



# WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

## Performance Summary

January - March 2017

**A SAFER, MORE SECURE WARWICKSHIRE**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims and Survivors First</b>				
<b>Confidence</b>	Quarter report	Increased on previous period and above the national average.	Not included in this monthly report.	4
<b>Victim Satisfaction</b>	Month & quarter	Satisfaction remains static at Force level.	Local level activity ongoing.	5
<b>Repeat Victimization</b>	Month & quarter	Increased volumes of repeat victims. Over a 21% increase in March compared to February.	'Repeats' data shared with policing area commanders.	6
<b>Protecting People from Harm</b>				
<b>Hate Crime</b>	Month & quarter	Reduction on previous quarter and in line with quarter average. A large increase in satisfaction of hate crime victims for the force.	Hate Crime Unit reviewing and assessing all hate crime reports.	7
<b>Missing Persons Reports</b>	Quarter unless exceptional	Increase in missing person reports compared to previous quarter.	Performance issues reported to missing persons co-ordinators.	9
<b>Sexual Offences – Rape</b>	Month & quarter	Reduction on the previous quarter and above the quarter average.	Exceptional volumes in March, driven by increases in both 'current' and 'non-recent' offences.	12
<b>Sexual Offences – Other</b>	Month & quarter	Comparable with the previous quarter and above the quarter average.	Exceptional volumes in South Warwickshire in February & March.	14
<b>Domestic Abuse</b>	Quarter unless exceptional	Reduction on the previous quarter and below the quarter average.	Stable volumes across both policing areas.	16
<b>Child at Risk / CSE</b>	Month & quarter	Increase in CAR and CSE markers.	CAR - Exceptional volumes in South Warwickshire (February & March). CSE – small volume increases across both PAs.	19
<b>Road Traffic Casualties</b>	Quarter unless exceptional	7 road deaths in the last quarter.	High harm routes subject to daily tasking.	22
<b>Preventing &amp; Reducing Crime</b>				
<b>Total Recorded Crime</b>	Month & quarter	Decrease on previous quarter but above quarter average.	Regular assessment of crime types influencing total crime	23
<b>Violence with Injury</b>	Quarter unless exceptional	Volumes not exceptional.	Stable volumes across both policing areas.	27
<b>Domestic Burglary</b>	Quarter unless exceptional	Increase on previous quarter and above quarter average.	Exceptional volumes across North Warwickshire in March	29
<b>Robbery</b>	Quarter unless exceptional	Reduction on previous quarter and in line with quarter average.		31
<b>Business Crime</b>	Quarter unless exceptional	Decrease on previous quarter but above quarter average.		33
<b>Rural Crime</b>	Quarter unless exceptional	Reduction on the previous quarter and below the quarter average.		34
<b>Vehicle Crime</b>	Additional – increase in monthly average.	Decrease on the previous quarter but above the quarter average. Increase in monthly average.		35
<b>Cyber Crime</b>	Month & quarter	Increase on previous quarter and above quarter average.	Higher volumes seen across both policing areas	37
<b>Repeat Offending</b>	Month & quarter	Increased volumes of repeat offenders. This is an 18% increase in March compared to February.	'Repeats' data shared with policing area commanders.	39
<b>Repeat Offending – IOM offenders</b>	Month & quarter	Similar number of offenders in the IOM scheme.		40
<b>Anti-Social Behaviour</b>	Quarter unless exceptional	Volumes not exceptional.		41
<b>Ensuring Efficient and Effective Policing</b>				
<b>Response Times to Emergency Incidents</b>	Quarter unless exceptional	Decrease compared to previous quarter		43
<b>Sickness</b>	Month & quarter	Increase in staff and officer sickness compared to the previous quarter.	Monthly meeting held for the 9 key aims of the Health & Wellbeing Strategy.	45
<b>Complaints</b>	Quarter report	Recording and finalising complaints below target		46
<b>Firearms Licensing</b>	Quarter unless exceptional	Reduction in temporary permits processed		48
<b>Call Handling</b>	Month & quarter	Improvement in 999 call handling times. Reduction in 101 call handling times.	Continued improvement in 999 call handling times. 101 calls hit aspiration but volume decrease Feb and Mar due to increased demand.	49

# 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.



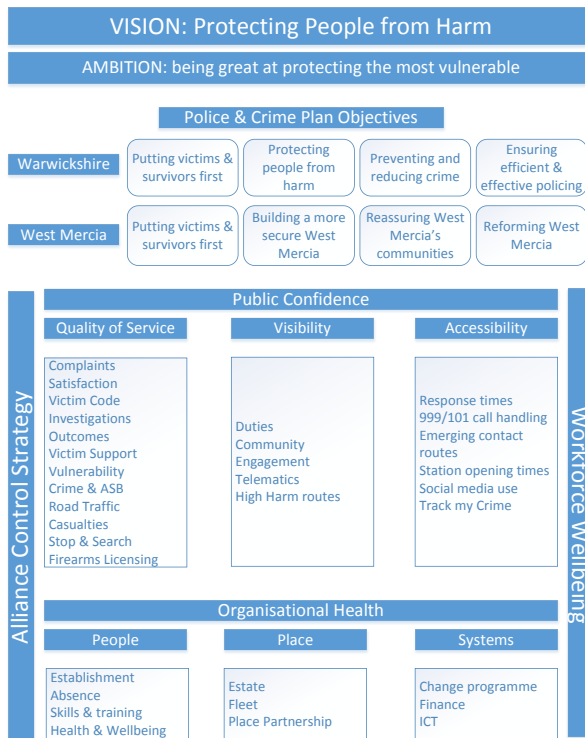
## Alliance Control Strategy 2017/18 Vision: Protecting people from harm

### Strategic Policing Requirement

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

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

## Alliance Performance Framework

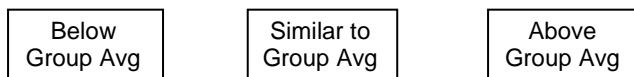


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers 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 is produced monthly, building into a quarterly review and 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)<sup>1</sup>. 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



<sup>1</sup> 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:**

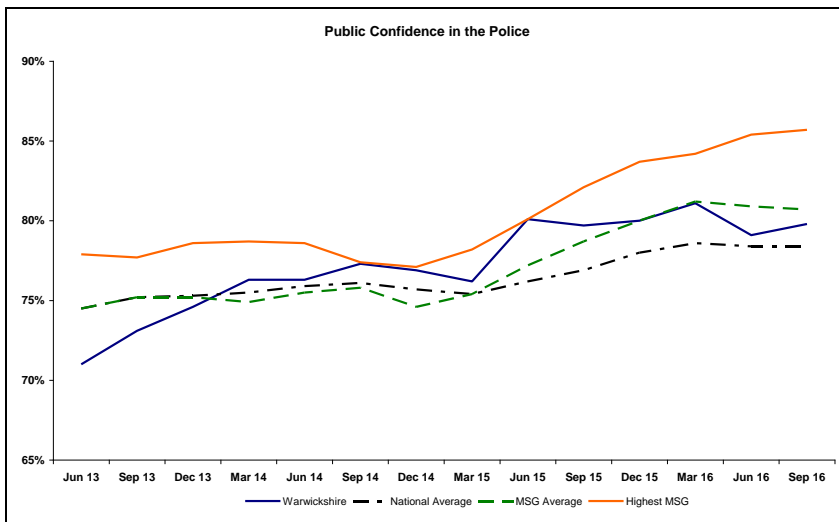
- ❖ Improved confidence: within force and against MSG peer forces

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 September 2016, which was published in January 2017.

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 (78%), with almost 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 3 quarters. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group<sup>2</sup> (MSG) of peer forces, Warwickshire is currently ranked 6<sup>th</sup> of the 8 forces, compared to 7<sup>th</sup> in the previous reporting period.



	Jun-16		Sep-16	
	%	Rank	%	Rank
Warwickshire	79.1%	7	79.8%	6
MSG Average	80.9%		80.7%	

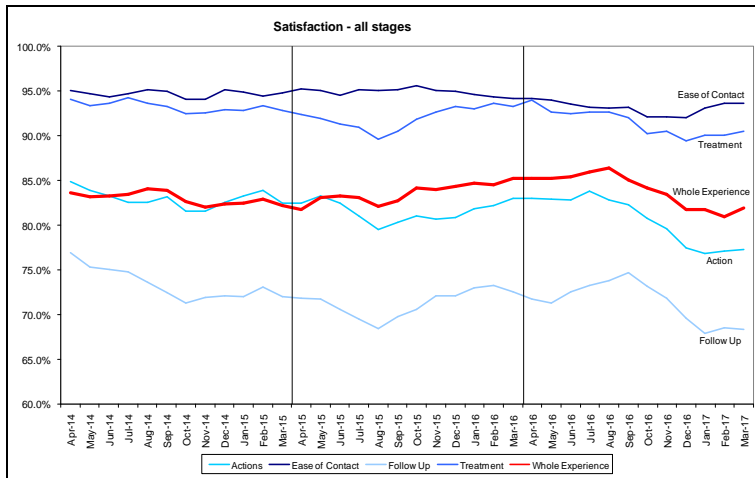
The drivers for confidence are known to be visibility, quality of service and accessibility which are the elements that we focus upon in order to increase confidence within local communities.

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

# Victim Satisfaction

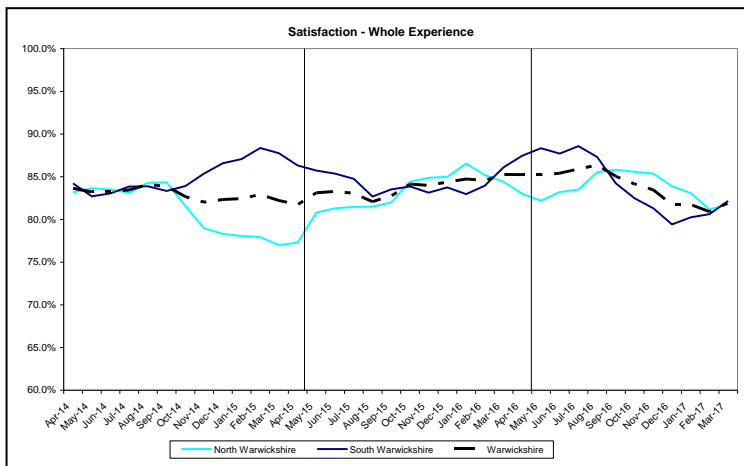
## Signs of Improvement would be:

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



	Jan	Feb	Mar
North Warwickshire	83.1%	81.2%	81.8%
South Warwickshire	80.2%	80.6%	82.2%
Warwickshire	81.7%	80.9%	82.0%

The Alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided. Home Office guidance mandates all Forces to measure the five stages of satisfaction (i.e. Ease of Contact, Actions, Follow-up, Treatment and Whole Experience) against the crime types of burglary, violence and vehicle offences. This requirement has been removed from April 2017. How the alliance approach satisfaction monitoring going forward will be discussed at Performance Management Group in April.



Over the past 3 months, overall victim satisfaction has remained stable compared to the previous quarter (83% Q3, compared to 82% Q4 – rolling 6 months) for victims satisfied with their 'Whole Experience'.

This overall decline was driven by a reduction in victims satisfied with their 'Whole Experience' in North Warwickshire (85% Q3, compared to 82% Q4) and was seen across all Home Office crime types surveyed.

Due to the need to ensure that service quality is captured from victims, telephone interviews are carried out up to 12 weeks after the initial report. This causes a time lag in understanding the levels of service provided and consequently a similar pattern is experienced when any interventions or changes in processes are applied in order to improve service.

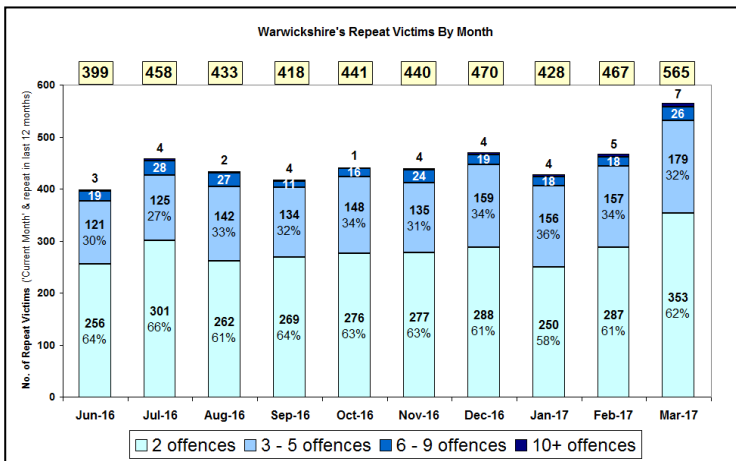
## Repeat Victims

### 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 Victimisation



In March, 23% (565) of all victims were repeat victims (subject to at least 1 further offence in the last 12 months). This figure exceeds all previous volumes recorded since this tracking process first commenced in June 2016.

This is a 21% increase from February (467).

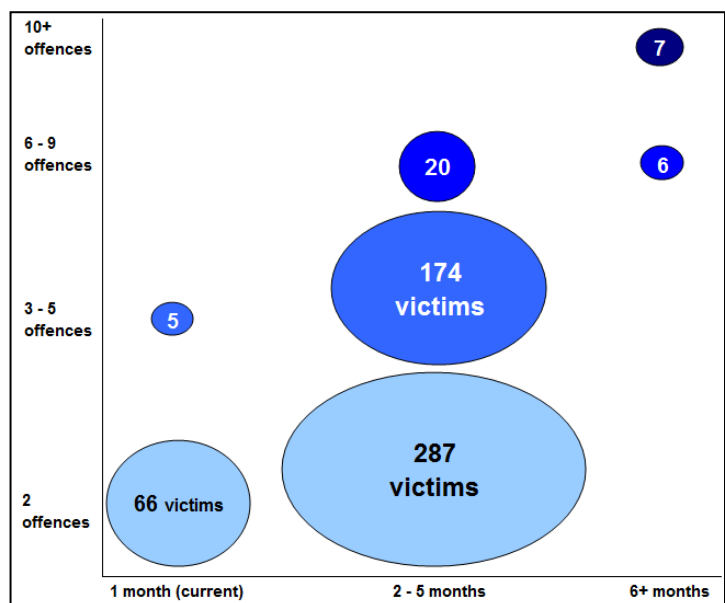
The pattern of frequency of repeats continues to show little change. 353 (62%) of repeat victims have been victims twice in the 12 month period. The proportion victimised more than 6 times is 6%, compared to 5% in February.

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

In March, 5 victims in North Warwickshire and 2 in South Warwickshire have been a victim of at least 10 offences throughout the 12 months.

For 2 of these North Warwickshire victims, these were predominantly domestic abuse related offences.

The 2 South Warwickshire victims have been subject to predominantly domestic abuse related offences.

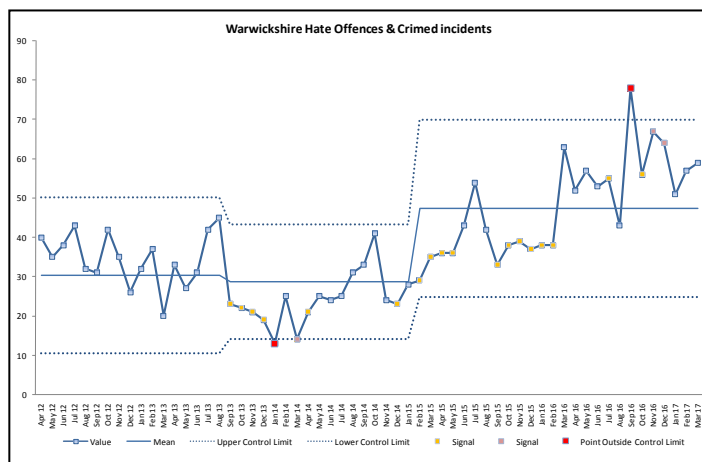


# Protecting People from Harm

## Hate Crime

### Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction

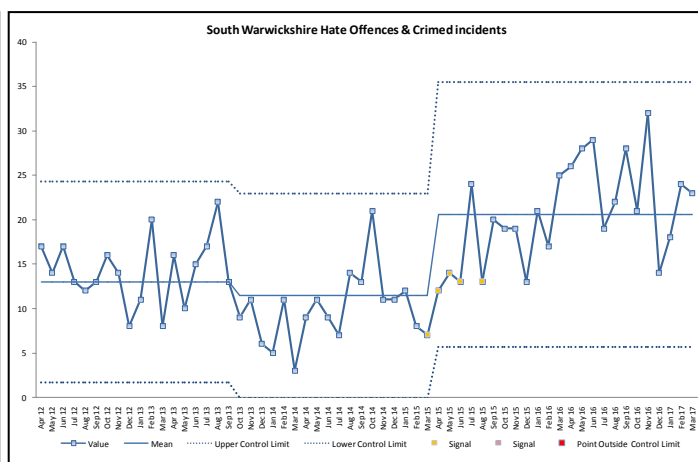
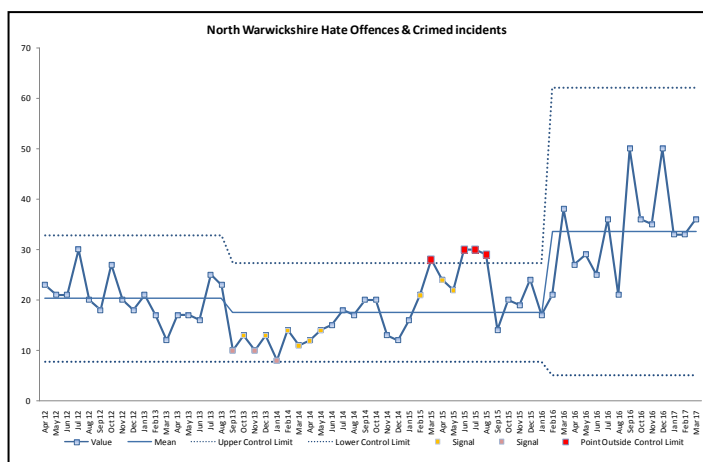


	Jan-17	Feb-17	Mar-17
North Warwickshire	33	33	36
South Warwickshire	18	24	23
Warwickshire	51	57	59

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.

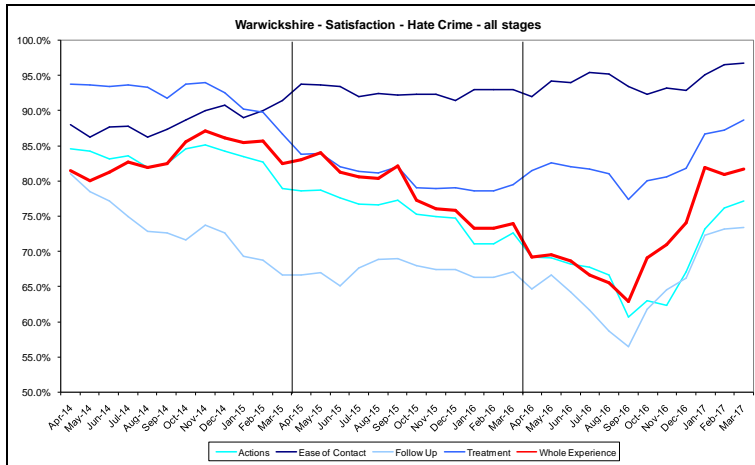
167 offences/incidents were recorded this quarter. This is an 11% reduction compared to the previous quarter (187) and is in line with the quarter average (173).

Volume reductions for this quarter vs. the previous quarter have been seen across both policing areas. Above average volumes have been recorded in North Warwickshire for March and in South Warwickshire for February and March.





## Hate Crime Victim Satisfaction



	Jan	Feb	Mar
North Warwickshire	77.1%	76.4%	76.3%
South Warwickshire	85.4%	85.5%	87.5%
Warwickshire	81.9%	80.9%	81.7%

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 continuing decline. The aspiration with overall satisfaction remains at 90%.

82% of hate crime victims were satisfied with their overall experience with the police last quarter, a large increase compared to the previous quarter<sup>3</sup> (71%). A notable improvement in hate crime satisfaction has been seen since October 2016 following a significant decline.

This has been achieved by diverting resources to a hate crime unit, now the Victim Management Unit (VMU), which has focused on delivering high quality and regular communications with hate crime victims as well as providing a dedicated investigative response, where required.

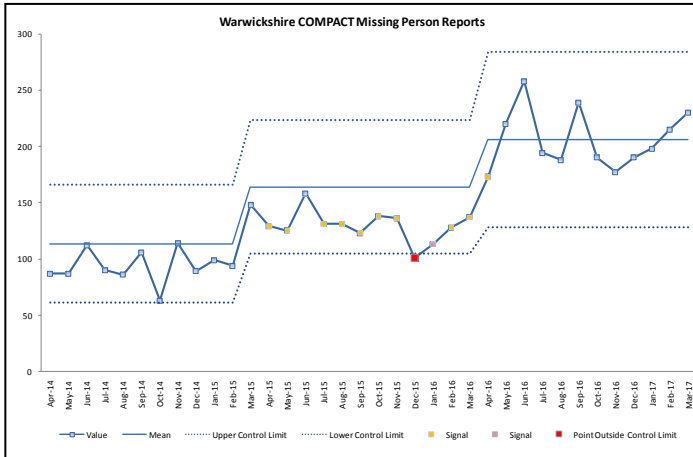
<sup>3</sup> This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

## Missing Persons

### Signs of Improvement would be:

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

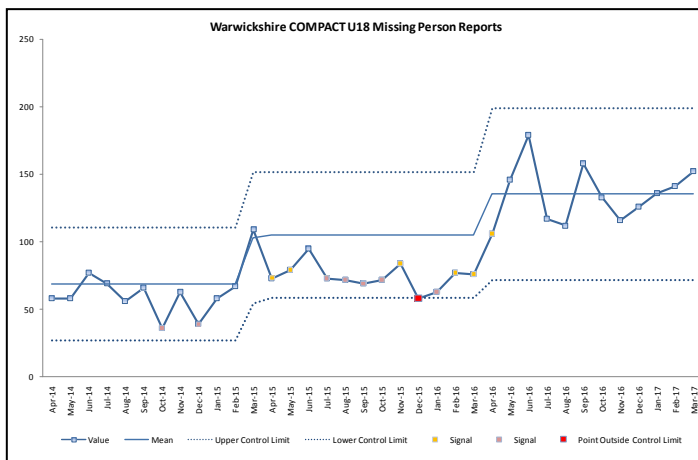
The figures presented in this section relate to data recorded on the force missing persons system (COMPACT).



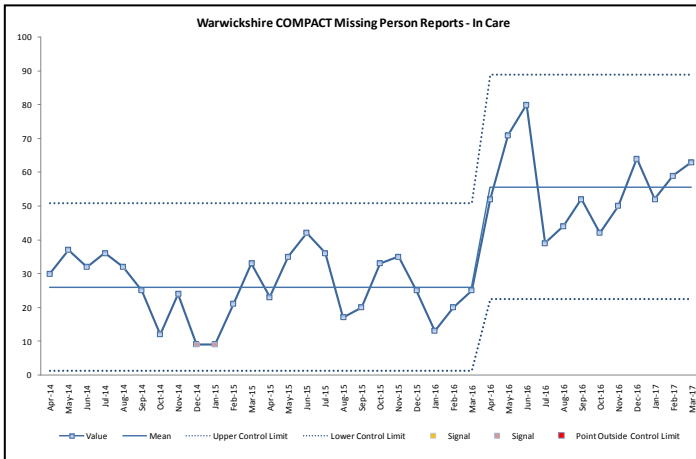
	Jan-17	Feb-17	Mar-17
North Warwickshire	118	122	154
South Warwickshire	80	93	76
<b>Warwickshire</b>	<b>198</b>	<b>215</b>	<b>230</b>

643 missing person reports were recorded in the last quarter. This is a 15% increase compared to the previous quarter (557). The increase occurred across both policing areas, most notable in North Warwickshire where there was an 18% increase in missing person reports (394) compared to the previous quarter (334). The increase in North Warwickshire has been driven by an increase in missing reports of in care children and under 18 year olds.

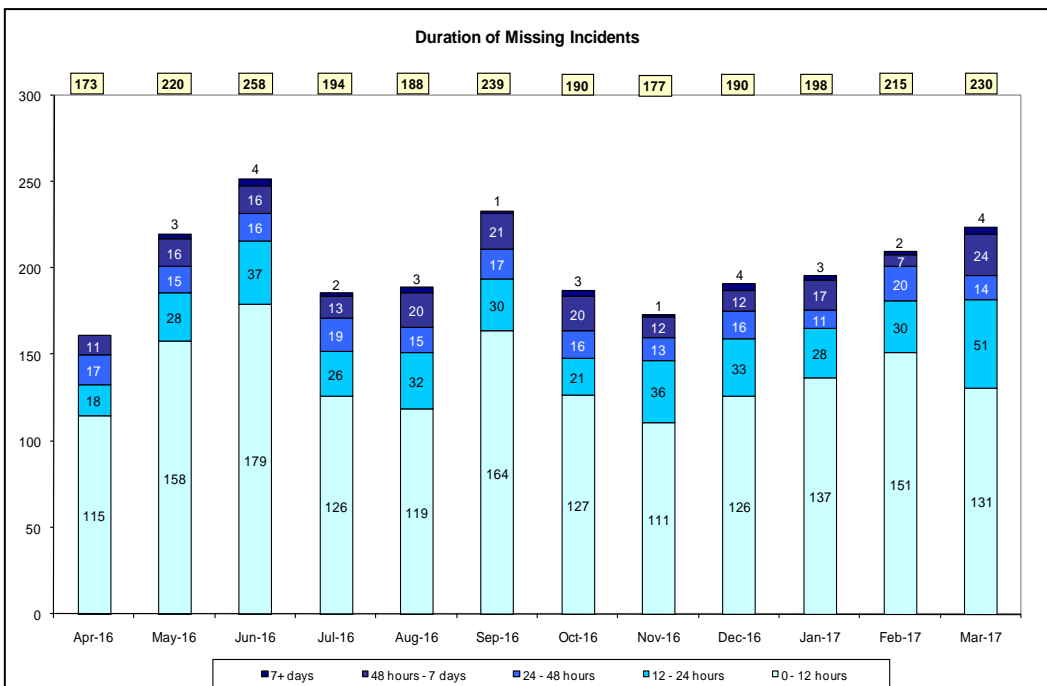
The volume increases seen at the beginning of the financial year are the result of recording changes which were introduced in April 2016. At this time, the alliance committed to recording all reports of missing people on to COMPACT. Previously the conversion rate from incident recording to COMPACT was approximately 65% of reports. This has led to the recalculation of the monthly average volume of missing person reports.



429 U18 missing person reports were recorded last quarter; a 14% increase on the previous quarter (375).

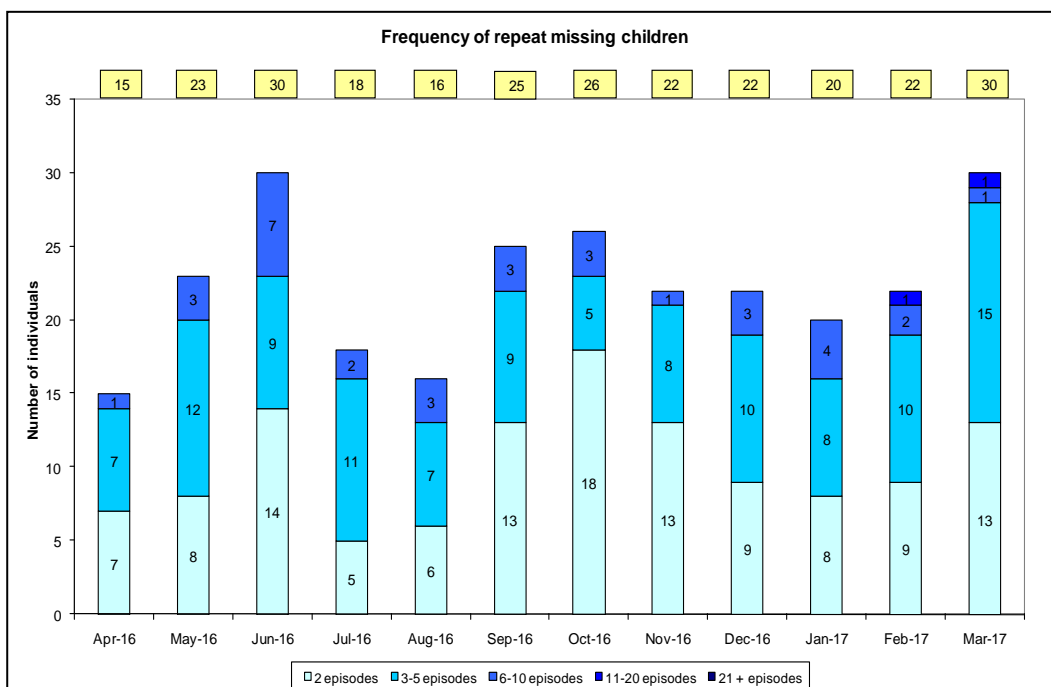


174 in-care reports were recorded last quarter; a 12% increase on the previous quarter (156).

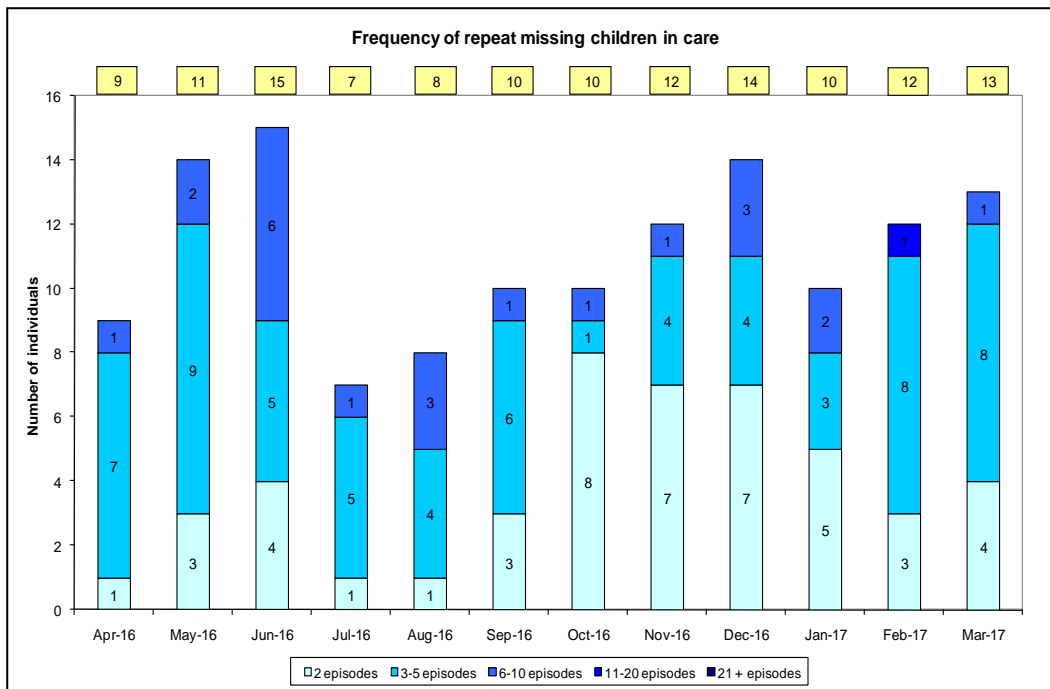


84% of missing person incidents (missing reports) in the last quarter were resolved within 24 hours, comparable to the previous quarter (82%).

N.B: The number of missing person incidents with a duration time may not equal the total number of missing incidents as some cases will be transferred to other forces

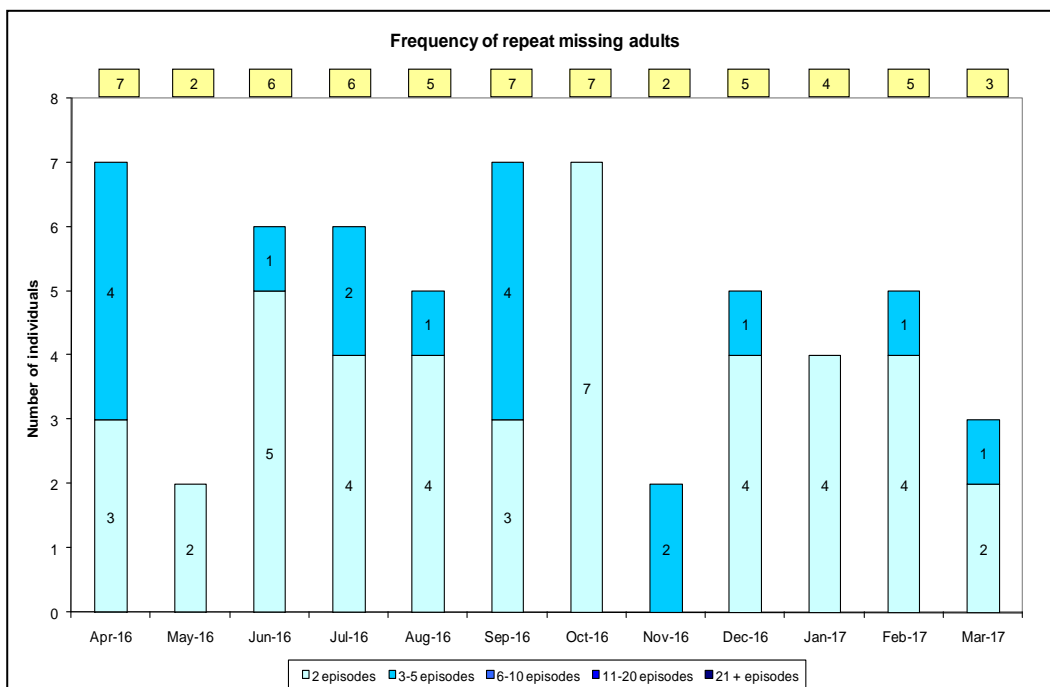


In March 36% (30) of all missing children were repeats (went missing more than once) an increase compared to the previous month (25%). 93% of repeat missing children went missing less than 5 times in March an increase compared to February (86%).



In March 45% (13) of missing children in care were repeats (went missing more than once) - comparable with February (46%).

92% of repeat missing children in care went missing less than 5 times in March, again comparable to February (92%).



In March 4% (3) of missing adults were repeats (went missing more than once) a decrease compared to February (7%).

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.

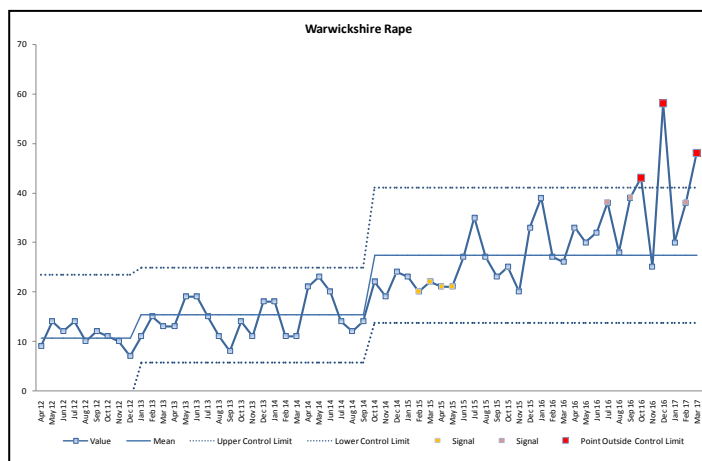
Performance around missing person data has been discussed at the alliance local policing management meeting. The alliance lead in missing persons is working with the senior management team in Warwickshire and partners to drive improvements in this area.

## Sexual Offences

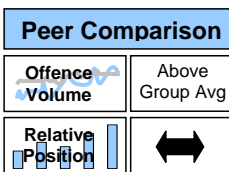
### Signs of Improvement would be:

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

### Rape



	Jan-17	Feb-17	Mar-17
North Warwickshire	17	23	35
South Warwickshire	13	15	13
Warwickshire	30	38	48

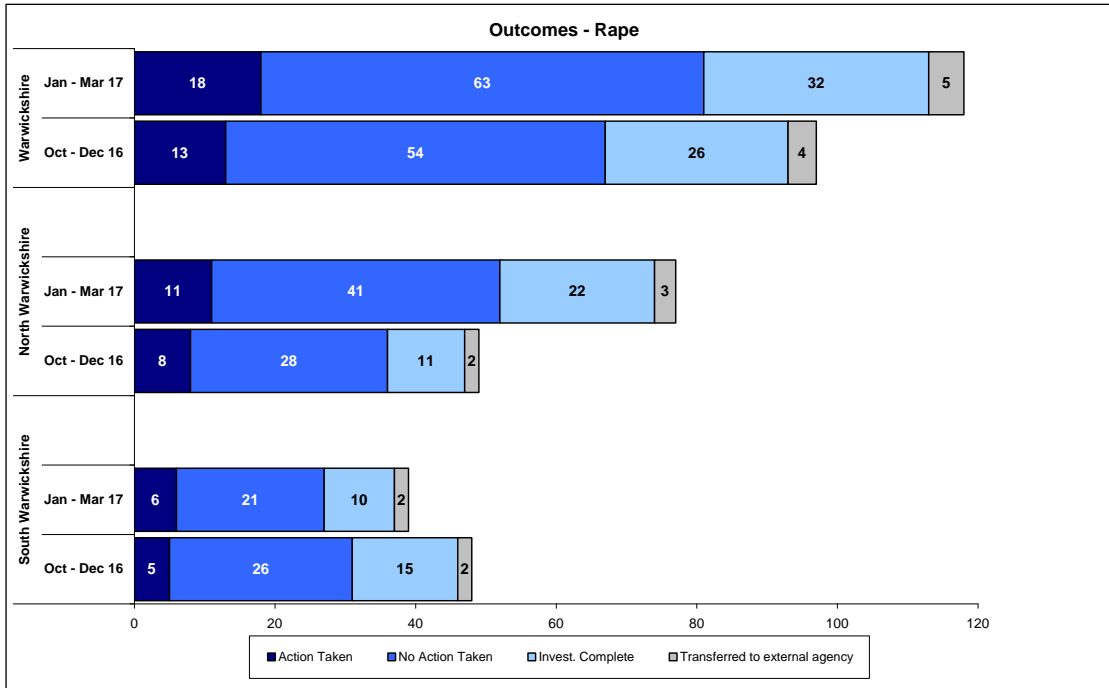


116 rape offences were reported to the police last quarter, a decrease compared to the previous quarter (126) and above the quarter average (111). Volume decreases were seen across South Warwickshire.

Exceptional volumes were recorded in March across Warwickshire and were driven by small volumes increases in both 'current' and 'non-recent' offences. Of these, approximately 40% of offences had a 'child at risk' marker and four 'current' offences related to one female child victim.

## Outcomes

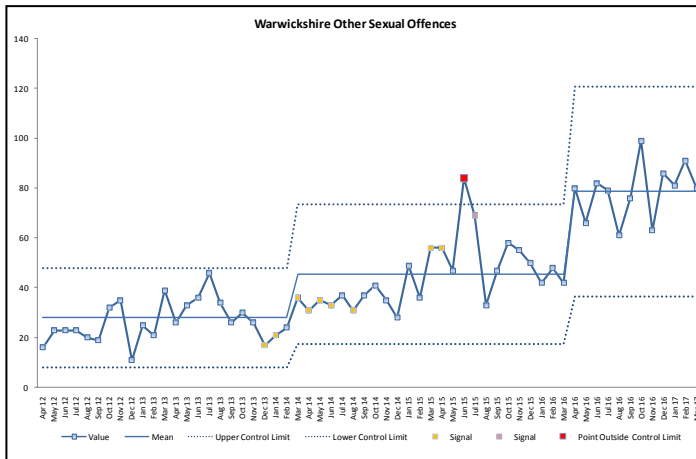
Due to the nature of rape offences only a small number will be fully investigated and assigned an outcome within three months of the offence being recorded. As such, the following chart details those rape offences that have been outcomed in the quarter, irrespective of when they were recorded.



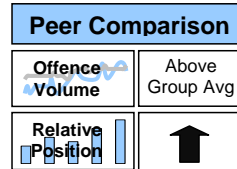
Across Warwickshire, 118 offences were assigned an outcome Jan - Mar 2017, an increase compared to Oct – Dec 2016 (97). The number of offences assigned an ‘action taken’ outcome Jan – Mar 2017 (18) has increased since the previous quarter (13).

Warwickshire ranks 1<sup>st</sup> against a peer group of 7 most similar forces for ‘rape’ offences assigned ‘action taken’ outcomes and are above the group average.

## Other Sexual Offences

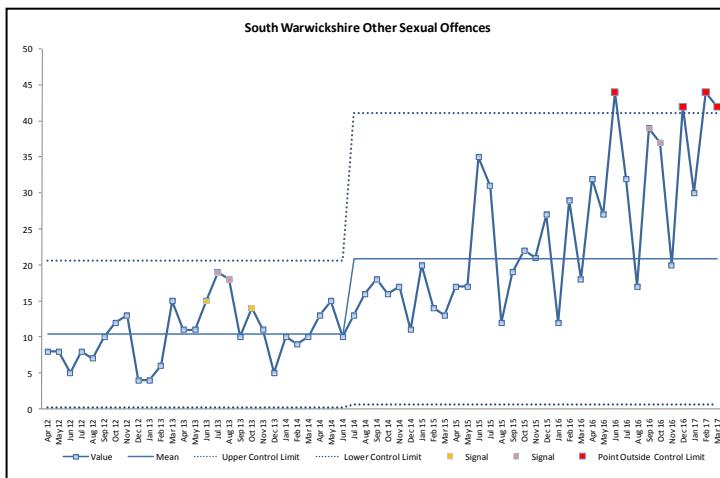


	Jan-17	Feb-17	Mar-17
North Warwickshire	51	47	38
South Warwickshire	30	44	42
Warwickshire	81	91	80



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.

252 other sexual offences were reported to the police last quarter, comparable to the previous quarter (248) and above the quarterly average (236). High volumes were seen across South Warwickshire, with exceptional volumes recorded in February and March.

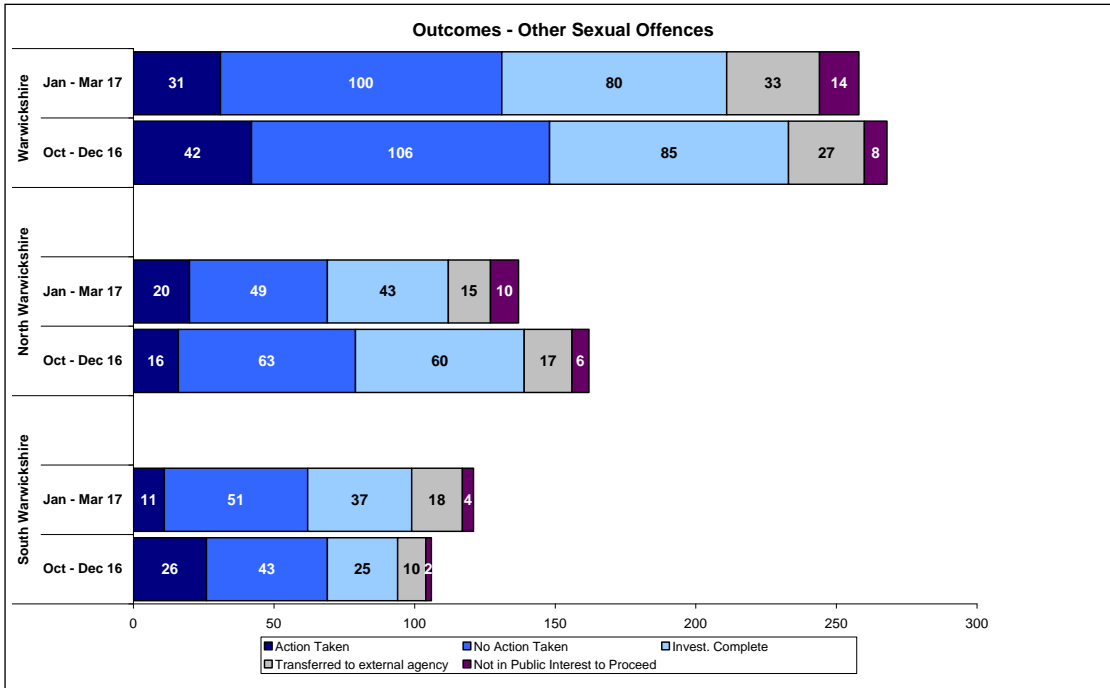


116 other sexual offences were recorded over the last quarter in South Warwickshire, an increase compared to the previous quarter (99). The increase was driven by uplifts in 'non-recent' offences (48 Q3, compared to 59 Q4) and 'current' offences (51 Q3, compared to 57 Q4), in particular within 'sexual activity'.

The exceptional volumes recorded in February and March were driven by increases in 'non-recent' offences, of which 8 related to a series of linked offences involving female child victims.

## 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, 258 offences were assigned an outcome Jan - Mar 2017, a decrease compared to Oct – Dec 2016 (268). The number of offences assigned an ‘action taken’ outcome Jan – Mar 2017 (31) has also decreased since the previous quarter (42).

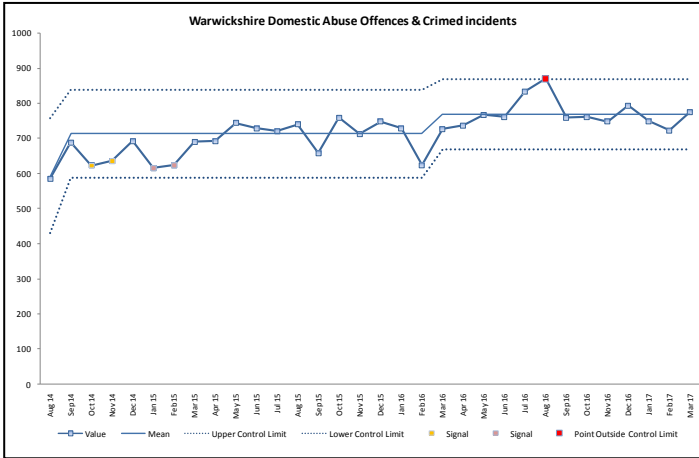
Warwickshire ranks 3<sup>rd</sup> against a peer group of 7 most similar forces for ‘other sexual offences’ assigned ‘action taken’ outcomes and are above the group average.



# Domestic Abuse

**Signs of Improvement would be:**

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



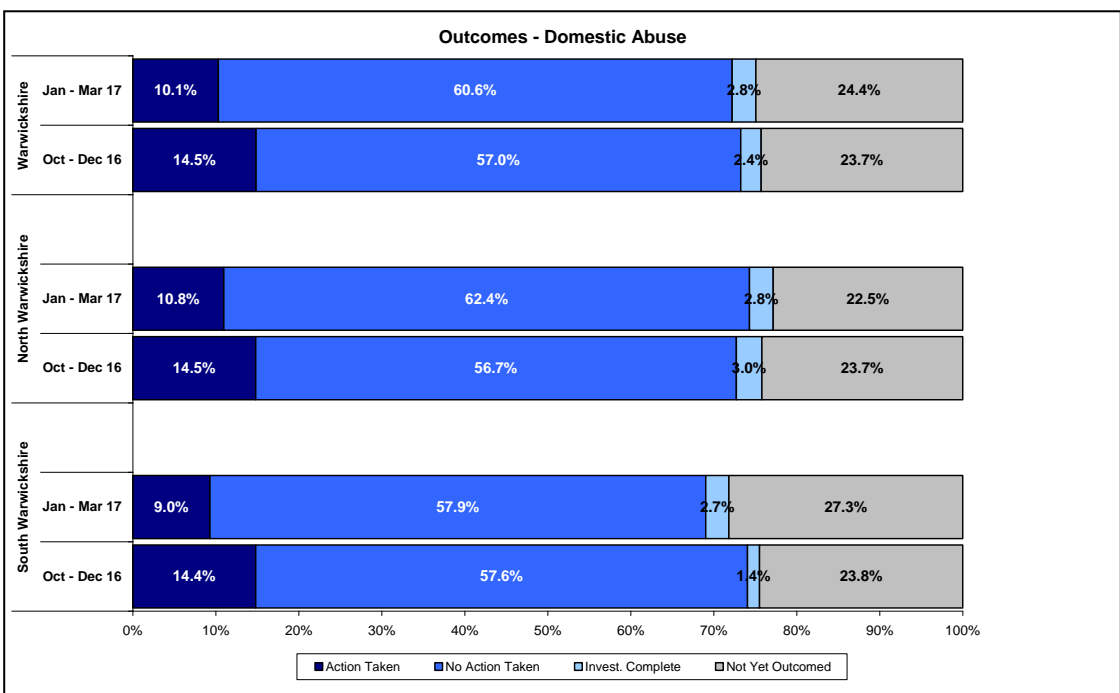
	Jan-17	Feb-17	Mar-17
North Warwickshire	468	464	462
South Warwickshire	280	258	313
<b>Warwickshire</b>	<b>622</b>	<b>689</b>	<b>691</b>

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.

2,002 domestic abuse offences & crimed incidents were recorded last quarter. This is a 3% reduction compared to the previous quarter (1,939) and is below the quarter average (2,317). Volumes remain relatively stable across both policing areas.

## Outcomes

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



Across Warwickshire, approximately 76% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, comparable to Oct – Dec 2016. Approximately 10% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, a decrease since Oct – Dec 2016 (15%).

### Domestic Violence Protection Notices (DVPNs)

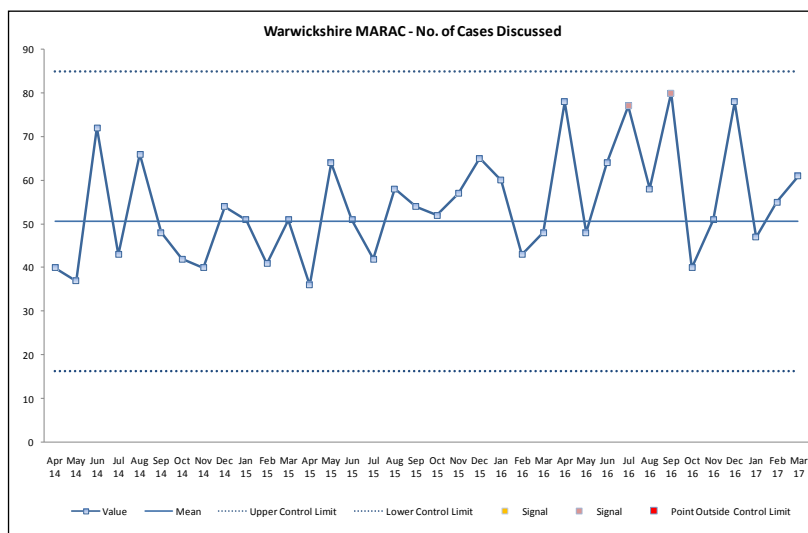
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat or further violence from the suspect and gives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

Policing Area	Authorised DVPNs												Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
North Warwickshire	1	4	2	0	3	1	3	2	1	0	2	0	19
South Warwickshire	3	1	0	1	1	1	1	2	2	2	1	2	17
<b>Warwickshire</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>36</b>

7 DVPNs were authorised in Warwickshire in the last quarter, comparable to previous quarters.

### 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.



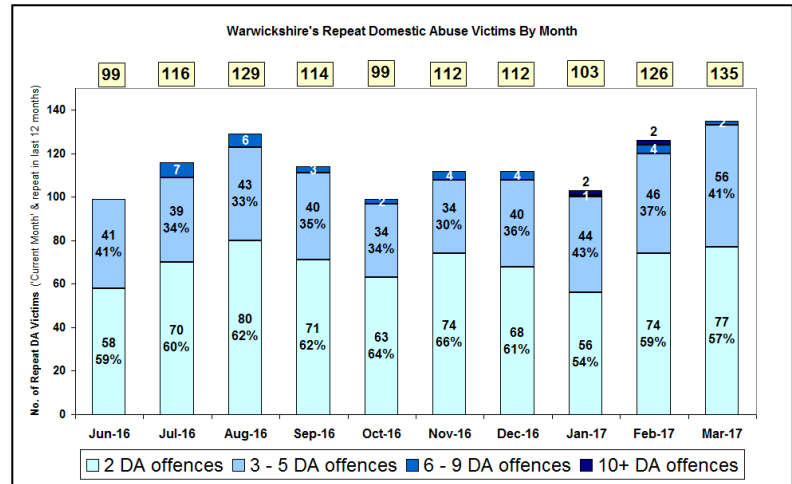
163 cases were discussed at WP MARACs last quarter (55 repeat cases), a small decrease compared to the previous quarter (169).

The number of cases discussed since the beginning of the financial year has remained relatively stable but has increased by 17% in 2016/17 compared to 2015/16 (737, vs 630).

## Repeat Victimisation<sup>4</sup>

There were 435 victims of domestic abuse in February; 31% of these individuals (135) have also been a victim of additional DA offences in the last 12 months.

There have been 2 repeat DA victims in South Warwickshire who have been subject to domestic violence between 6 to 9 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.

## Controlling/Coercive Behaviour

Controlling/coercive behaviour was introduced as a Home Office crime type in December 2015. It is a subset of 'violence without injury' and is frequently associated with domestic abuse. Controlling/coercive behaviour is often not the primary offence when the crime is reported to the police, therefore there will be further instances within other recorded crimes, most typically assault offences.

Policing Area	Jan/16	Feb/16	Mar/16	Apr/16	May/16	Jun/16	Jul/16	Aug/16	Sep/16	Oct/16	Nov/16	Dec/16	Jan/17	Feb/17	Mar/17	Total
North Warwickshire	1	1	1	1	0	1	1	1	3	2	3	3	3	0	5	26
South Warwickshire	1	1	1	0	1	0	2	0	1	0	0	2	2	1	2	14
Warwickshire	2	2	2	1	1	1	3	1	4	2	3	5	5	1	7	40

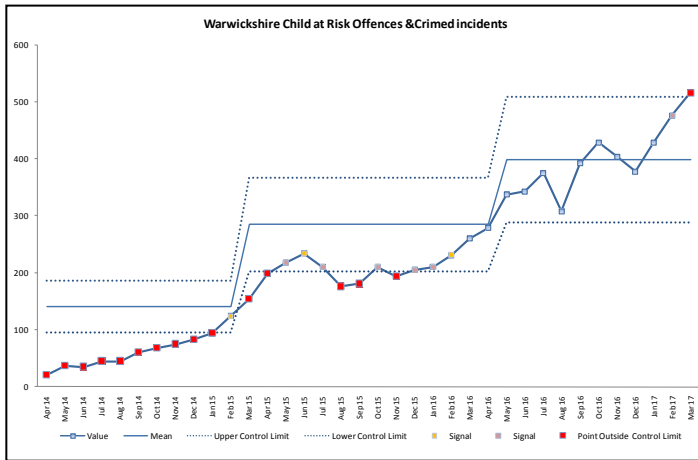
Volumes have steadily increased since January 2016, although numbers remain low. There is variation between policing areas, with North Warwickshire recording nearly twice as many offences as South Warwickshire.

<sup>4</sup> The volume of domestic abuse offences is not showing any signs of exceptional performance in recent months and is therefore not featured in detail in this report

# Child at Risk / Child Sexual Exploitation

## Signs of Improvement would be:

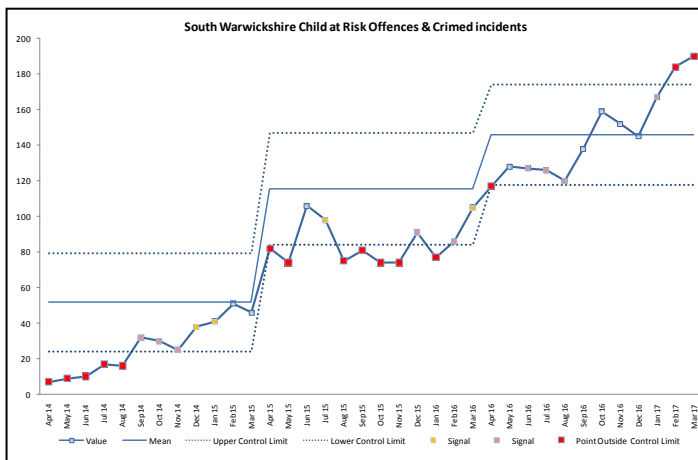
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation



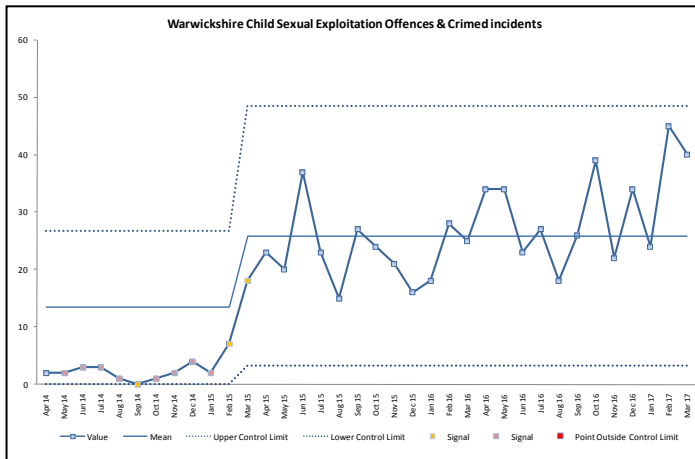
	Jan-17	Feb-17	Mar-17
North Warwickshire	261	292	326
South Warwickshire	167	184	190
Warwickshire	428	476	516

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

'Child at Risk' markers have been applied to 1,420 offences/incidents in the last quarter, an increase compared to the previous quarter (1,211). Higher volumes were recorded across both policing areas, with exceptional volumes recorded in South Warwickshire across February and March.



541 'Child at Risk' markers were applied in the last quarter across South Warwickshire, an increase compared to the previous quarter (456). This increase has been driven by an uplift in 'current' offences/incidents (356 offences Q3, compared to 445 offences Q4), in particular 'emotional abuse' incidents and ABH, common assault and sexting offences.

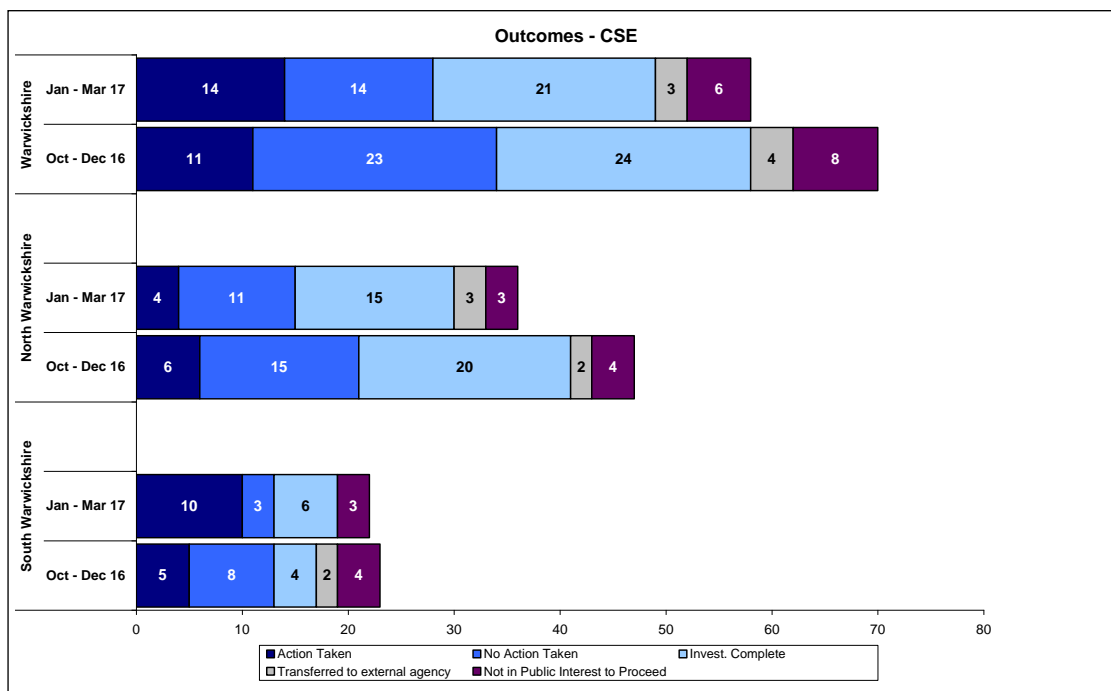


‘Child Sexual Exploitation’ (CSE) is one specific ‘Child at Risk’ marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on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

109 CSE offences/incidents were recorded in the quarter, an increase compared to the previous quarter (95) but volumes remain within the expected range. Small volume increases were seen across both policing areas.

### 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.

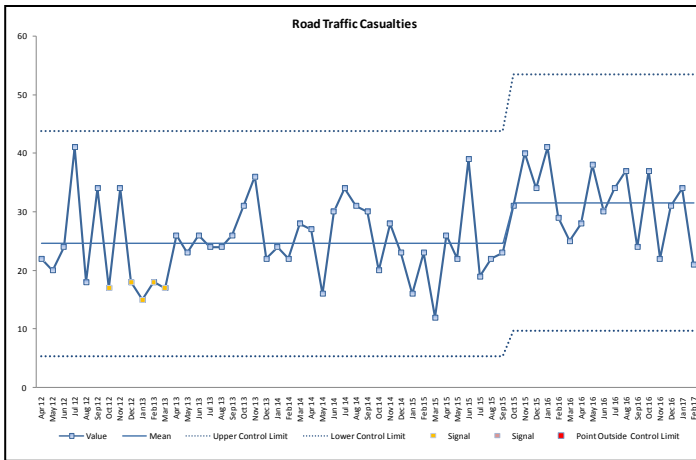


Across Warwickshire, 58 offences were assigned an outcome Jan - Mar 2017, a decrease compared to Oct – Dec 2016 (70). The number of offences with a CSE marker assigned an ‘action taken’ outcome Jan – Mar 2017 (14) has increased since the previous quarter (11).

# Road Traffic Casualties

## Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties

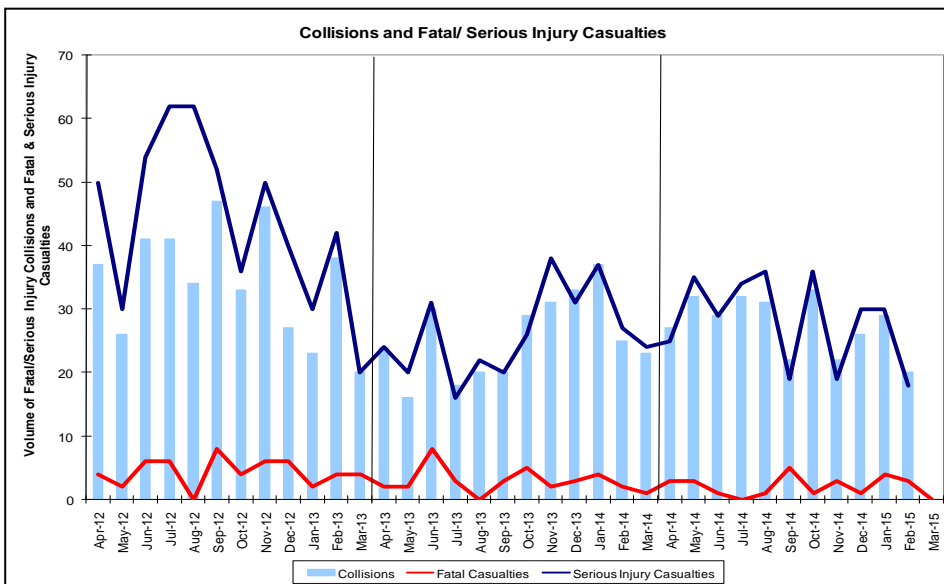


	Jan-17	Feb-17
North Warwickshire	21	11
South Warwickshire	13	10
Warwickshire	34	21

In the last quarter<sup>5</sup> there were 7 road deaths - 2 drivers, 2 passengers, 1 motor cycle rider and 2 pedestrians.

4 fatalities occurred in North Warwickshire (3 motorway fatalities) and 3 fatalities occurred in South Warwickshire.

In 2016/17 over half (59%) of all fatal and serious injury casualties were car drivers or passengers; just over a quarter (26%) were on motorcycles and 15% were pedal cyclists. These proportions are very similar to previous years.



<sup>5</sup> At the time of publication data regarding serious injury casualties in March is unavailable. This will be included in the next performance report in April. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

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

Speed enforcement is driven through the Community Concern Programme and Casualty Reduction Programme, run by community volunteers and partnership Enforcement Officers respectively. In 2016/17 these programmes have operated both fixed and mobile enforcement cameras at 103 sites across Warwickshire, resulting in almost 34,000 offences being recorded.

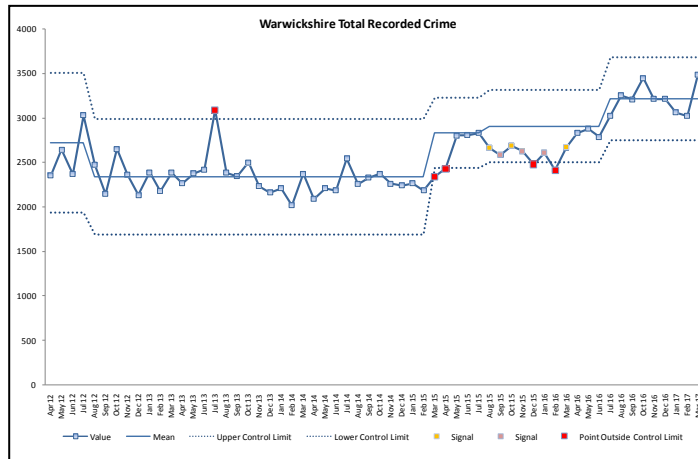
The Safer Roads Partnership has identified 4 high harm routes across Warwickshire, requiring focused police activity and visibility to reduce casualties. These are subject to daily tasking within the policing areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings.

# Preventing & Reducing Crime

## Total Recorded Crime

### Signs of Improvement would be:

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



	Jan-17	Feb-17	Mar-17
North Warwickshire	1794	1801	2033
South Warwickshire	1265	1219	1455
<b>Warwickshire</b>	<b>3059</b>	<b>3020</b>	<b>3488</b>

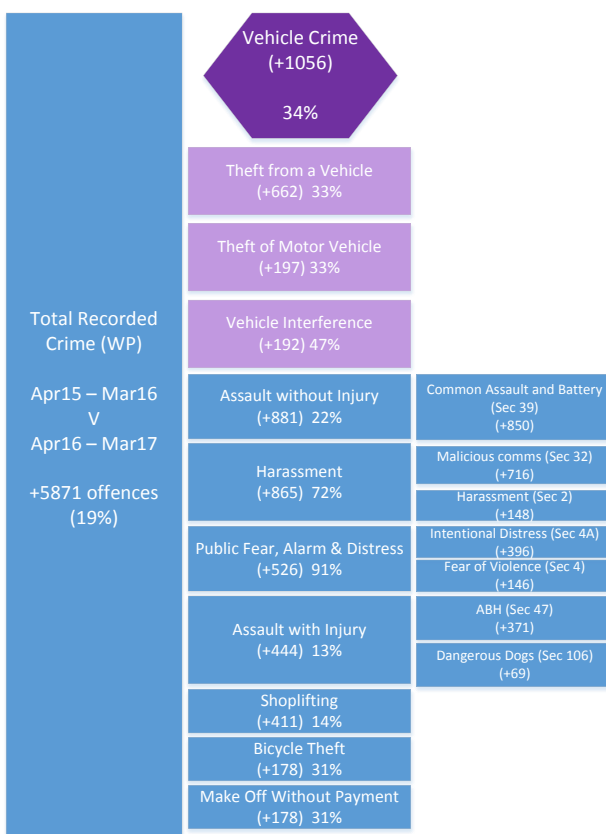
**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: ↑

9,567 offences were recorded across Warwickshire last quarter. This is a 3% reduction compared to the previous quarter (9,871) and is above the quarter average (9,354). Volumes have decreased across most policing areas this quarter compared to last, with the exception of Telford & Wrekin.

Despite the volume decrease seen this quarter, the number of offences recorded YTM (37,433) remains high compared to YTM last year (31,562). The increased volumes in 2016/17 compared to 2015/16 have been influenced by increases in vehicle crime, harassment, ABH, common assault, public fear, bicycle theft and shoplifting. We will continue to monitor volumes of total crime and investigate the profile of high volume offence groups where relevant.





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 Warwickshire				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
<b>Total Recorded Crime</b>	9567	9354		17.3	1039	1048		16.5	2852	2656		22.6	1737	1739		16.8	1580	1633		13.0	2359	2279		16.9
<b>Violence With Injury</b>	1032	1071	10.8%	1.9	101	112	9.7%	1.6	339	351	11.9%	2.7	203	217	11.7%	2.0	144	143	9.1%	1.2	245	248	10.4%	1.8
<b>Violence Without Injury</b>	1767	1626	18.5%	3.2	178	167	17.1%	2.8	534	505	18.7%	4.2	349	309	20.1%	3.4	302	284	19.1%	2.5	404	362	17.1%	2.9
<b>Rape</b>	116	111	1.2%	0.2	14	13	1.3%	0.2	36	28	1.3%	0.3	25	24	1.4%	0.2	14	20	0.9%	0.1	27	27	1.1%	0.2
<b>Other Sexual Offences</b>	252	236	2.6%	0.5	17	21	1.6%	0.3	87	74	3.1%	0.7	32	40	1.8%	0.3	33	42	2.1%	0.3	83	59	3.5%	0.6
<b>Business Robbery</b>	10	11	0.1%	0.0	1	1	0.1%	0.0	1	4	0.0%	0.0		2	0.0%	0.0	4	2	0.3%	0.0	4	3	0.2%	0.0
<b>Personal Robbery</b>	55	58	0.6%	0.1	5	7	0.5%	0.1	19	18	0.7%	0.2	13	11	0.7%	0.1	9	9	0.6%	0.1	9	13	0.4%	0.1
<b>Domestic Burglary</b>	481	424	5.0%	2.1	70	66	6.7%	2.7	135	107	4.7%	2.6	81	76	4.7%	1.9	85	77	5.4%	1.6	110	99	4.7%	1.9
<b>Burglary Other</b>	487	506	5.1%	0.9	78	74	7.5%	1.2	98	92	3.4%	0.8	85	94	4.9%	0.8	100	120	6.3%	0.8	126	127	5.3%	0.9
<b>Vehicle Offences</b>	1077	1042	11.3%	1.9	142	143	13.7%	2.3	361	289	12.7%	2.9	165	180	9.5%	1.6	157	175	9.9%	1.3	252	256	10.7%	1.8
<b>All Other Theft Offences</b>	1057	1094	11.0%	1.9	150	160	14.4%	2.4	228	231	8.0%	1.8	163	169	9.4%	1.6	253	275	16.0%	2.1	263	260	11.1%	1.9
<b>Theft from Person</b>	79	84	0.8%	0.1	4	5	0.4%	0.1	23	21	0.8%	0.2	12	14	0.7%	0.1	10	17	0.6%	0.1	30	29	1.3%	0.2
<b>Bicycle Theft</b>	203	206	2.1%	0.4	9	8	0.9%	0.1	53	56	1.9%	0.4	35	42	2.0%	0.3	21	22	1.3%	0.2	85	78	3.6%	0.6
<b>Shoplifting</b>	838	846	8.8%	1.5	47	57	4.5%	0.7	287	271	10.1%	2.3	148	152	8.5%	1.4	138	135	8.7%	1.1	218	231	9.2%	1.6
<b>Criminal Damage &amp; Arson</b>	1034	1061	10.8%	1.9	111	117	10.7%	1.8	333	323	11.7%	2.6	201	208	11.6%	1.9	160	170	10.1%	1.3	229	243	9.7%	1.6
<b>Other Crimes Against Society</b>	1079	979	11.3%	1.9	112	99	10.8%	1.8	318	288	11.2%	2.5	225	205	13.0%	2.2	150	142	9.5%	1.2	274	246	11.6%	2.0

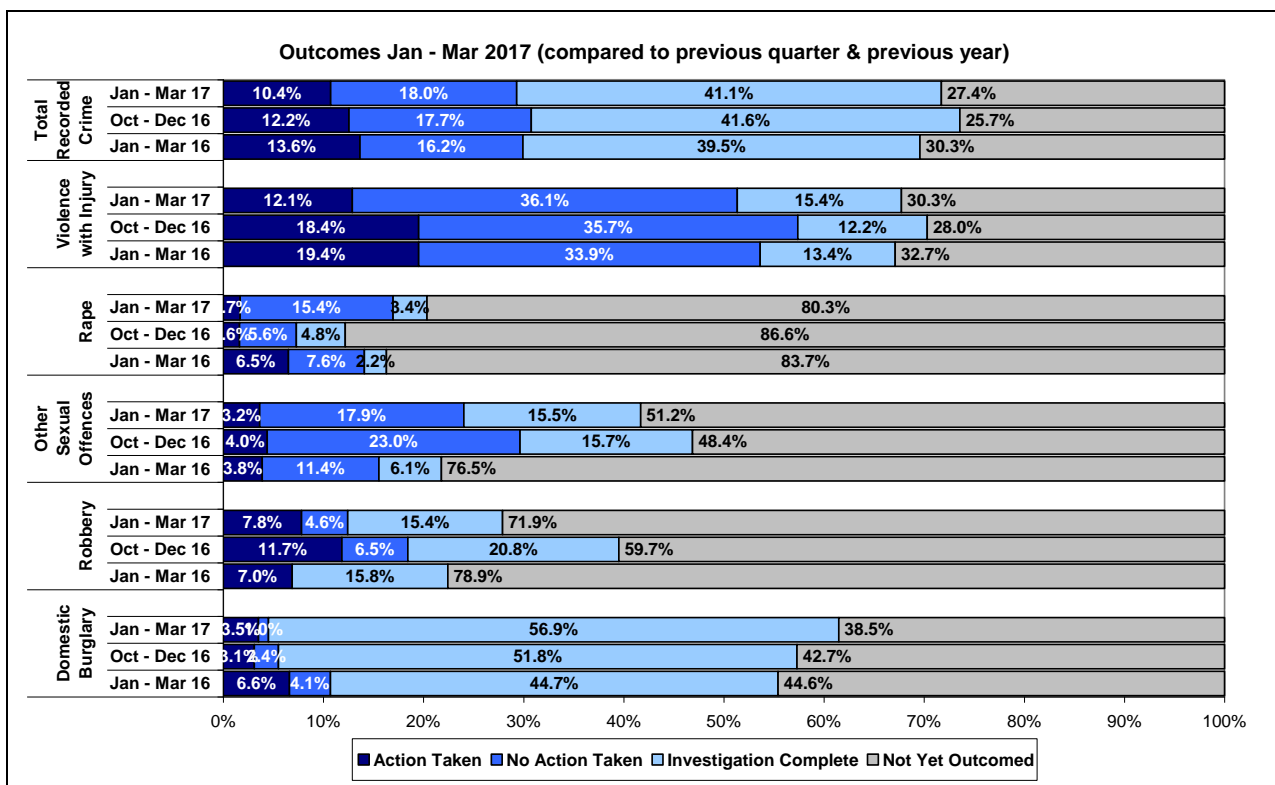
## Crime Outcomes

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 (Jan-Mar 2017) compared to the previous quarter (Oct-Dec 2016) and the same period last year.

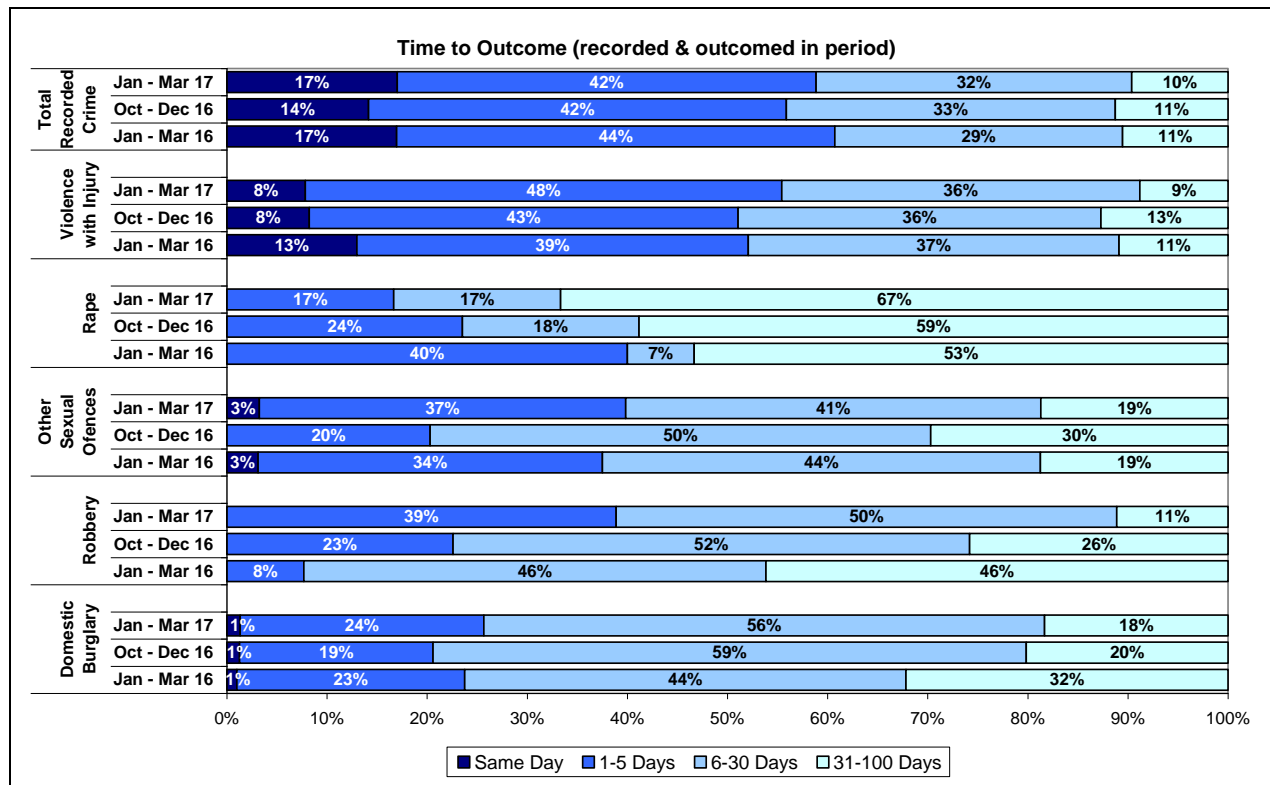
Overall, 73% of offences recorded last quarter were assigned an outcome within the same period, comparable to the previous quarter (74%) and an increase compared to the same period last year (70%). The proportion of total offences outcomed as ‘action taken’ (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) last quarter (10%) has decreased compared to the previous quarter (12%) and same period last year (14%).



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 (59%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is comparable to the previous quarter (56%) and slightly below last year (61%).

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 January 2016.

Warwickshire ranks 5th against a peer group of 7 most similar forces<sup>6</sup> for offences assigned 'action taken' outcomes.

The force ranks within the bottom half of its peer group for 'action taken' outcomes assigned to 'Vehicle Theft' and 'Violence without Injury' and 'Violence with Injury' 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 'rape' and 'other sexual offences', ranking 1<sup>st</sup> and 3<sup>rd</sup> respectively out of 7 forces, and above the group averages.

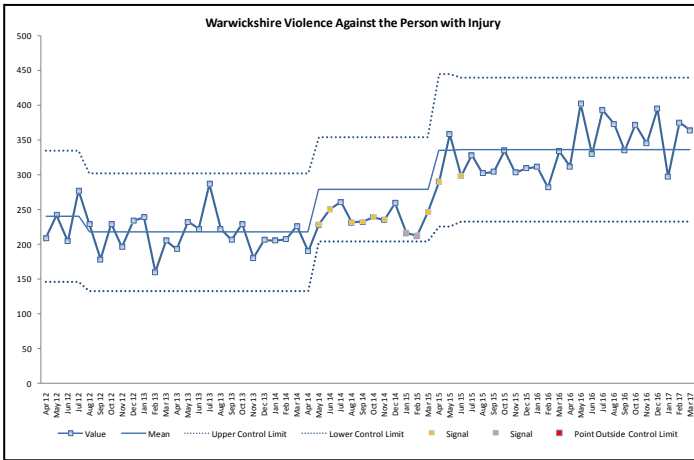
Further outcome data is included in this report under the relevant crime types.

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

# Violence with Injury<sup>7</sup>

## Signs of Improvement would be:

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



	Jan-17	Feb-17	Mar-17
North Warwickshire	187	227	232
South Warwickshire	110	148	132
Warwickshire	297	375	364

**Peer Comparison**

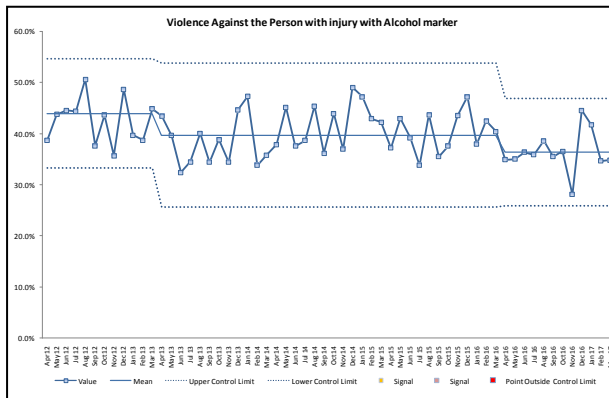
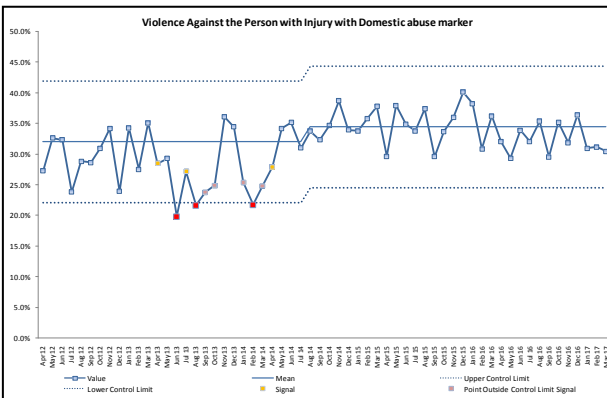
Offence Volume: Above Group Avg

Relative Position: [Bar chart showing relative position]

Directional arrow: ← →

1,036 violence with injury offences were recorded in the last quarter, a 7% reduction on the previous quarter (1,112) but above the quarter average (1,073). Volumes remain relatively stable across both policing areas.

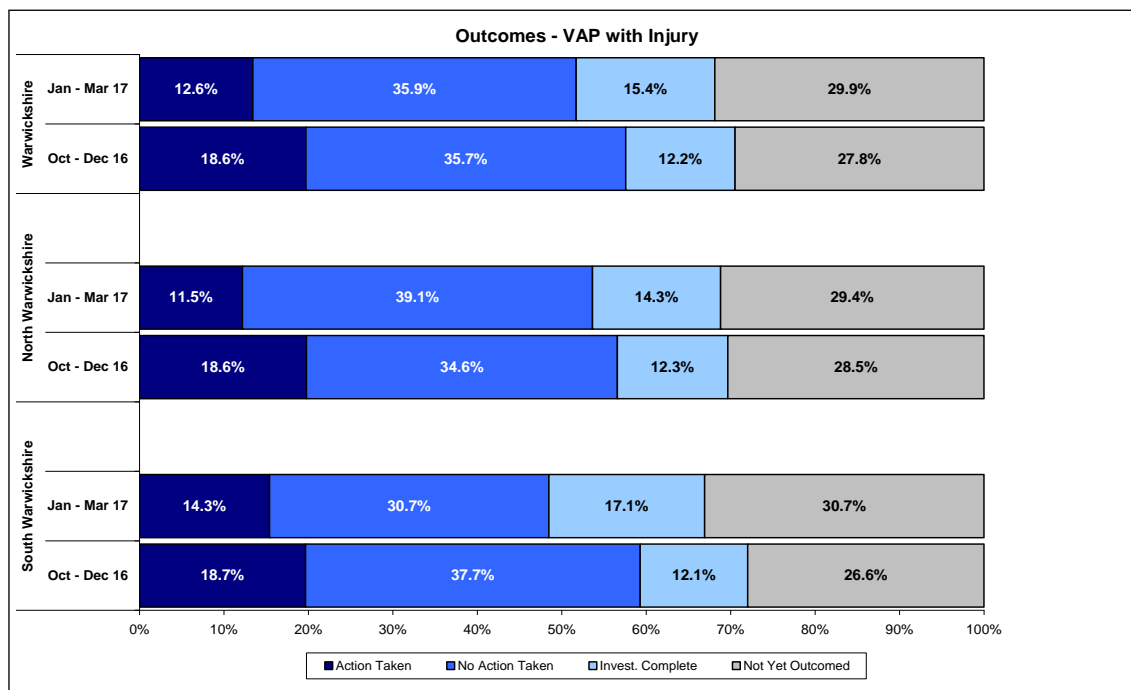
This quarter has seen a decrease in the proportion of violent offences that are domestic abuse related and volumes remain stable around the monthly average. The proportion of violent offences that are alcohol related has seen a small increase compared to the previous quarter. Volumes at policing area remain stable across both.



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

## Outcomes

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



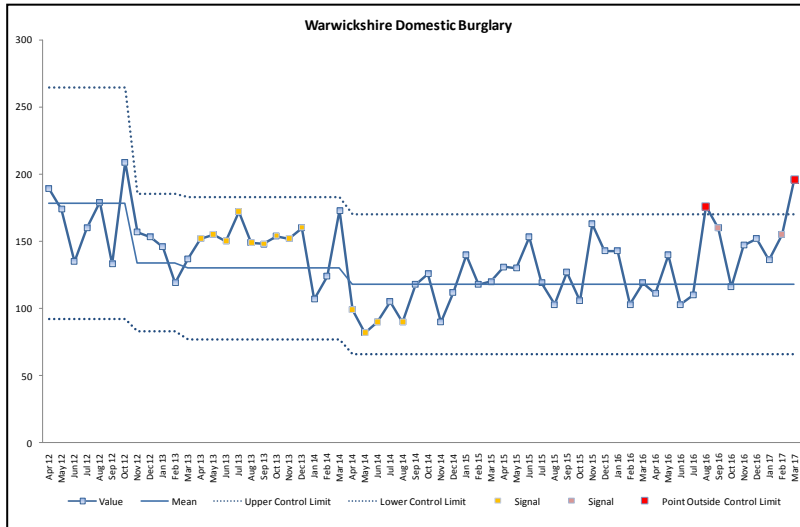
Across Warwickshire, approximately 70% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period. This has decreased since Oct – Dec 2016 (72%). Approximately 13% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, a decrease since Oct – Dec 2016 (18%).

Warwickshire ranks 6<sup>th</sup> against a peer group of 7 most similar forces for ‘violence with injury’ offences assigned ‘action taken’ outcomes and are below the group average.

# Domestic Burglary

## Signs of Improvement would be:

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



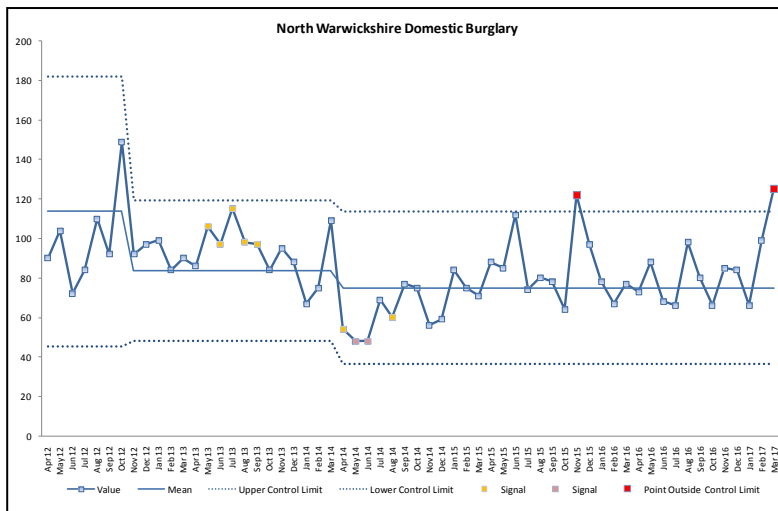
	Jan	Feb	Mar
North Warwickshire	84	90	125
South Warwickshire	35	47	71
<b>Warwickshire</b>	<b>119</b>	<b>137</b>	<b>196</b>

**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: ↔

487 offences were recorded in the last quarter, a 17% increase compared to the previous quarter (415) and above the quarter average (426). North Warwickshire has seen a 23% increase in the last quarter (290) compared to the previous quarter (235), with an exceptional volume increase in March. Above average volumes were recorded in South Warwickshire for March.

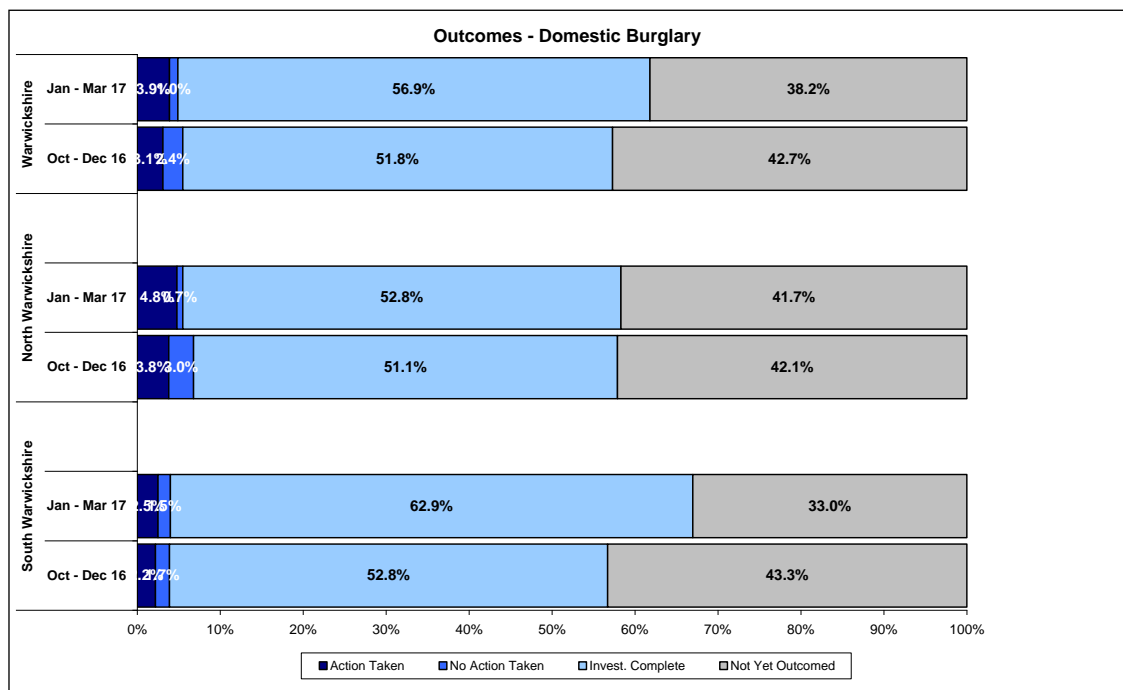


In March, the exceptional volume of offences in North Warwickshire (124) is due to increased volumes in both Nuneaton & Bedworth & Rugby districts.

There has been increased cross border activity involving offenders operating from Coventry.

## Outcomes

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



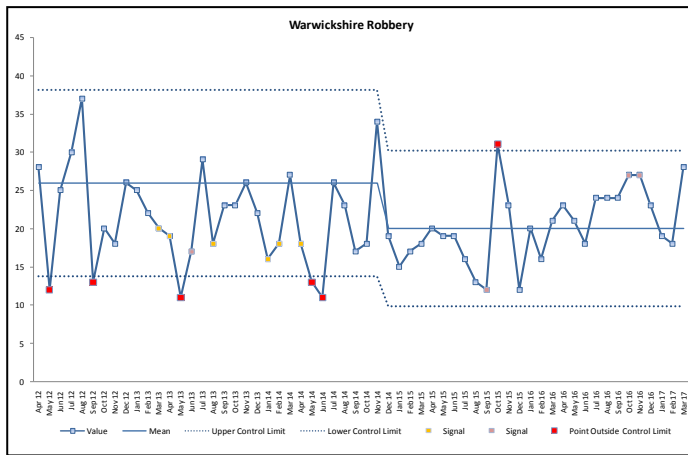
Across Warwickshire, approximately 62% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period. This has increased since Oct – Dec 2016 (57%). Approximately 4% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, a small increase since Oct – Dec 2016 (3%).

Warwickshire ranks 2<sup>nd</sup> against a peer group of 7 most similar forces for ‘domestic burglary’ offences assigned ‘action taken’ outcomes and are above the group average.

# Robbery

## Signs of Improvement would be:

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



	Jan-17	Feb-17	Mar-17
North Warwickshire	11	8	20
South Warwickshire	8	10	8
Warwickshire	19	18	28

### Peer Comparison

Offence Volume: Above Group Avg

Relative Position: [Bar chart showing Warwickshire's position relative to other areas]

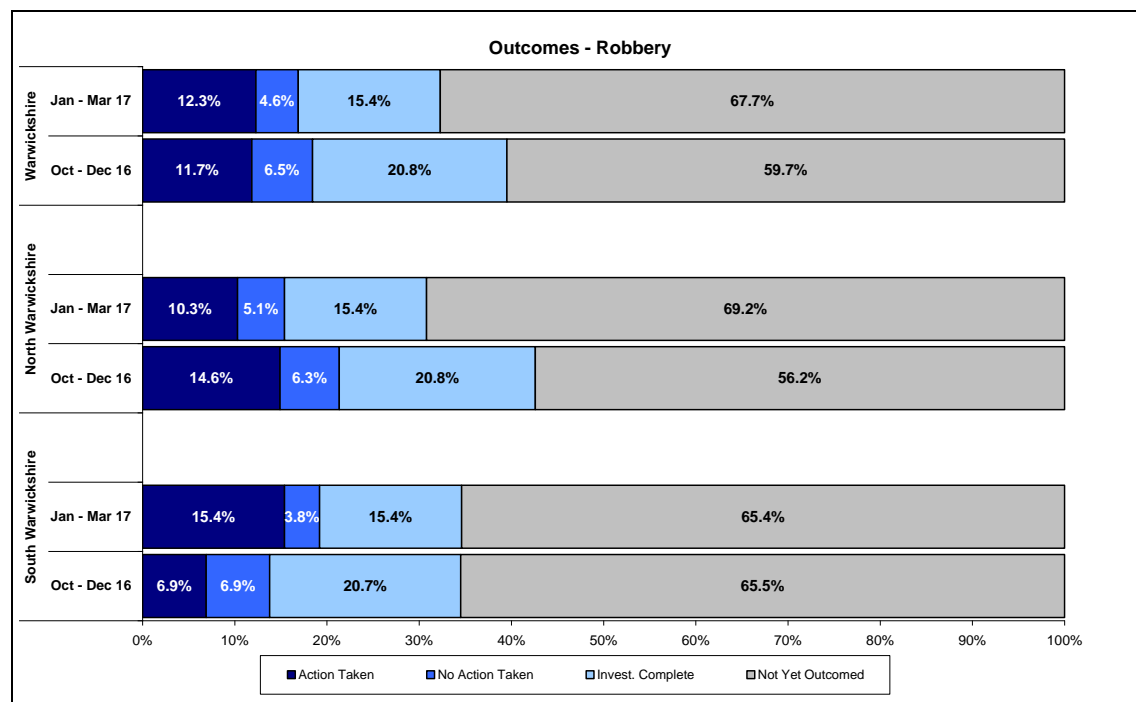
Downward arrow icon

65 offences were recorded in the last quarter. A 16% reduction compared to the previous quarter (77) and in line with the quarter average (69). Volume reductions for this quarter vs. the previous quarter have been seen across both policing areas.



## Outcomes

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



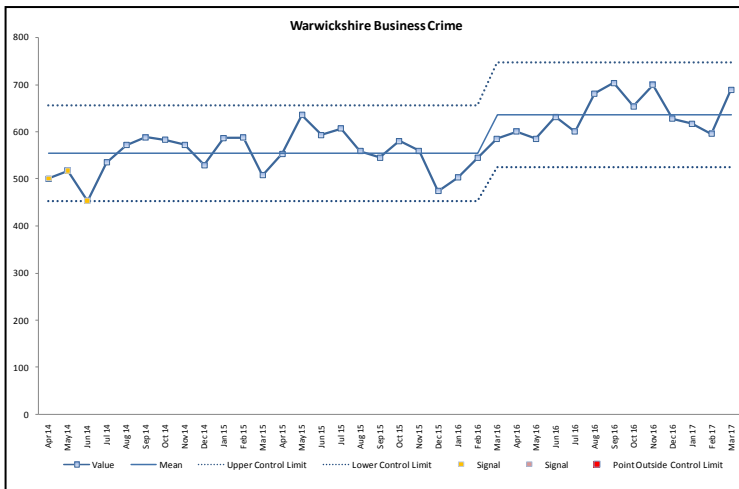
Across Warwickshire, approximately 32% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period. This has decreased since Oct – Dec 2016 (40%). Approximately 12% of offences recorded Jan - Mar 2017 were assigned an ‘action taken’ outcome within the same 3 month period, comparable to the previous quarter.

Warwickshire ranks 3<sup>rd</sup> against a peer group of 7 most similar forces for robbery offences assigned ‘action taken’ outcomes and are above the group average.

## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



	Jan-17	Feb-17	Mar-17
North Warwickshire	357	337	403
South Warwickshire	260	258	285
Warwickshire	617	595	688

**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.

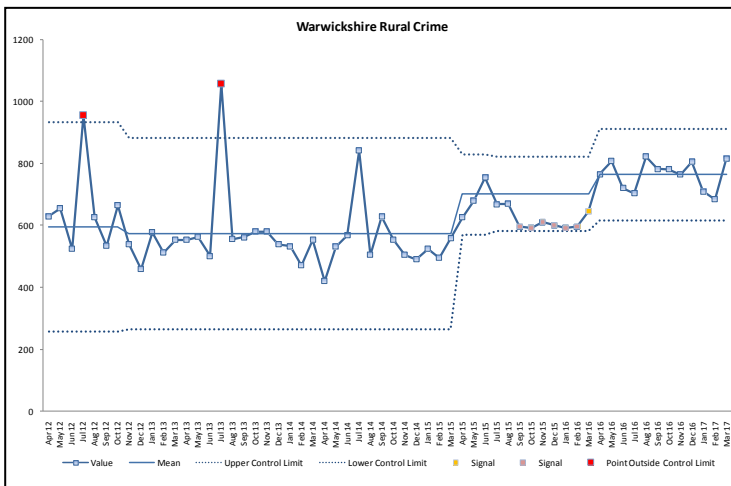
Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 1,900 offences were recorded in the quarter, a 4% reduction compared to the previous quarter (1,979) but is above the quarter average (1,920).

Volume reductions for this quarter vs. the previous quarter have been seen across both policing areas. Above average volumes have been recorded in North Warwickshire and South Warwickshire for March.

# Rural Crime

## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



	Jan-17	Feb-17	Mar-17
North Warwickshire	331	307	348
South Warwickshire	380	379	468
Warwickshire	711	686	816

Rural crime offences are also a subset of total recorded crime and are identified by their geographical location<sup>8</sup>.

2,213 offences were recorded in the quarter, a 6% reduction compared to the previous quarter (2,355) and below the quarter average (2,295).

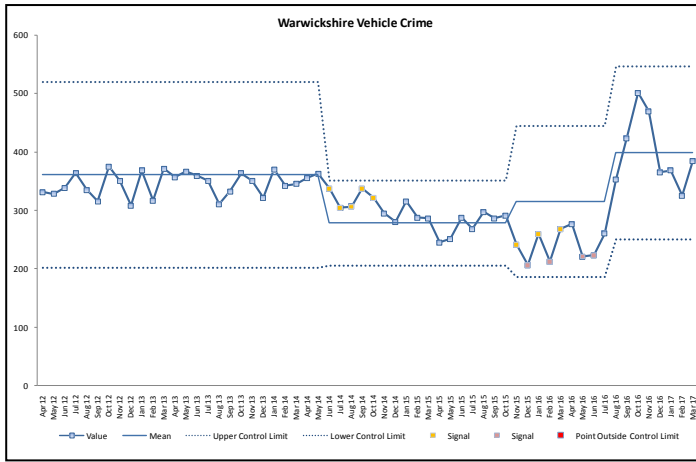
Volume reductions for this quarter vs. the previous quarter have been seen across both policing areas. No exceptional volumes were recorded at policing area level. Above average volumes have been recorded in South Warwickshire for March.

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

# Vehicle Crime

## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



	Jan	Feb	Mar
North Warwickshire	242	213	213
South Warwickshire	126	112	171
Warwickshire	368	325	384

**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: [Bar chart showing Warwickshire's position relative to other areas]

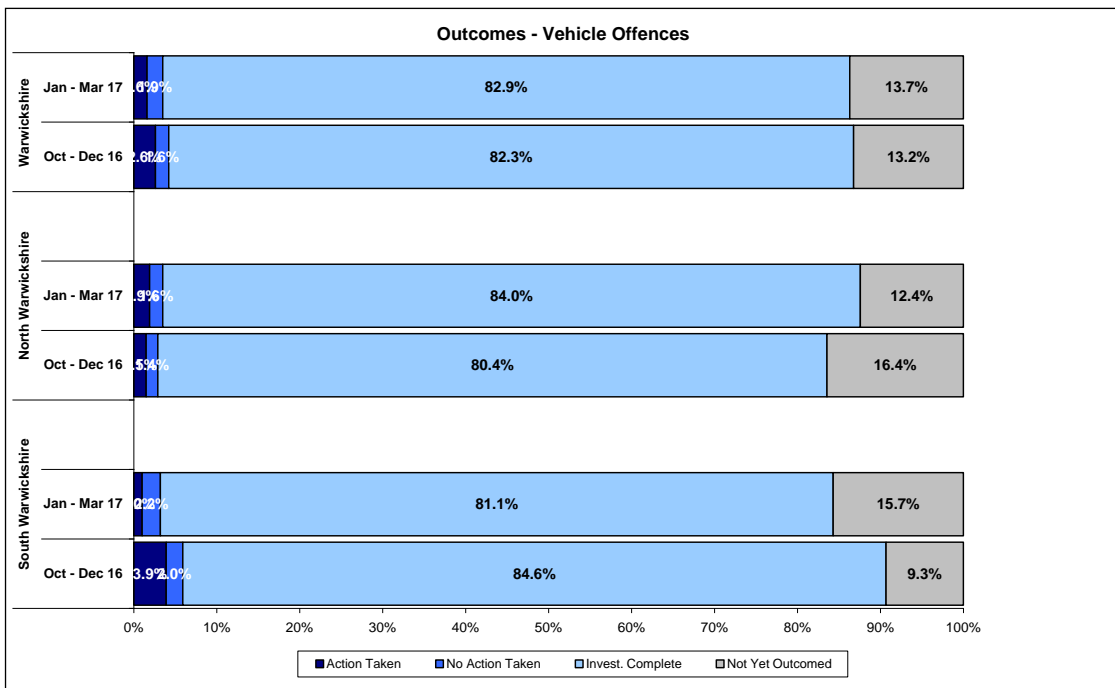
1,077 offences were recorded in the last quarter, a 19% reduction compared to the previous quarter (1,335), and above the quarter average (1,042). Following the higher volumes recorded since August 2016, the monthly average has now increased.

No exceptional volumes were recorded at policing area level.

Despite the decrease seen this quarter, the number of offences recorded in 2016/17 remains high compared to previous years contributing to the increase in total recorded crime.

## Outcomes

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



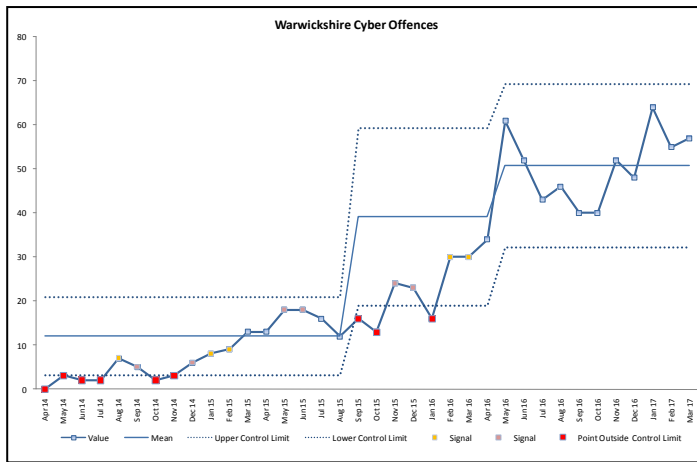
Across Warwickshire, approximately 86% of offences recorded Jan - Mar 2017 were assigned an outcome within the same 3 month period, comparable to Oct – Dec 2016 (87%). Approximately 2% of offences recorded Jan - Mar 2017 were assigned an 'action taken' outcome within the same 3 month period, a small decrease compared to Oct – Dec 2016 (3%).

Warwickshire ranks 6<sup>th</sup> against a peer group of 7 most similar forces for 'vehicle theft' offences assigned 'action taken' outcomes and are comparable to the group average.

## Cyber/ On-line Crime

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence



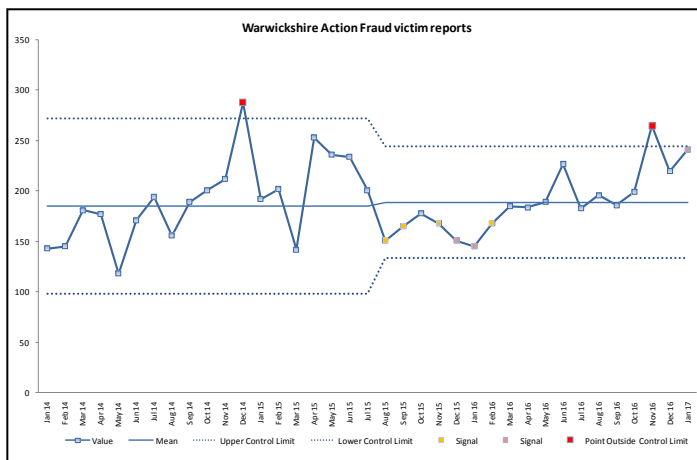
	Jan-17	Feb-17	Mar-17
North Warwickshire	32	36	24
South Warwickshire	32	19	33
<b>Warwickshire</b>	<b>64</b>	<b>55</b>	<b>57</b>

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.

176 offences were flagged as cyber/online crime this quarter; a 26% increase compared to the previous quarter (140) and above the quarter average (148). Higher volumes were seen across both policing areas last quarter compared to the previous quarter.

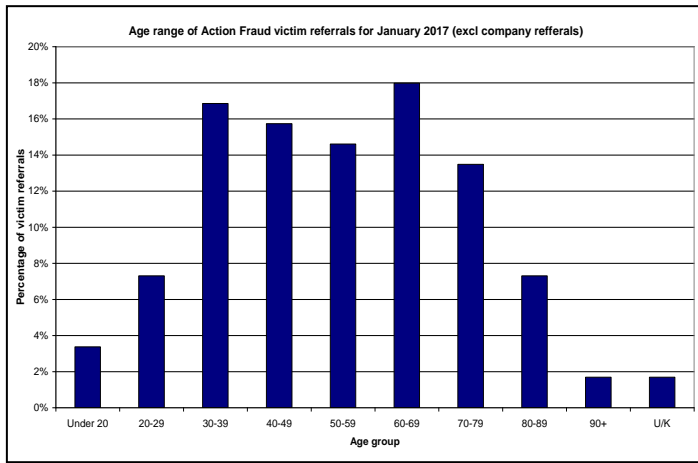
### Action Fraud

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.



241 Action Fraud victim reports (which exclude company referrals) were recorded in January 2017<sup>9</sup>. This is an increase compared to December 2016 (220) and is above the monthly average (189).

<sup>9</sup> Data is only available to January 2017 due to the delay in receiving and processing the data from Action Fraud.



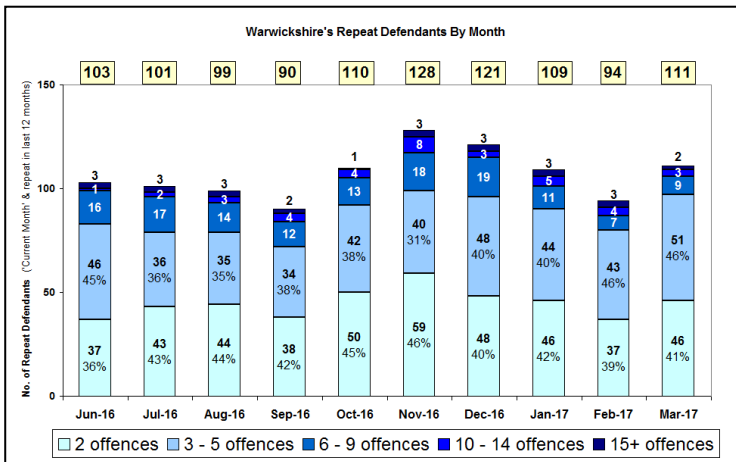
Victims aged 60-69 accounted for the largest proportion of Action Fraud victim reports (18%) reported in January 2017.

## 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 March, 39% (111) of all defendants were also defendants in at least one other offence in the previous 12 months.

This is an 18% increase from February (94) but in line with previous months.

Of these, 14 (13%) have been defendants at least 6 times in the 12 month period.

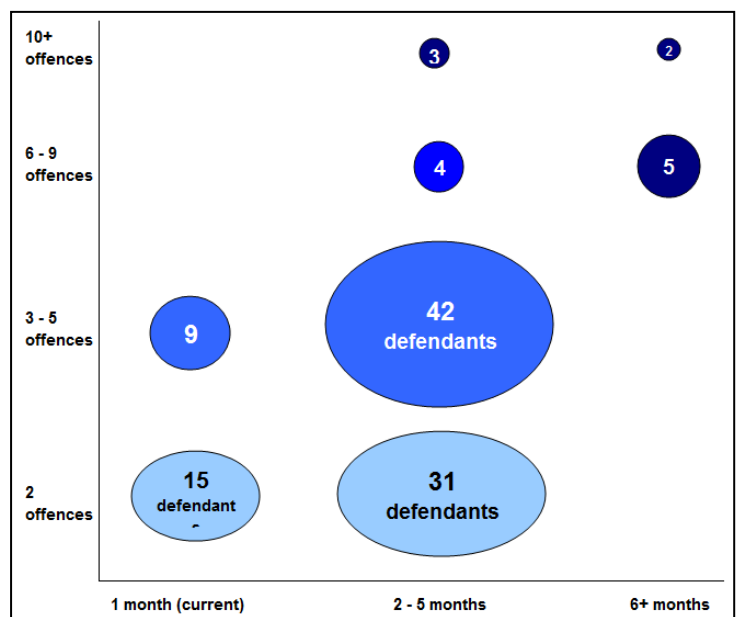
The proportion of defendants attributed with 3 to 5 offences remains high (46%) for the second consecutive month.

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

5 prolific individuals were defendants for 10 or more offences in the last 12 months (4 individuals in North Warwickshire and 1 in South Warwickshire).

One defendant in North Warwickshire has been attributed with 25 offences throughout the year, of which 64% were shoplifting offences.

One South Warwickshire defendant has been attributed with 15 vehicle/ drug-related offences in the last 12 months.





## Integrated Offender Management

Integrated Offender Management (IOM) is the alliance-wide approach to managing the most prolific offenders, through working together with partner agencies. This approach seeks to prevent offending by working with individual offenders to identify and prevent the causes of their offending. This can include helping with life skills, drug and alcohol addiction, or supporting the individual into employment. IOM also includes a strong catch and control approach so that where offenders do not engage and take the support on offer we actively prevent their offending through robust policing.

Significant changes have taken place to the IOM scheme during 2016, and this continues into 2017. The number of offenders being worked with on the scheme has increased, with a greater focus on high-harm offenders. The IOM cohort includes offenders who commit the traditional domestic burglary, theft and robbery offences, but now also includes those who pose higher levels of threat, harm & risk to the public such as domestic abuse offenders and in some cases individuals who are part of organised crime groups.

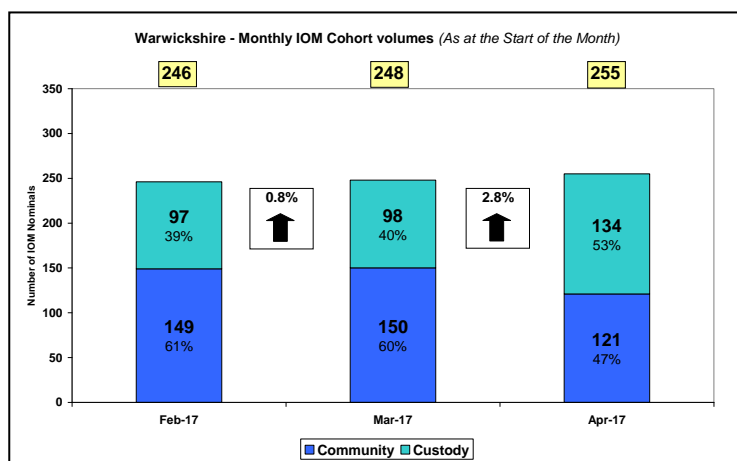
In comparison to the first quarter of 2016, reoffending by the IOM Cohort is much lower, suggesting the intensive work being done with the cohort is having a tangible impact on their offending rates. It also reflects the changing makeup of the cohort, as more high harm offenders continue to be included, who do not tend to commit crime in volume.

There are currently approximately 255 individuals being managed across Warwickshire.

IOM Cohort Policing Area	Total Nominals	Community	Custody
North Warwickshire	179	74	105
South Warwickshire	76	47	29
<b>Warwickshire</b>	<b>255</b>	<b>121</b>	<b>134</b>

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 04/04/2017

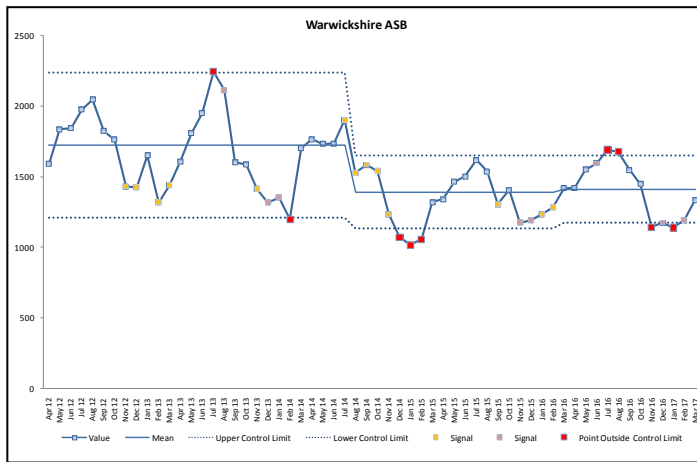


Where the IOM offender is in custody this indicates that they continued their offending while in the community and have been convicted or recalled back to prison. The IOM scheme continues to engage with these individuals to prepare for their release from prison, with the intention of preventing reoffending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

# Anti-Social Behaviour

## Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents



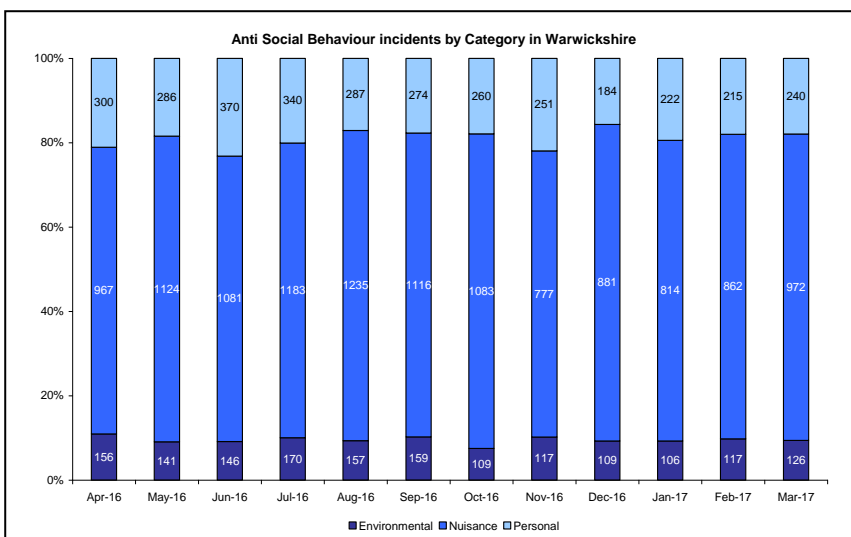
	Jan-17	Feb-17	Mar-17
North Warwickshire	691	664	831
South Warwickshire	451	530	505
Warwickshire	1142	1194	1336

3,672 ASB incidents were recorded in the last quarter, a 3% reduction compared to both the previous quarter (3,771) and below the quarter average (4,234).

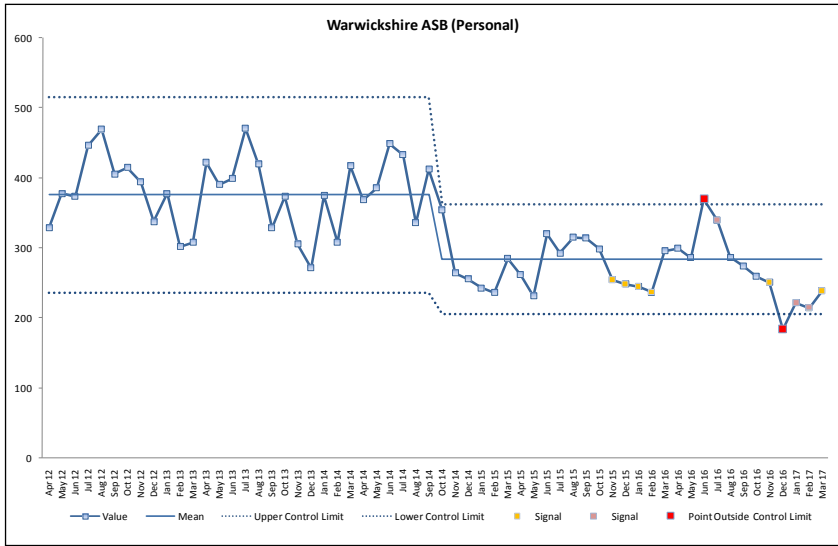
Volumes of ASB follow a seasonal pattern with recorded incidents at their highest during the late spring/summer months and at their lowest point during the winter months. ASB in the last quarter is following the expected seasonal trend.

Lower volumes of ASB were seen across both policing areas this quarter compare to the previous quarter. Exceptional volumes (low volumes) were seen in North Warwickshire in January and February.

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, 72% of all ASB incidents were nuisance, 18% personal and 10% environmental. This pattern is similar to that seen in the previous quarter.



676 'personal' ASB incidents were recorded last quarter, a 3% decreased compared to the previous quarter (695) and below the quarter average (807).

A general decrease has been seen since June 2016.

# Ensuring Efficient & Effective Policing

## Response Times to Emergency Incidents

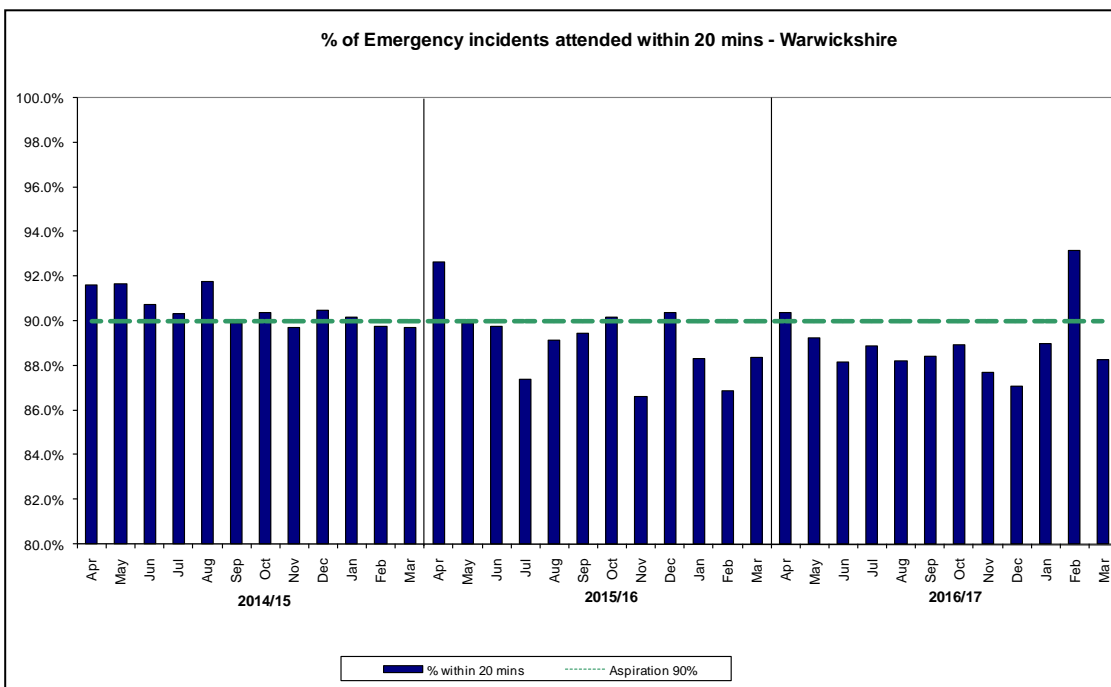
### Signs of Improvement would be:

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

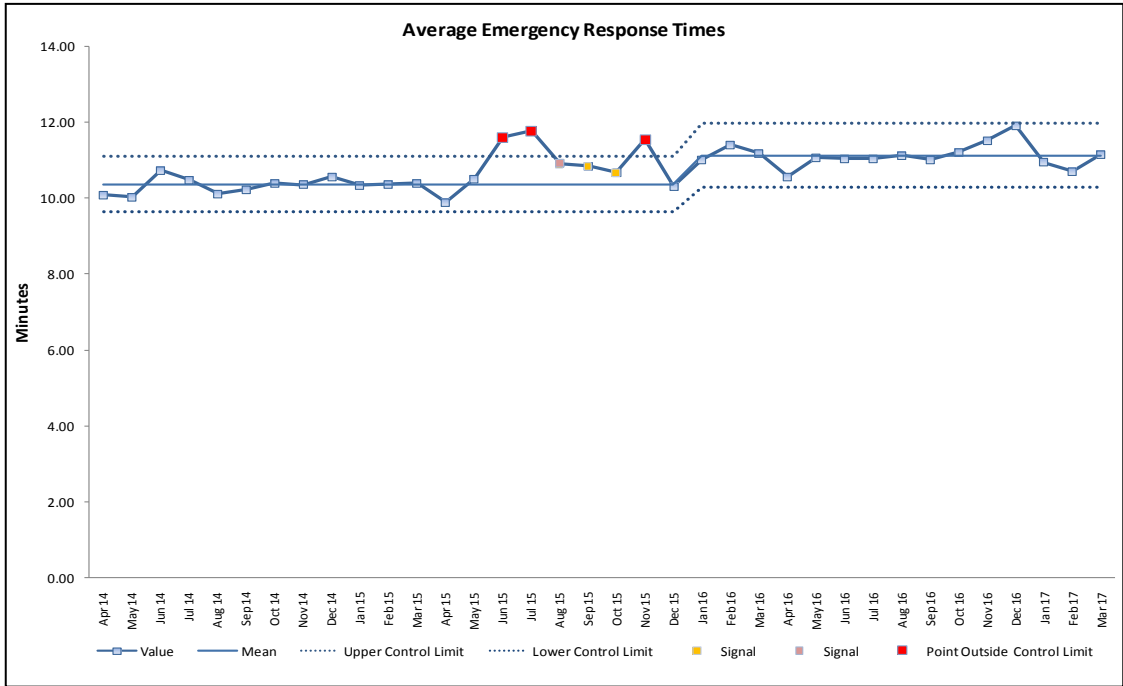
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, 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.

7,286 emergency incidents were recorded in the last quarter. 9 out of 10 (90%) were attended within 20 minutes.



The current average response time for emergency incidents is (11mins 09secs) this is an increase compared to the previous month (10mins 42 secs) and is in line with the monthly average (11mins 12sec).



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

The dedicated working group continues to drive response time performance and analysis has focussed on data quality to ensure that response time data is as accurate as possible.

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. Since the working group commenced their focus in this area in Feb 2016, emergency response time performance has been stable.

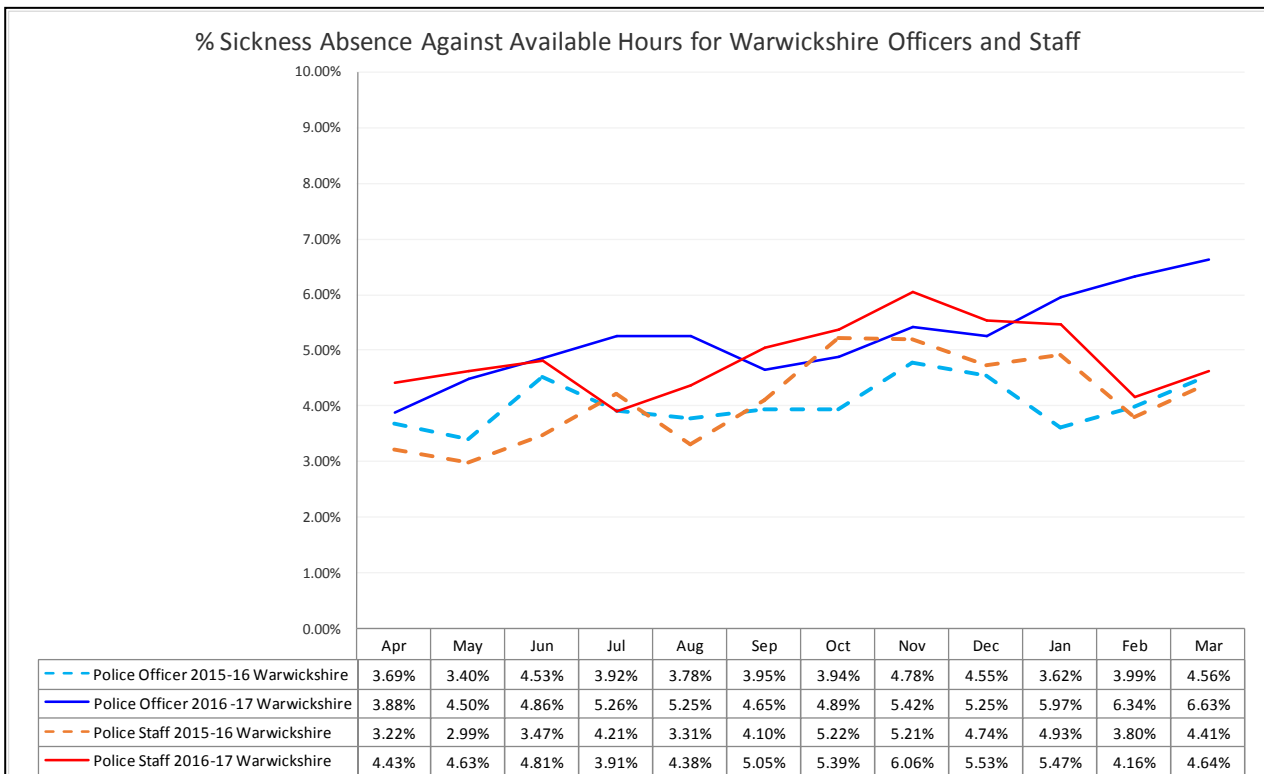
# Sickness

**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.

Across Warwickshire, the average percentage days lost to sickness in March 2017 is 6.63% for Officers, which is an increase from 6.34% in February 2017. For Staff, the average percentage of days lost in March 2017 is 4.64%, which is a slight increase from 4.16% in February 2017.

During the last quarter, sickness absence levels for Officers have increased month on month. Staff levels decreased in February but have increased in March 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:

- Publication of final analysis of the Staff Survey.
- Launch of the Employee Assistance Program (EAP).
- Appointment of leads for the 9 key areas of the Health & Wellbeing Strategy.
- Continuation of monthly Health & Wellbeing web chats.

# Complaints

**Signs of Improvement would be:**

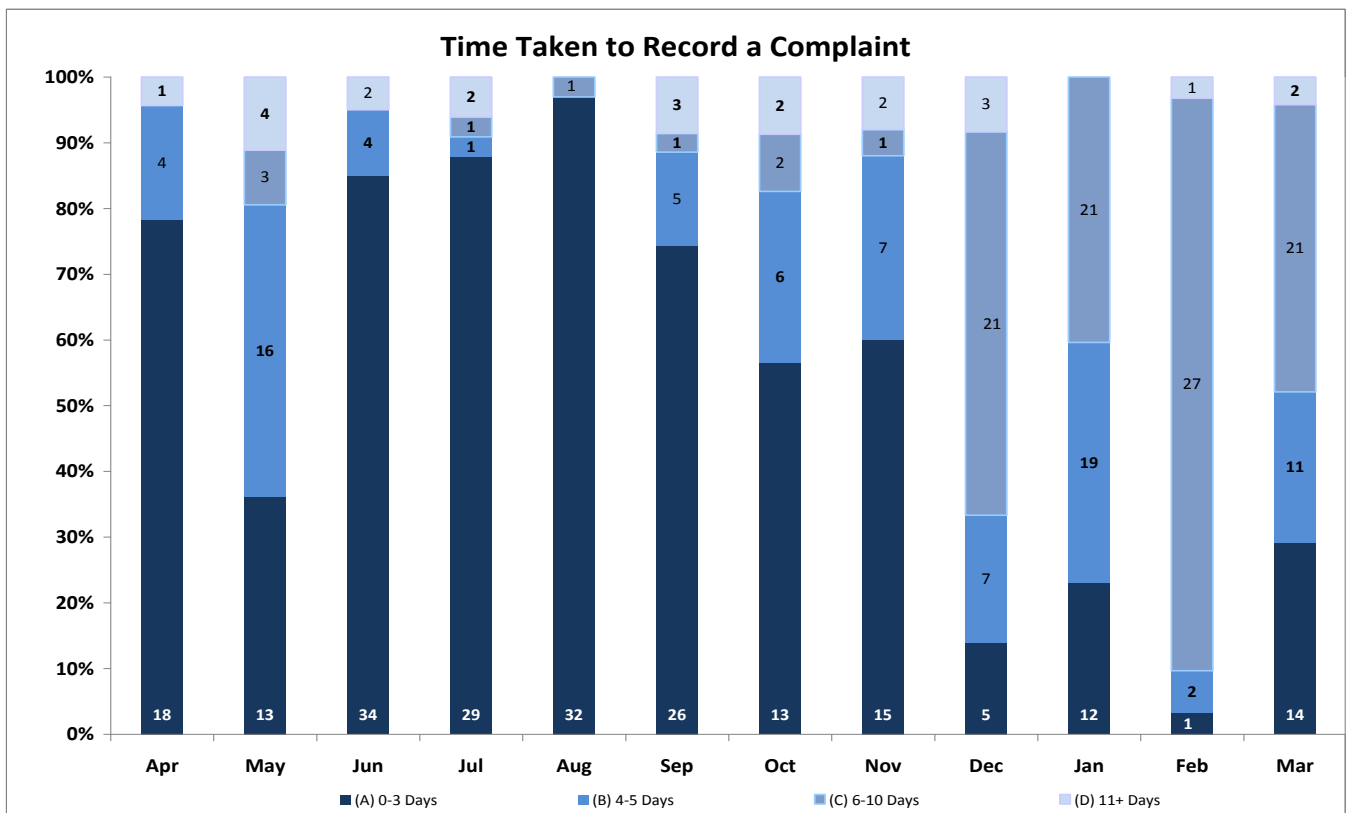
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

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

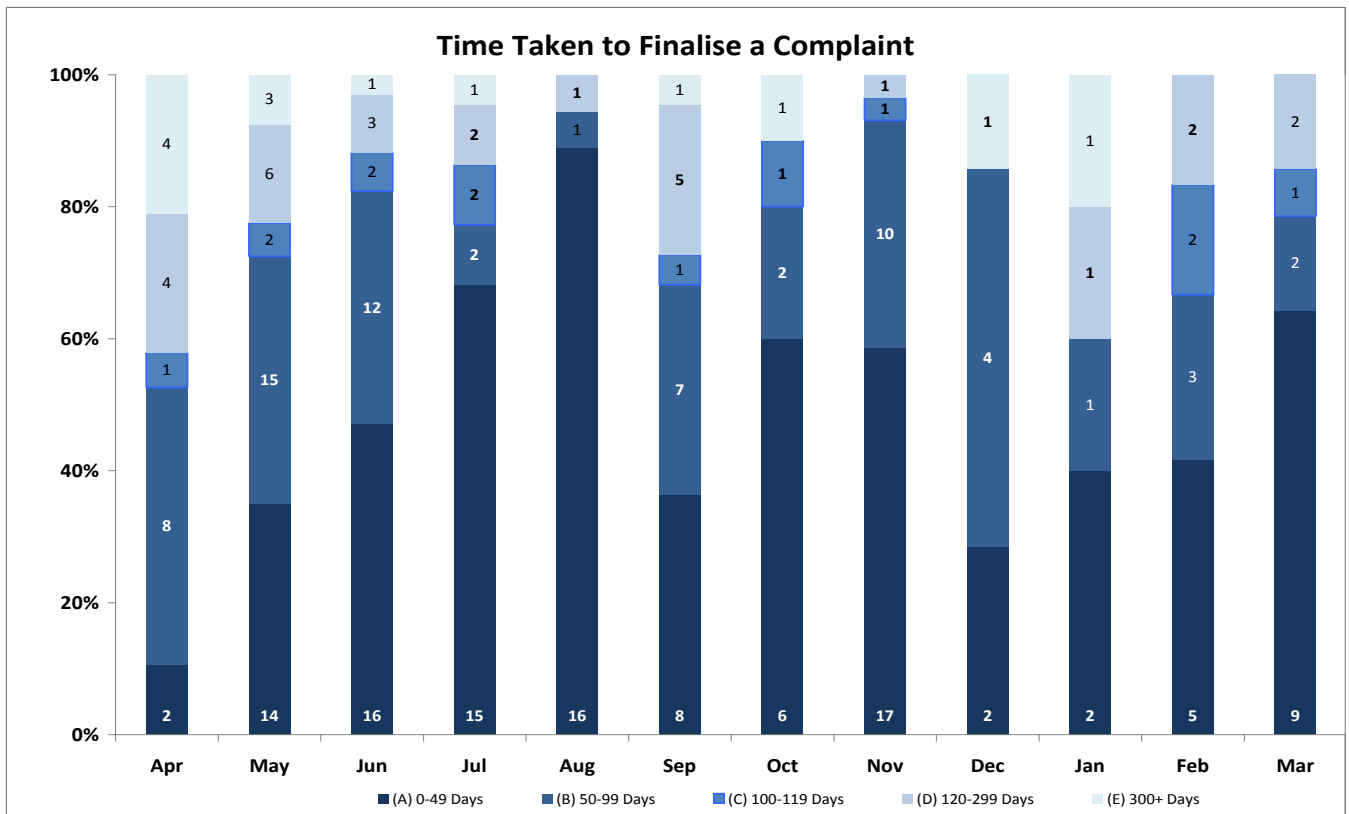
## Timeliness to Record & Finalise

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.

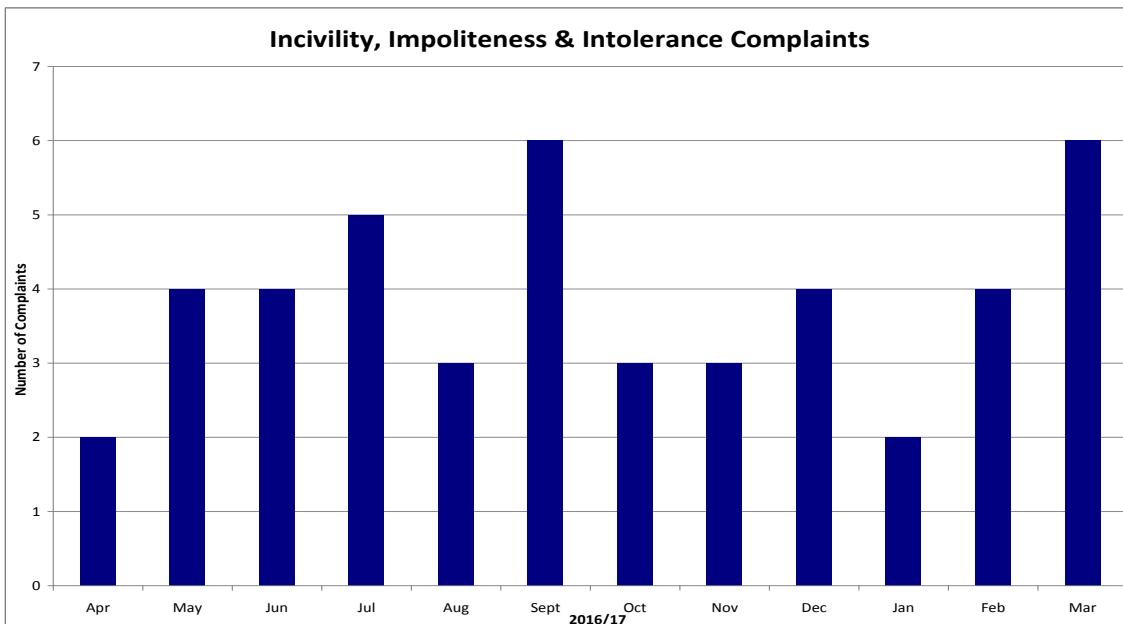
The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces seek to improve on this and aim to record & action cases as soon as possible, aspiring to record 80% of all complaints within 3 days. In the last quarter 21% of complaints were recorded within 3 days, a reduction on the previous quarter (39%) and below the 80% aspiration. However 98% were recorded within 10 days.



The second national target is to finalise cases within 120 days. In the last quarter 81% of cases were finalised in 120 days, a reduction compared to the previous quarter (93%). 6 cases in the last quarter have/are taking more than 120 days to finalise.



The following chart shows the trend in recorded incivility complaints in 2016/17.





## Firearms Licensing

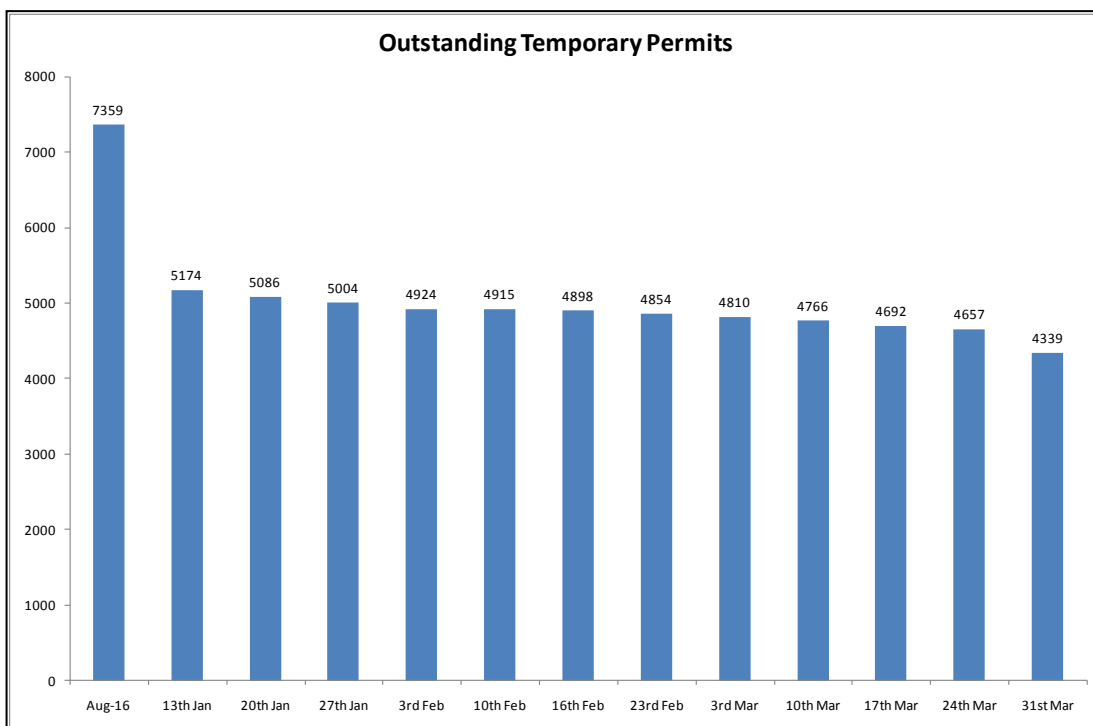
### Signs of Improvement would be:

- ❖ Timeliness in processing renewal applications

Performance in the Firearms Licensing Unit continues to make progress following the completion of the Kier Commissioning Review in October 2016 and the subsequent action plan that has been generated and which is being implemented by the management team.

The temporary permits continue to reduce down to 4,339 at the end of March 2017.

The implementation of the staffing recommendations within the Kier Commissioning Review Action Plan is awaiting the outcome of the subsequent business case.



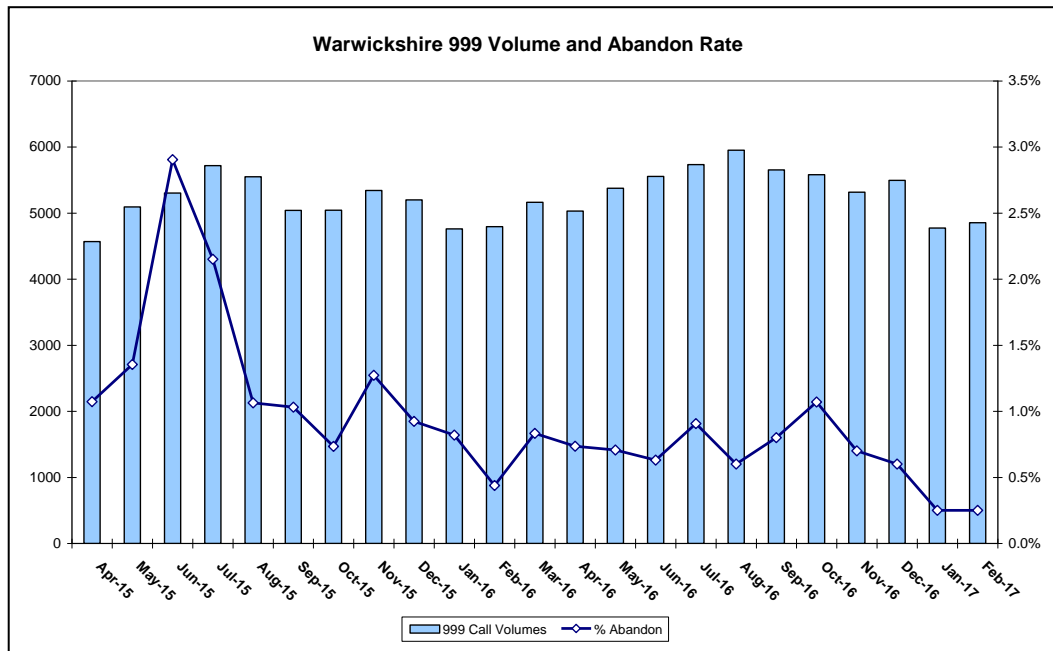
# Call Handling

## Signs of Improvement would be:

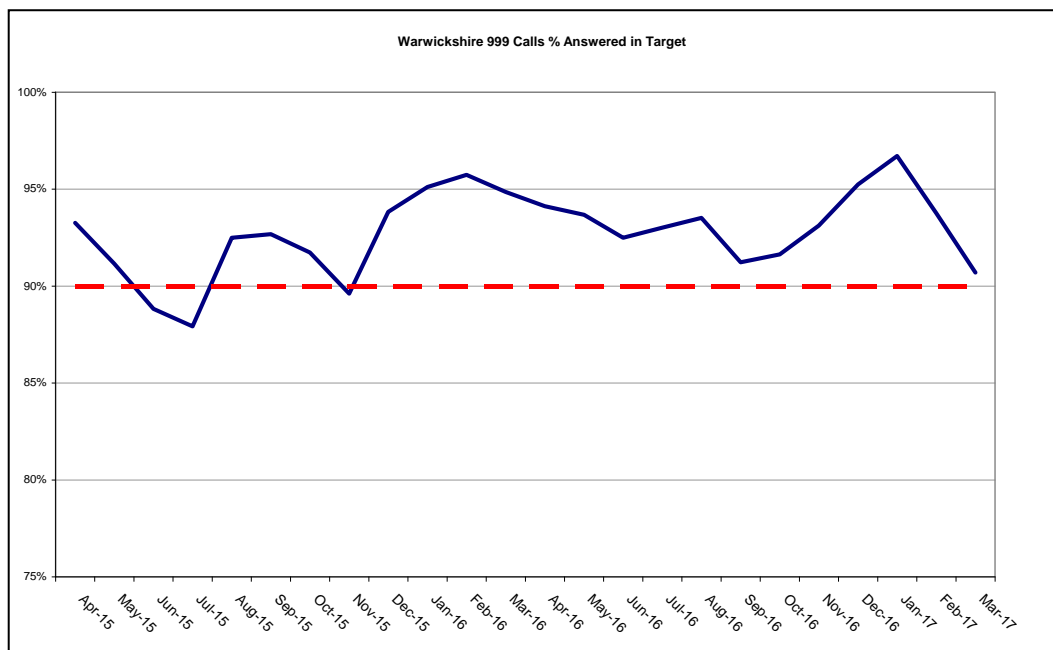
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### Calls on the 999 system

14,969 calls on the 999 system were received last quarter, a reduction compared to the previous quarter (16,401). The % of abandoned 999 calls last quarter shows a decrease compared to the previous quarter.

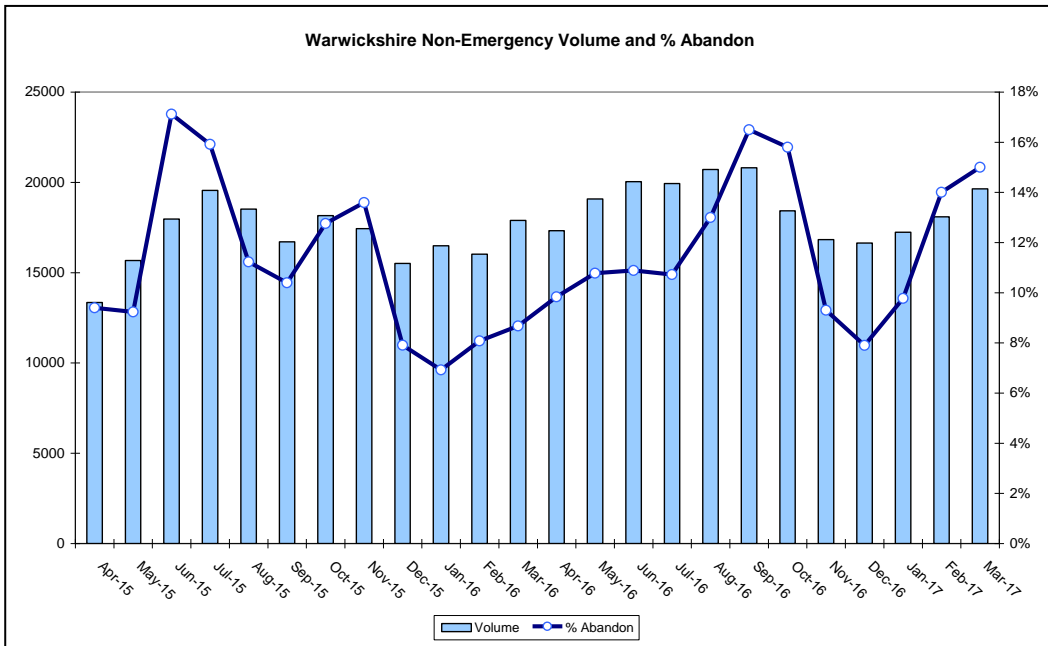


The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter, with a peak in performance in January.

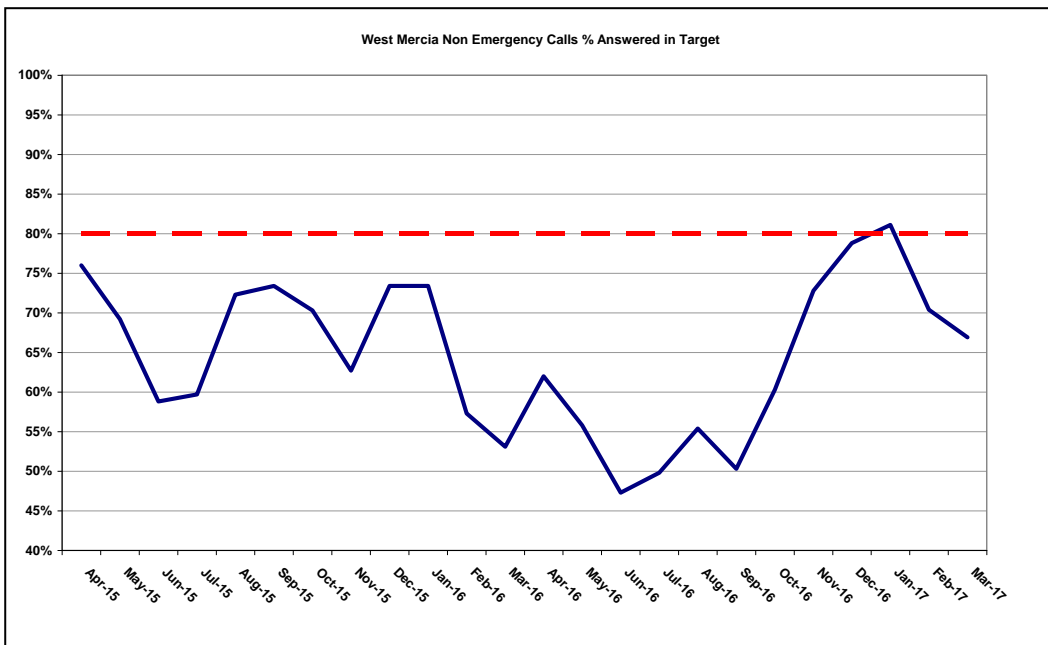


## Non-Emergency Calls

54,959 non-emergency calls were received last quarter an increase compared to the previous quarter (51,885). There has been an increase in the non-emergency calls abandoned rate this quarter compared to the previous quarter. However the rate has risen in February and March in line with an increase in call volume.



The % of calls answered in 30 seconds hit the 80% target in January but has fallen in February and March. The fall in performance was due to increased demand and essential staff abstractions to prepare for the introduction of the new Command & Control system later in 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. OCC performance will be subject to discussion at Performance Management Group in April 2017.