reporting observed since April 2014. The report looked at the profile of rape offences in 2014/15 compared to 2015/16 and included comparison data from forces within Warwickshire's peer group of most similar forces[5].

The analysis showed that 'current' and 'non-recent' offences continued to account for a very similar proportion of total rape offences (approx. 40:60 split) in 2015/16 compared to the previous year. This suggests that both 'current' and 'non-recent' offences are responsible for the overall uplift in volumes. Comparative data indicates that Warwickshire has a smaller proportion of 'current' rape offences compared to the three other forces who provided data.

This report has been delivered to the Head of Protective Services for further action.

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[5] Information requests were sent to all forces within the most similar group. Data was received from Cambridgeshire, Norfolk and Wiltshire.

Other Sexual Offences

Other Sexual Offences

	Apr	May	Jun
North Warwickshire	50	42	37
South Warwickshire	33	26	43
Warwickshire	**83**	**68**	**80**

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	↓
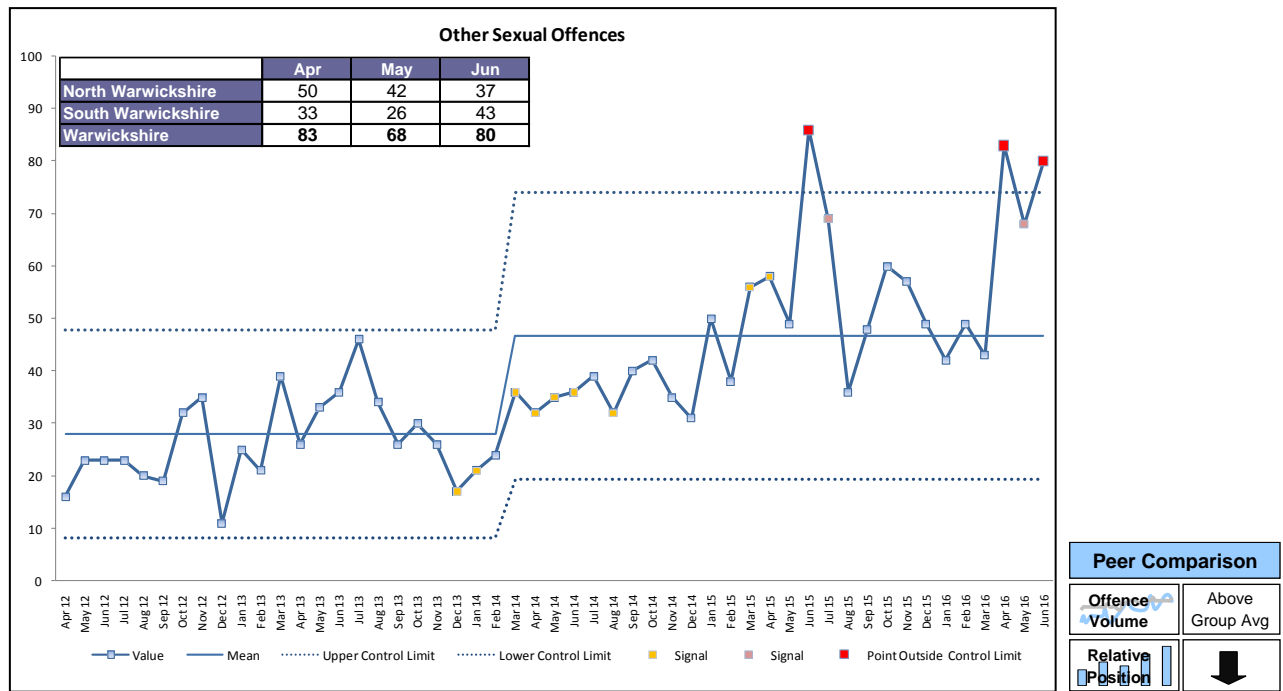
231 other sexual offences were reported to the police in the quarter. This is an increase compared to the previous quarter (134) and the quarter average (193). As with other crime types, the trends seen this quarter reflect seasonal trends observed historically (higher volume of recording in the summer months).
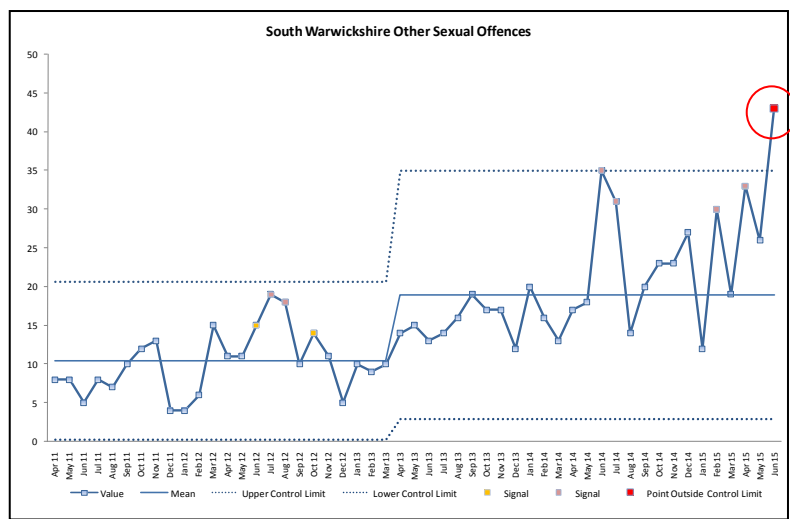
Increases have been seen across both policing areas but were most considerable in South Warwickshire. This exceptional reporting in June was due to 2 separate series of linked offences, both related to the sharing of indecent images via social media.

As mentioned above, analysis has been undertaken to better understand the threat and risk associated with the increased reporting of sexual offences. Findings from this analysis showed that 'current' and 'non-recent' offences continued to account for a very similar proportion of total other sexual offences (54% 'current') in 2015/16 compared to the previous year. This suggests that both 'current' and 'non-recent' offences are responsible for the overall uplift in volumes. Comparative data indicates that Warwickshire has a smaller proportion of 'current' other sexual offences compared to the three forces who provided data.

Domestic Burglary

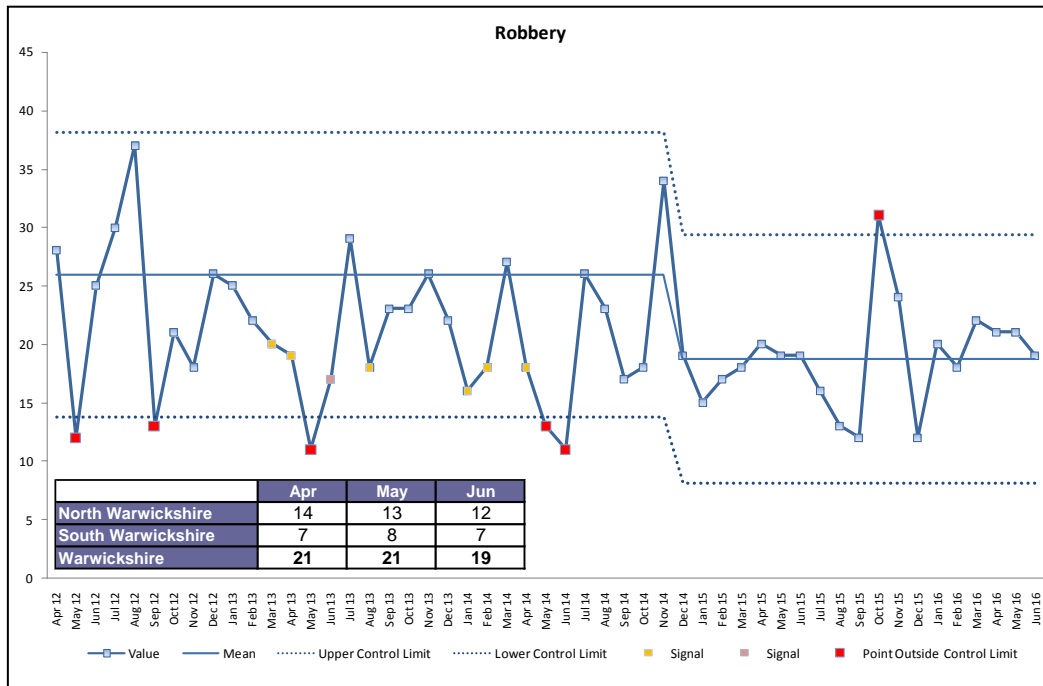| **Signs of Improvement would be:**	Stable volumes of recorded crime

Domestic Burglary

	Apr	May	Jun
North Warwickshire	73	89	68
South Warwickshire	38	53	38
Warwickshire	**111**	**142**	**106**

Legend: — Value — Mean ······· Upper Control Limit ········ Lower Control Limit ■ Signal ■ Signal ■ Point Outside Control Limit

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	⬇
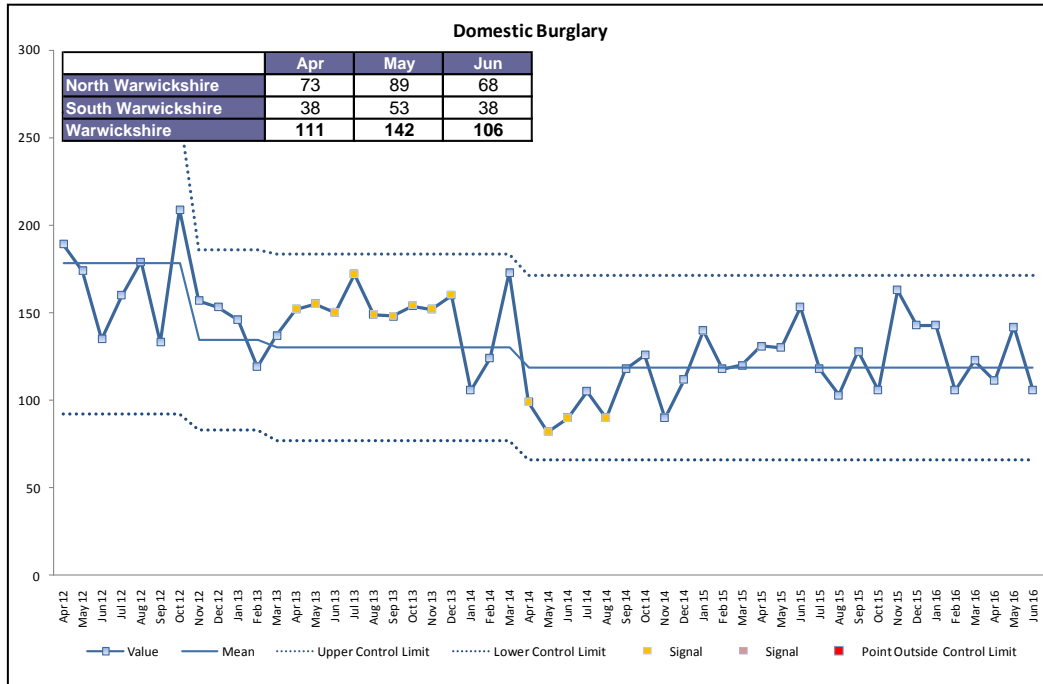
359 offences were recorded in the last quarter, a reduction of 3% on the previous quarter (-13 offences). At force level, offences remain relatively stable, with approximately 4 offences recorded per day.

Following recent structural changes and the introduction of the investigative model, the format of the Alliance Burglary Steering group is being revisited. The scope of this group and the appropriate performance products to support it are currently under discussion

Robbery

Signs of Improvement would be:	Stable volumes of recorded crime

Robbery

	Apr	May	Jun
North Warwickshire	14	13	12
South Warwickshire	7	8	7
Warwickshire	**21**	**21**	**19**

Legend: Value — Mean — Upper Control Limit ⋯⋯ Lower Control Limit ⋯⋯ Signal (yellow) Signal (pink) Point Outside Control Limit (red)

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬌

Robbery volumes are generally low and fluctuate around an average of 20 per month. 61 offences were recorded in the last quarter, in line with the last quarter (60 offences). There were no exceptional volumes at policing area level.

Business Crime

	Apr	May	Jun
North Warwickshire	327	299	356
South Warwickshire	275	291	279
Warwickshire	**602**	**590**	**635**

NB: Methodology for extracting business crime data changed in April 2014 when Warwickshire moved onto the CRIMES system. Therefore data is shown for 2014 – to date.
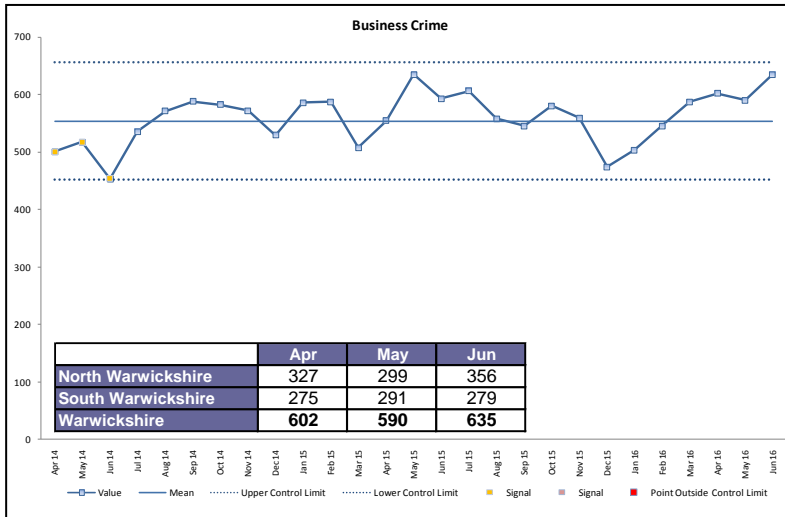
Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 1,828 offences were recorded in the quarter.

This is an increase on the previous quarter (12%) and reflects seasonal trends in business crime recording (higher volumes over spring/summer months). Longer term trends for business crime are relatively stable and reflect 'normal' variation.

The increase in offences this quarter appears to have been driven by increases in other theft and shoplifting offences. Increases in all other theft have been seen across the alliance as a whole and are not unique to the business community. However, as other theft is more prevalent within business crime compared to crime as a whole, the increase is more apparent.

A variety of awareness raising and advisory work is being carried out to help tackle business crime. The Little Big Book of Scams is available (paper/online copies) to inform and assist businesses in how to protect themselves from online related business crime. Similarly, a Cyber Tactical Plan is being developed for businesses in order to deliver key cyber crime prevention messages.

Rural Crime

Rural Crime

	Apr	May	Jun
North Warwickshire	342	353	314
South Warwickshire	421	449	409
Warwickshire	**763**	**802**	**723**
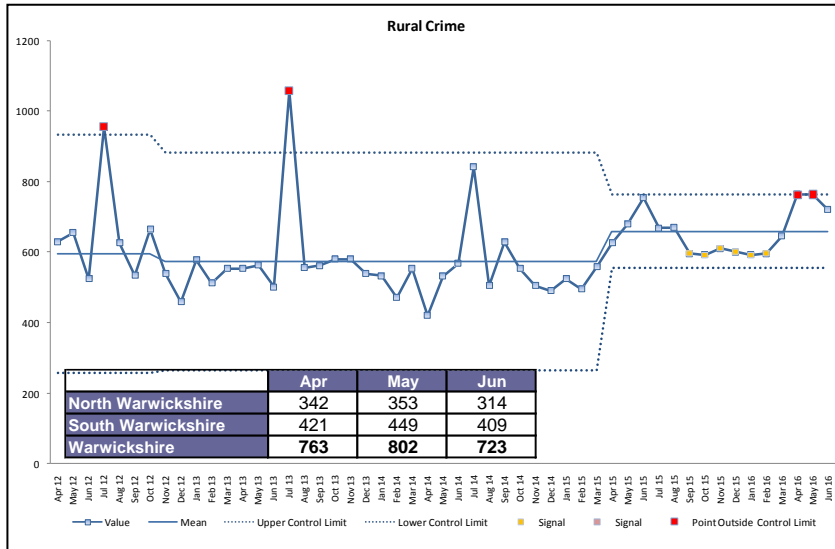
Rural crime offences are also a subset of total recorded crime and are identified by their geographical location[6]. 2,288 offences were recorded in the quarter, an increase compared to the previous quarter. This in part reflects seasonal trends in recording and force level increases in total recorded crime.

Increases have been seen across both policing areas but a larger percentage increase was seen in South Warwickshire (31%) compared to North Warwickshire (17%).

The uplift in offences has been predominantly driven by an increase in other theft, non-domestic burglary and ABH offences. These increases reflect trends across the force as a whole and are not unique to rural areas.

A number of initiatives are currently being developed and rolled out in regards to rural crime. This includes an alliance-wide, multi-agency fisheries operation targeting rod license compliance, poaching, theft and anti social behaviour. This operation has had several successful 'days of action' resulting in increased confidence within the angling community. The 'Rural Matters' campaign continues to provide reassurance to rural communities through increased signposting material. Support is also being provided for officers and staff (including advice on wildlife crime) through information provision and targeted training packages.

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[6] Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification
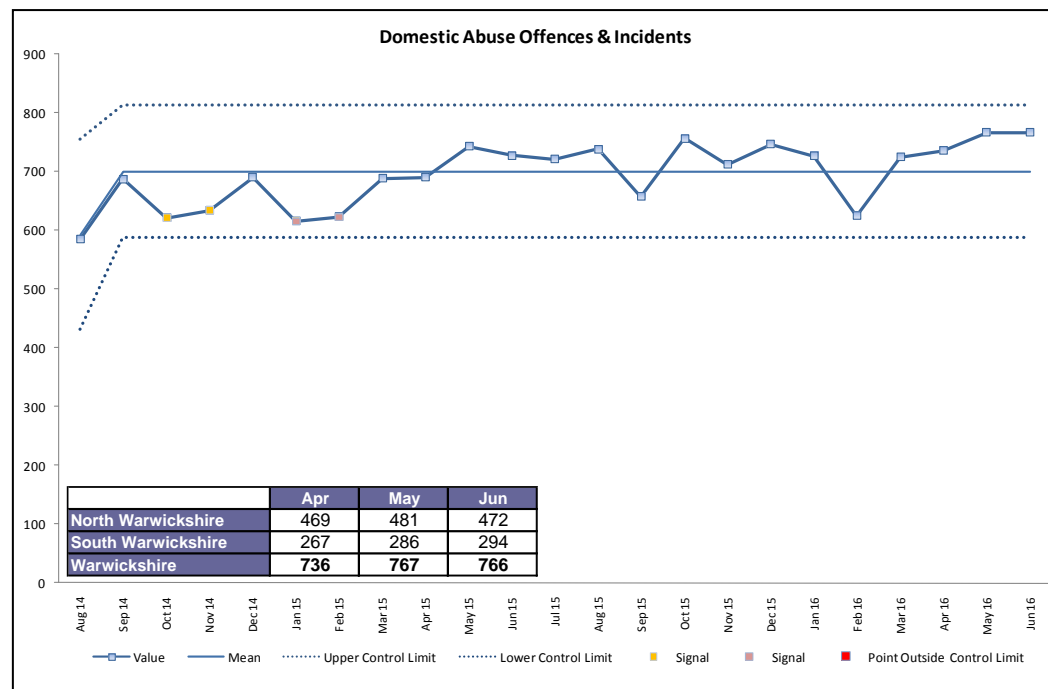
2.4.2 Risk Markers

Signs of Success would be:	Increased reporting, reflecting greater victim confidence

Risk markers can be applied to any incident or offence to identify potential harm risks.
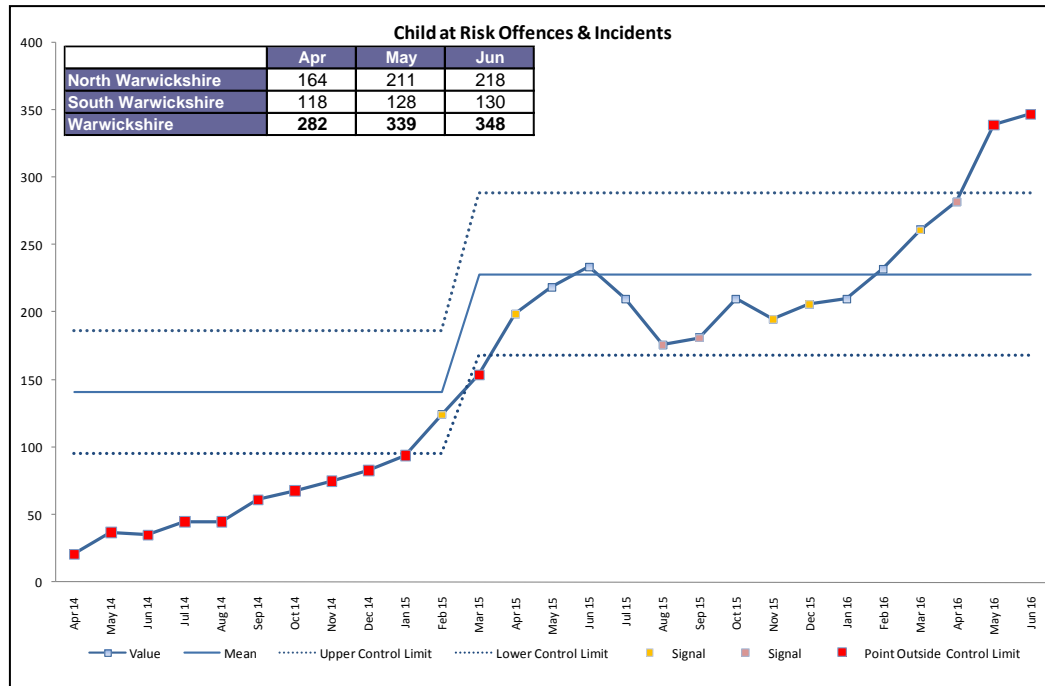
Domestic Abuse

Domestic Abuse Offences & Incidents

	Apr	May	Jun
North Warwickshire	469	481	472
South Warwickshire	267	286	294
Warwickshire	736	767	766

Legend: Value — Mean ···· Upper Control Limit ···· Lower Control Limit ▪ Signal ▪ Signal ▪ Point Outside Control Limit

NB: Domestic Abuse incidents were only recorded in Warwickshire from Aug 2014. Therefore the rolling 12 month trend line is not valid prior to July 2015

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.

2,269 domestic abuse offences & crimed incidents were recorded in the quarter, a small increase (9%) compared to the previous quarter. As with other crime types, the increasing trend reflects seasonal trends observed historically (higher volumes over spring/summer months). Quarter-on-quarter increases were seen for both policing areas and were due to an increase in notifiable offences (the volume of crimed incidents was relatively stable), namely common assault and harassment offences. Domestic abuse offences continued to account for approx 14% of all recorded crime.

Following a recent HMIC inspection, the alliance is in the process of producing a more comprehensive domestic abuse data set to better inform performance and intelligence analysis and meet the requirements of future HMIC inspections. This data should be available from August and will include data related to the completion of Domestic Abuse risk assessment tools, trends of arrest, numbers of Domestic Violence Protections Orders (DVPOs) applied for/ granted/ breached and victim satisfaction.

Child at Risk / Child Sexual Exploitation

Child at Risk Offences & Incidents

	Apr	May	Jun
North Warwickshire	164	211	218
South Warwickshire	118	128	130
Warwickshire	**282**	**339**	**348**

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

'Child at Risk' markers have been applied to 969 offences/ incidents in the quarter, a 38% increase compared to the previous quarter. The profile of these offences is in line with previous quarters – with the majority (83%) being 'current' offences (i.e. committed up to 28 days prior to recording). Similar percentage increases were seen across both policing areas and were due to an increase in the recording of both offences and child incidents (namely 'child emotional abuse'). The Intelligence team are currently updating the alliance threat assessment in relation to Child Sexual Abuse and Exploitation. This report is due for publication in September and will provide a strategic overview of Child Sexual Abuse/Exploitation within the alliance.
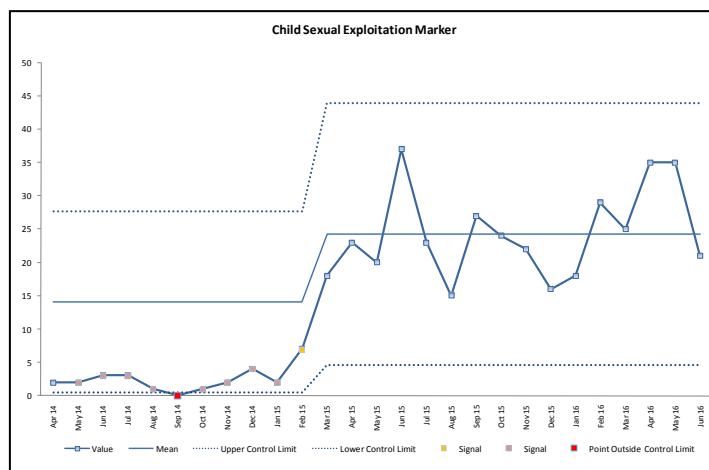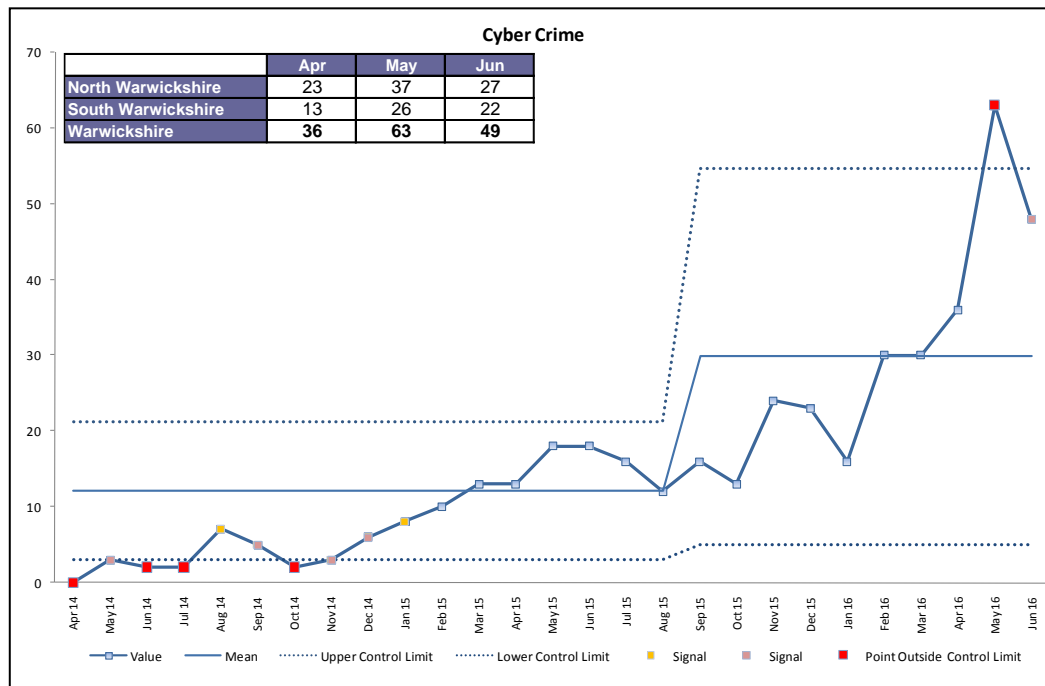

'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker. It identifies offences where children and young people under 18 are involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.

91 CSE offences & incidents were recorded in the quarter, a small increase compared to the previous quarter (72). Longer term trends for CSE show a general increase in the use of the marker from Feb 2015.

The overall increase in child offences & incidents reflects a national increasing trend in the recording of child abuse. It is thought that several factors underpin the continuing uplift including victims' increased confidence in reporting historic abuse and improved understanding of child abuse/child sexual exploitation issues by officers/partner agencies. The launch of Multi Agency Safeguarding Hubs (MASHs) across the alliance has also contributed to the increase in volumes, with previously unidentified crimes disclosed to social services now being recorded on the crime system.

Cyber / Online Crime

Cyber Crime

	Apr	May	Jun
North Warwickshire	23	37	27
South Warwickshire	13	26	22
Warwickshire	**36**	**63**	**49**

Legend: Value — Mean — Upper Control Limit ······ Lower Control Limit — Signal (yellow) — Signal (pink) — Point Outside Control Limit (red)

A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury offences. The recent increase in the use of the marker was anticipated following increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

148 offences were flagged as cyber crime this quarter; a considerable increase compared to the previous quarter (76) and reflecting a general increase in use of the online crime marker. Increases have been seen across both policing areas and have been driven by increased recording of malicious communication offences and small volume increases in offences relating to inciting child sexual activity (20 offences recorded in the quarter).

However, much of the fraud related cyber/ online crime is recorded by Action Fraud and does not appear in force performance data.
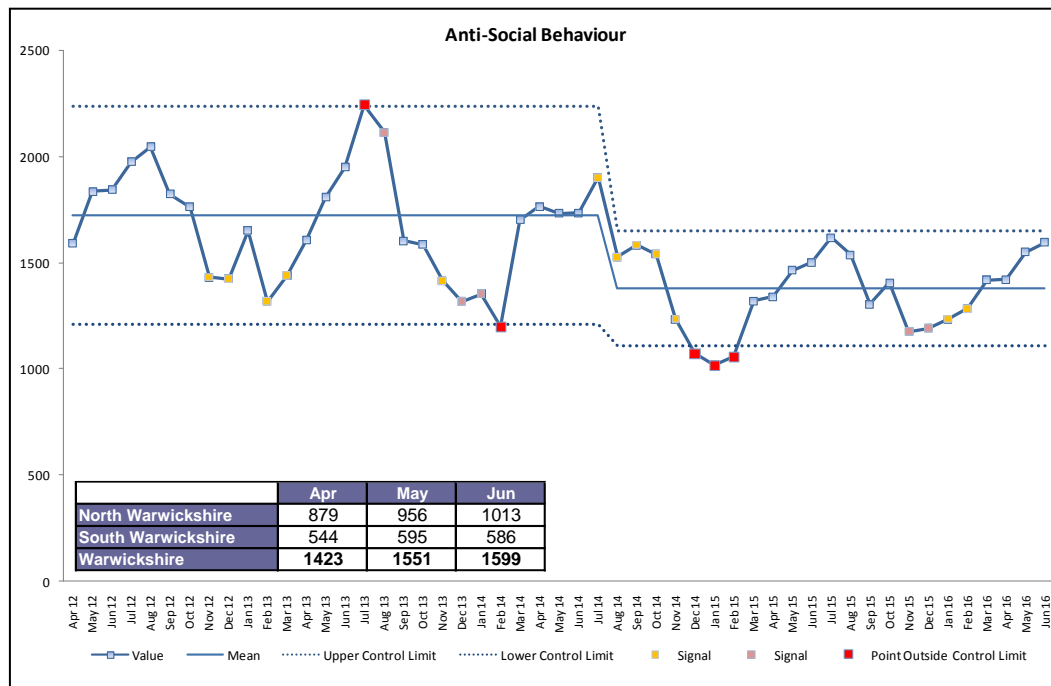
The alliance is working with local businesses and agencies to provide cyber prevention advice, and linking in at a regional level to increase the membership of the Cyber Information Sharing Partnership, (CISP) launched by the government as part of the National Cyber Security Strategy. The alliance will be embarking on a pilot project which aims to deliver an improved service to victims of cyber crime via victim support.

It is hoped that future performance reporting from Action Fraud and the National Fraud Intelligence Bureau will be improved later in 2016, in terms of data reported and timeliness, when the Action Fraud Reporting Centre is revised.

2.4.3 Anti-Social Behaviour

Signs of Success would be:	Accurate reporting and risk assessing of ASB incidents

Anti-Social Behaviour

	Apr	May	Jun
North Warwickshire	879	956	1013
South Warwickshire	544	595	586
Warwickshire	**1423**	**1551**	**1599**

Legend: Value — Mean — Upper Control Limit ...... Lower Control Limit — Signal — Signal — Point Outside Control Limit

4,573 ASB incidents have been recorded in the last quarter, an increase on the previous quarter (16%) and the quarter average (9%). The reporting of ASB tends to be seasonal with volumes increasing into the summer months.

The alliance Crime Registrar Team are currently undertaking an audit of ASB incidents as part of their schedule of work to support the crime data integrity activity. The audit is assessing initial incident reports to determine whether a crime should have been recorded instead of an ASB incidents (i.e. incident-to-crime conversion audit). The findings and recommendations from this report will be shared internally in the coming weeks and will be reported on in the August monthly report.

2.4.4 Road Traffic Casualties

Signs of Success would be:	Reduction in fatal and serious injury casualties

In December 2015 the force adopted the national CRASH collision recording system. Once fully embedded, this will streamline collision recording and improve analysis of key routes that cross force boundaries.

In the last quarter there were 7 road deaths and 74 serious injury collisions resulting in 82 serious injury casualties. Of the fatalities, 2 were motorbike riders, 2 car passengers, 1 mobility scooter rider and 1 pedestrian.

In the last quarter 4 fatalities occurred in North Warwickshire (which included 1 motorway fatality) and 3 in South Warwickshire.

Since October 2015 the number of KSI (killed or seriously injured) casualties has been above average. This has led to an increase in the monthly average from 25 to 32 casualties.
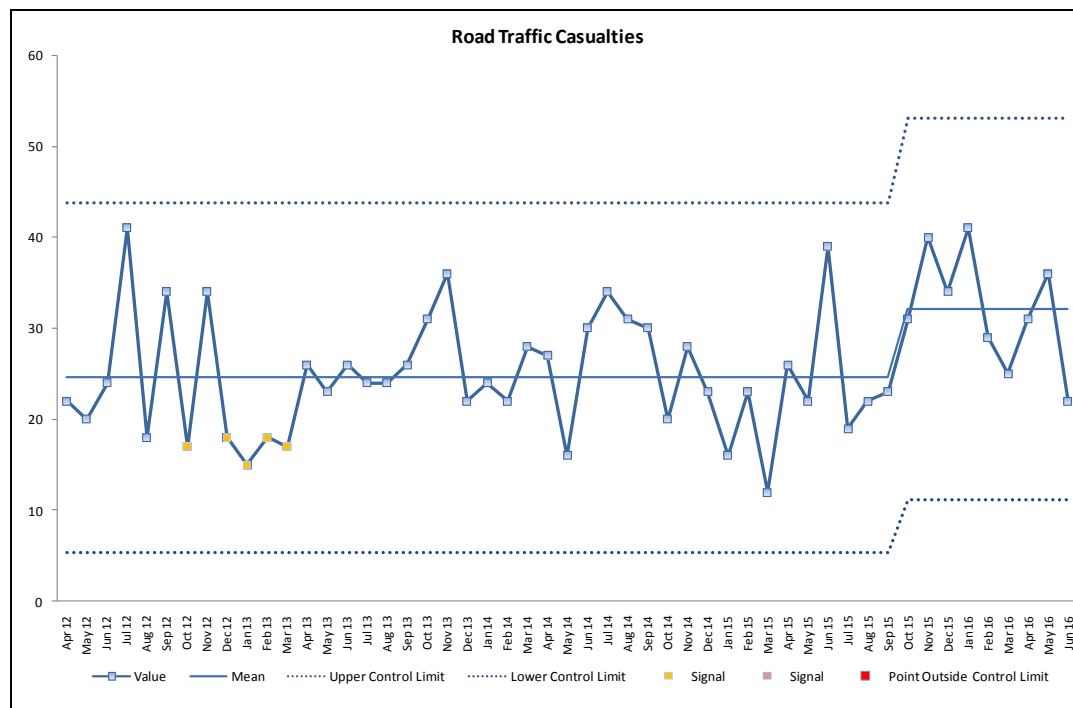
The Safer Roads Partnership has identified 3 high harm routes across Warwickshire, requiring focussed police activity and visibility to reduce casualties. These are subject to daily tasking within Policing Areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings to inform future opportunities and activity required to reduce KSIs.

2.5 DEMAND REDUCTION

### 2.5.1 Response Times to Emergency Incidents

Signs of Success would be:	Respond to all incidents in a timely manner and provide a high quality of service Stabilise increasing trend of attendance times

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 as a minimum standard.

6,973 emergency incidents were recorded in the last quarter. Almost 9 out of 10 (87%) were attended within 20 minutes. The chart below indicates the above average response times recorded over the last 12 months.
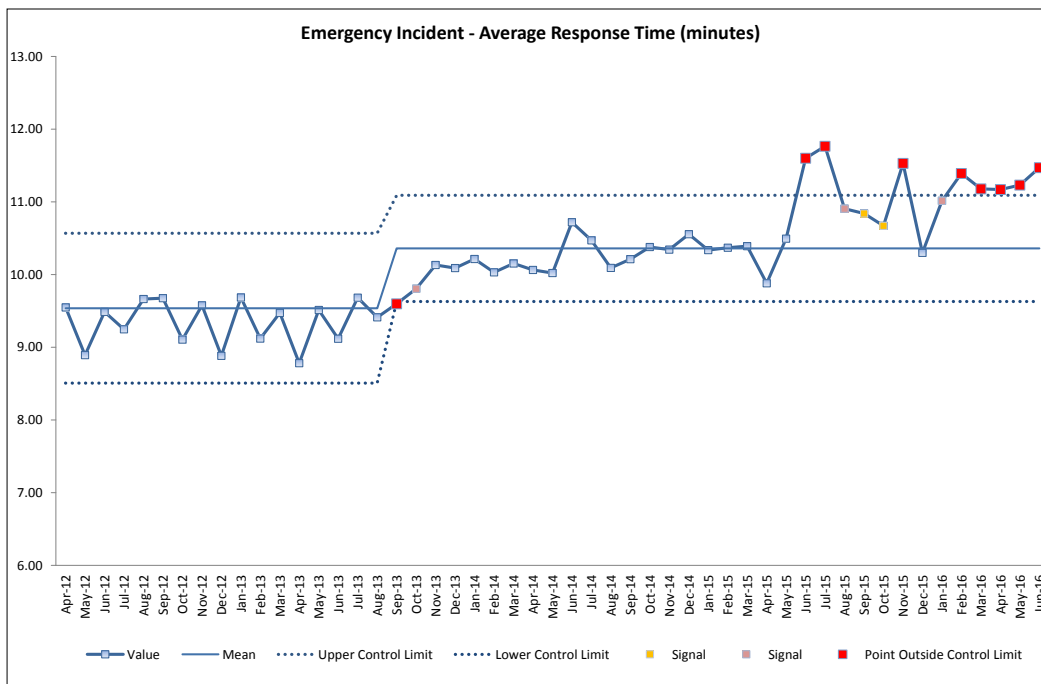
An enhanced focus on response time performance commenced at the turn of the year. A declining trend in this area dated back to Oct 2012 when the People Movement Plan was implemented. The renewed focus in 2016 has had an evidence based approach at its core with the emphasis being on understanding the reasons for the trend before identifying ways in which the trend could be reversed or at least stemmed.

A dedicated working group continues to drive 'response time' performance. Recent analysis has indicated that the patrol zone model (introduced alongside the new policing area model) was not necessarily the default patrol situation used across all policing areas. The patrol zone model has now been re-emphasized to policing area Command Teams and early indications suggest this will have a positive effect. This work between the senior management in the Control Centre and policing areas will continue in order to manage out the current trend.

Longer term some of the Control Centre change programme initiatives will help ensure appropriate resources are available and visible to controlling staff, which in turn should have a positive impact on response performance.

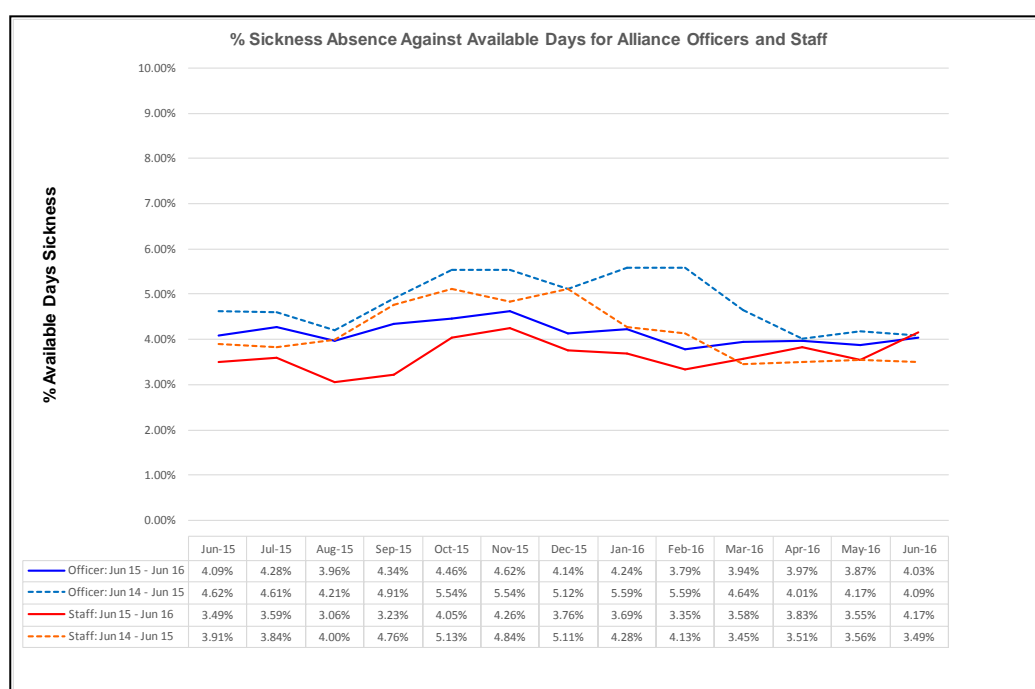## 2.6 WORKFORCE

2.6.1 Sickness

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

Workforce sickness forms part of the overall Health and Wellbeing Agenda around staff welfare. In the last quarter time lost to sickness has remained relatively stable for officers, and below that of 2015. For police staff sickness rates have been slightly above recent months and also above the same quarter period in 2015.

Across the alliance, the average percentage of days lost to sickness in the quarter is 4.03% for officers and 4.17% for staff.

% Sickness Absence Against Available Days for Alliance Officers and Staff

	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Officer: Jun 15 - Jun 16	4.09%	4.28%	3.96%	4.34%	4.46%	4.62%	4.14%	4.24%	3.79%	3.94%	3.97%	3.87%	4.03%
Officer: Jun 14 - Jun 15	4.62%	4.61%	4.21%	4.91%	5.54%	5.54%	5.12%	5.59%	5.59%	4.64%	4.01%	4.17%	4.09%
Staff: Jun 15 - Jun 16	3.49%	3.59%	3.06%	3.23%	4.05%	4.26%	3.76%	3.69%	3.35%	3.58%	3.83%	3.55%	4.17%
Staff: Jun 14 - Jun 15	3.91%	3.84%	4.00%	4.76%	5.13%	4.84%	5.11%	4.28%	4.13%	3.45%	3.51%	3.56%	3.49%

National comparative data (for the year ending 31 March 2016) shows a significant improvement for both officer and staff attendance. The table below indicates the improvement in both the proportion of available days lost to sickness and national rankings against other forces.

		Mar-16		Mar-15	
		%	Rank	%	Rank
Warwickshire	Officer	4.5%	23rd	6.0%	42nd
	Staff	5.2%	38th	5.8%	43rd
National	Officer			4.1%	
	Staff			3.9%	

NB: The positions shown above are subject to final confirmation following re-submission of data to the Home Office

This improvement is a result of the internal drive around health and wellbeing which has introduced a greater emphasis on the welfare of the workforce. It also reflects the recognition of

the importance of staff being present at work in order for the force to provide high levels of service to victims and the public.

Internally, the second full round of scrutiny panels chaired by the Director of Enabling Services have taken place with the focus moving on from compliance with attendance management procedures to explore the wider wellbeing challenges including causes of absence, line management support and involvement and outstanding time off in lieu and rest day balances.

The Alliance Health and Wellbeing Board, chaired by the Chief Constable, recognises the importance of the workforce and the direct link to achieving high levels of service and protecting people from harm. Key activity in the last quarter resulting from this Board includes 350 attendees at the Women's Health Workshops (with further workshops on nutrition, smoking and fitness scheduled for August/ September); over 900 staff members signing up for the 'get the world moving' challenge which aims to improve physical and psychological health and wellbeing, team spirit and employee engagement; commencing the accreditation process for the Workplace Wellbeing Charter (an evidence-based NICE approved approach to delivering wellbeing at work); appointment of a Case Management team to provide support on over 60 complex cases across the alliance.

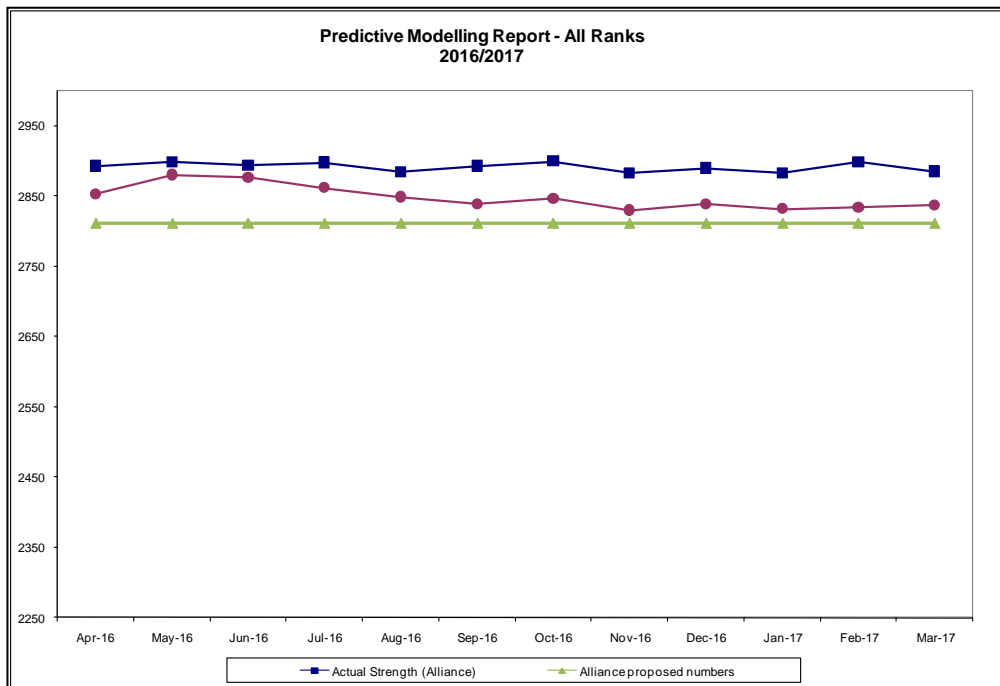
2.6.2 Rest Days in Lieu (RDIL)

Signs of Success would be:	Reduced balances in line with Force policy

The alliance policy is for officers and staff to have no more than 5 days owed rest days in lieu (RDIL).

Throughout 2015/16 there was significant management intervention to reduce the numbers of individuals breaching this limit. Now the vast majority (88%) of individuals exceeding these limits have between 6 & 10 days owed. Management intervention continues at a local level though we now feel this has reached a point where we will monitor levels and remove from this performance summary. In the event that this shows an increase we will reintroduce it into the summary reports.

Individuals with 6+ Days Unallocated RDIL
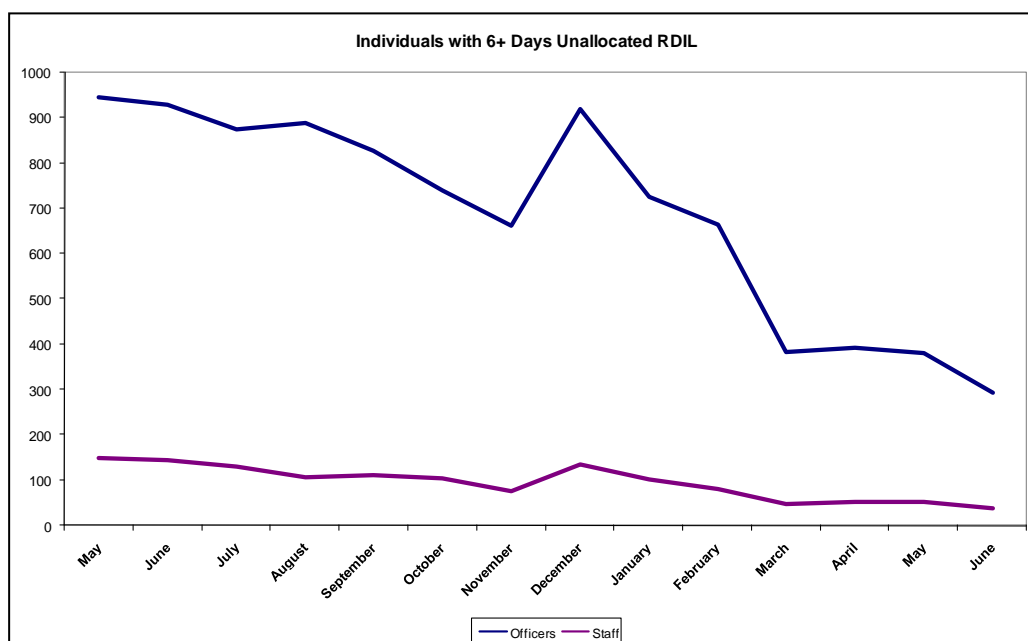
2.6.3 Recruitment
Officers

Predictive Modelling Report - All Ranks
2016/2017

The chart shows that the alliance is meeting its agreed establishment for police officers.

The purple line represents the actual deployable strength, it treats officers in their first 6 months of training as not fully deployable.

Staff
The Alliance has an ongoing process for capturing and reconciling staff vacancies. At the end of May 2016 there were 155 vacancies; 111 are being actively recruited for, the remaining 44 are on hold pending finalisation of structure reviews, working practices, job profiles, etc

2.7 INTEGRITY

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. Hence the data below is for July 15 to June 16.
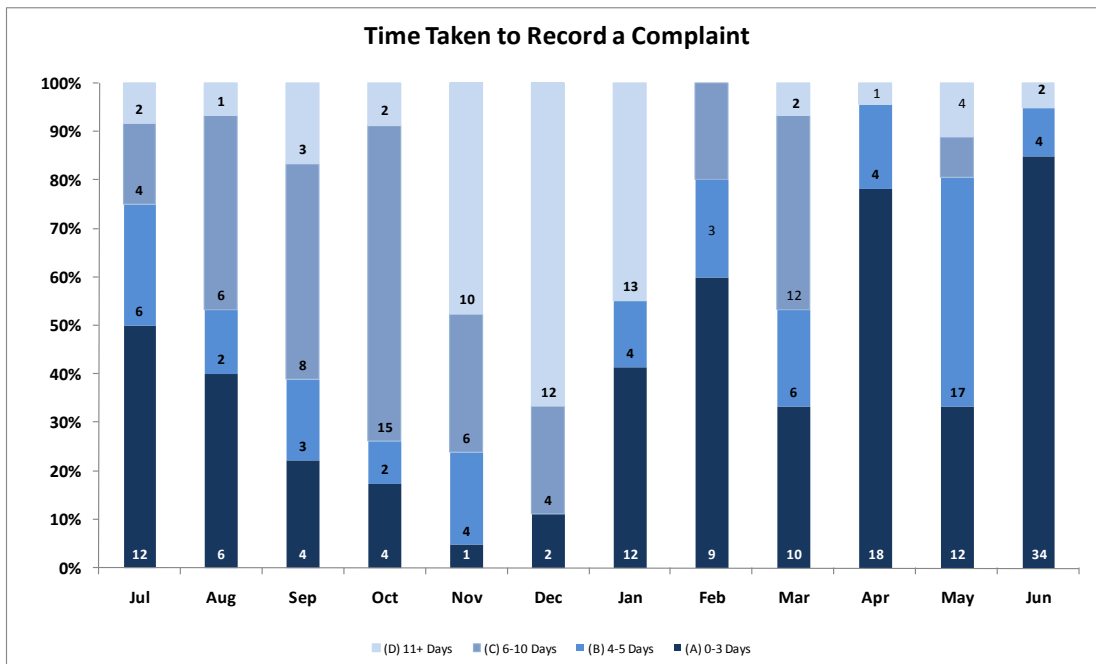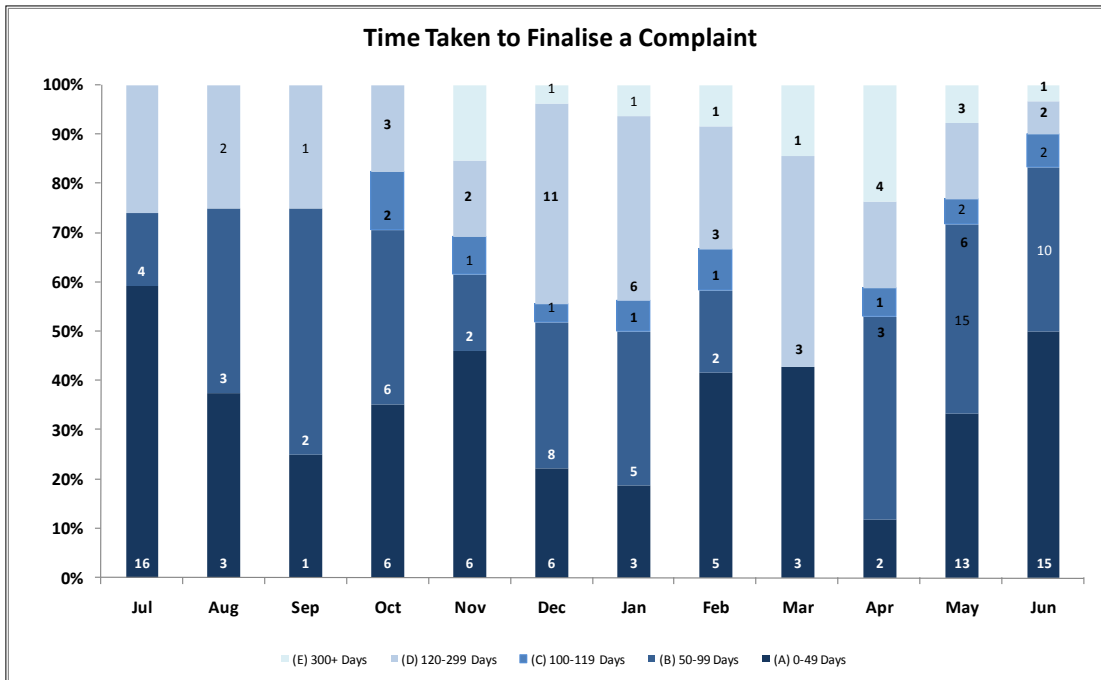
2.7.1 Complaints

Signs of Success would be:	Overall reduction in complaints Timeliness within national guidelines

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 seek to improve on this and record and action cases as soon as possible and aspire to record 80% of all complaints within 3 days. In the first quarter of 2016/17, 65% were recorded within 3 days – a significant improvement on the previous quarter (42%).

This improvement reflects the positive impact of procedural changes introduced in September 2015. Now these changes are embedded, the apsiration of 80% should be achievable – in June 85% of all complaints were recorded within 3 days.

Time Taken to Record a Complaint

Legend: (D) 11+ Days   (C) 6-10 Days   (B) 4-5 Days   (A) 0-3 Days

Time Taken to Finalise a Complaint

Legend: (E) 300+ Days | (D) 120-299 Days | (C) 100-119 Days | (B) 50-99 Days | (A) 0-49 Days

The second national measure in relation to dealing with complaints is to finalise cases within 120 days. This process does not measure performance until the case is closed and therefore can be somewhat misleading in respects of performance monitoring. It has been identified that there are a number of 'older' cases still live within the complaints process for a variety of reasons and a focus on bringing them to conclusion has been undertaken. The above chart shows what could be interpreted as a decline in performance whilst we focus activity in finalising these complaints though we expect this to level out and start to improve over the coming months. Further analysis of open cases shows a significant reduction in the number of older open cases, which is the result of significant work and focus upon concluding cases; both those held within the Professional Standards Department and on local policing areas.
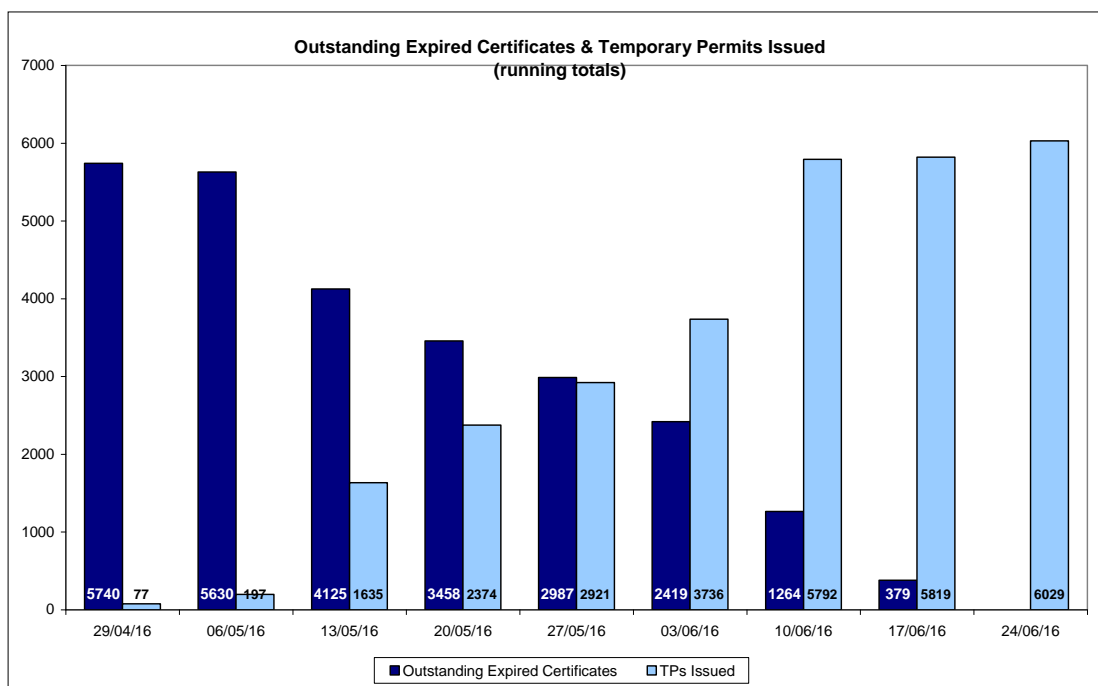
2.8 EFFICIENCY

2.8.1 Firearms Licensing

Signs of Success would be:	Timeliness in processing renewal applications

Concerns have been raised amongst the firearms community regarding the timeliness of the license application and renewal process within the alliance. Performance will be highlighted in these summary reports until we are satisfied that improved and sustained levels of service have been achieved. A number of short term actions have been introduced, however, due to the nature of the application process a long term plan is required.
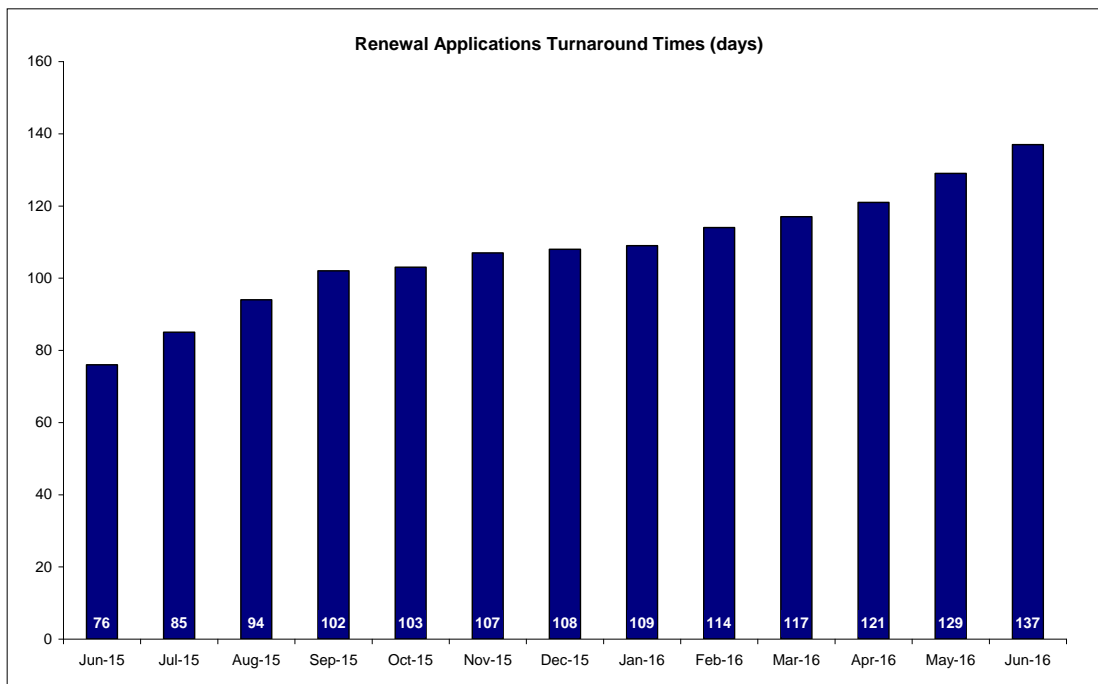
Across the alliance, there are approximately 63,000 firearms and associated licenses, renewable in a 5 year cycle. The 1990's change in licensing laws has lead to a significant proportion of these licenses requiring renewal at the same time, placing an unprecedented demand on the alliance Firearms Licensing Unit. A transitional action plan is in place within the Unit to ensure this demand is dealt with in the most efficient way possible.

In the last quarter there has been a significant focus on reducing the backlog of expired certificates. Temporary permits have been issued to ensure that certificate holders are able to remain in compliance with the law. As at the end of June, all outstanding expired certificates have been replaced with temporary permits and the issuing of these permits is continuing for all renewal requests. This allows a quicker turnaround of renewals, and will help to even out the demand cycle for issuing certificates over the longer term by shifting renewal dates.

Outstanding Expired Certificates & Temporary Permits Issued (running totals)

Date	Outstanding Expired Certificates	TPs Issued
29/04/16	5740	77
06/05/16	5630	197
13/05/16	4125	1635
20/05/16	3458	2374
27/05/16	2987	2921
03/06/16	2419	3736
10/06/16	1264	5792
17/06/16	379	5819
24/06/16		6029

The alliance receives an average of 970 renewal applications each month as well as an unpredictable number of new certificate applications, which will peak following firearms related events and country shows etc. The application process is not fully automated, which leads to approximately 12% of applications having to be returned due to inaccurate information, and

therefore extending the turnaround time. The national guideline is that applications should be processed within 8 weeks of being received – the current average time in the alliance is 19 weeks, with some examples up to 30 weeks.

Renewal Applications Turnaround Times (days)

Month	Days
Jun-15	76
Jul-15	85
Aug-15	94
Sep-15	102
Oct-15	103
Nov-15	107
Dec-15	108
Jan-16	109
Feb-16	114
Mar-16	117
Apr-16	121
May-16	129
Jun-16	137

An agreed transitional action plan is in place to manage this process. Temporary staff have been recruited and risk based approaches have been reviewed and are in the process of adjustment.

The new processes set out in the transitional plan are already having a positive impact on speeding up day to day transactions within the Firearms Licensing Unit. The risk based approach around renewals will mean (starting this month) that renewals will be dealt with more quickly, with some taking only a matter of weeks to turn around, positively impacting on the turn around times illustrated above.