Performance Summary (Warwickshire)

July - September 2016

Author:	Performance Review
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Summary

Topic	Data	Activity	Page
To Protect Communities from Harm			
Confidence	Above national average.	Next national data set to be published late October 2016.	4
Hate Crime	Small increase on previous quarter and above the quarter average.	Hate Crime Awareness Week events planned for 8th – 15th October. First Hate Incident Partnership Panel held in September.	5
Victim Satisfaction	No significant change – remains stable at 85%.	Significant local activity to improve follow up service. Rape and DA surveys now live.	7
Outcomes	Small decrease 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	Record level data used to identify repeat victims and defendants.	Work ongoing to increase the no. of high harm offenders managed within the IOM scheme.	10
Missing Persons	No. of reports comparable to previous quarter. Profile of missing cohort remains stable.	Pro-active work ongoing including targeted work with care homes.	12
To Reduce Crime & Disorder			
Violence with Injury	Small increase on previous quarter and above quarter average.	Analysis delivered to Local Policing senior officers.	15
Sexual Offences – Rape	Comparable volume to previous quarter but above quarter average.	Analysis delivered to Head of Protective Services.	16
Sexual Offences – Other	Decrease on previous quarter but above quarter average.	Analysis delivered to Head of Protective Services.	17
Domestic Burglary	Increase on previous quarter and above quarter average – driven by increase in South Warwickshire.	Work undertaken with IOM and Intel to identify and detain IOM defendants linked to burglary series.	18
Robbery	Small increase on previous quarter and quarter average.	Development of alliance wide approach to serious acquisitive crime	19
Business Crime	Increase on previous quarter. Anticipated increase in monthly average next month.	'Your Business Matters' activity continues.	20
Rural Crime	Increase on previous quarter due to high volumes in August and September.	'Rural Matters' activity continues	21
Domestic Abuse	Increase on previous quarter and above quarter average.	Activity is being undertaken through Local Policing and Tasking.	22
Child at Risk / CSE	Increase on previous quarter and above quarter average.	Partnership arrangements continue to provide greater opportunities for offence & incident reporting	24
Cyber Crime	Small decrease on previous quarter but above quarter average.	Additional services to be provided to cyber crime victims from October.	25
Anti-Social Behaviour	Increase compared to previous quarter and above the quarter average.	Changes in recording of ASB being implemented – expect increased vols	26
Road Traffic Casualties	Decrease in KSIs compared to the previous quarter.	High harm routes subject to daily tasking.	27
Response Times to Emergency Incidents	% incidents attended within 20 mins remains below 90% aspiration	Activity and analysis ongoing to improve data quality.	28
To Ensure an Efficient and Effective Police Service			
Sickness	Officer sickness comparable to previous quarter. Staff sickness shows small improvement on previous quarter.	The 2016 Staff Survey will be launched in October.	30
Complaints	Improvements in recording timeliness compared to the previous quarter and above 80% aspiration.	Subject to ongoing monitoring	32
Firearms Licensing	Temporary Permits issued to ensure all license holders are certified.	Kier commissioning review being finalised	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 second 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.

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

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 March 2016. The next update will be published in late October 2016 and will therefore be included in the November monthly summary.
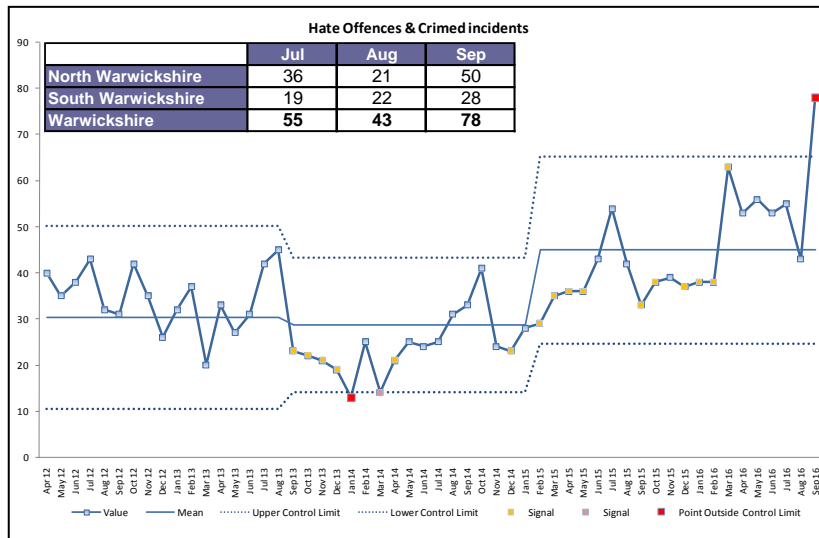
The force has seen a general improvement in confidence levels felt by local communities and continues to be above the National average (78%). 8 in 10 people (80%) have confidence in the police in their local area.

Confidence in Police
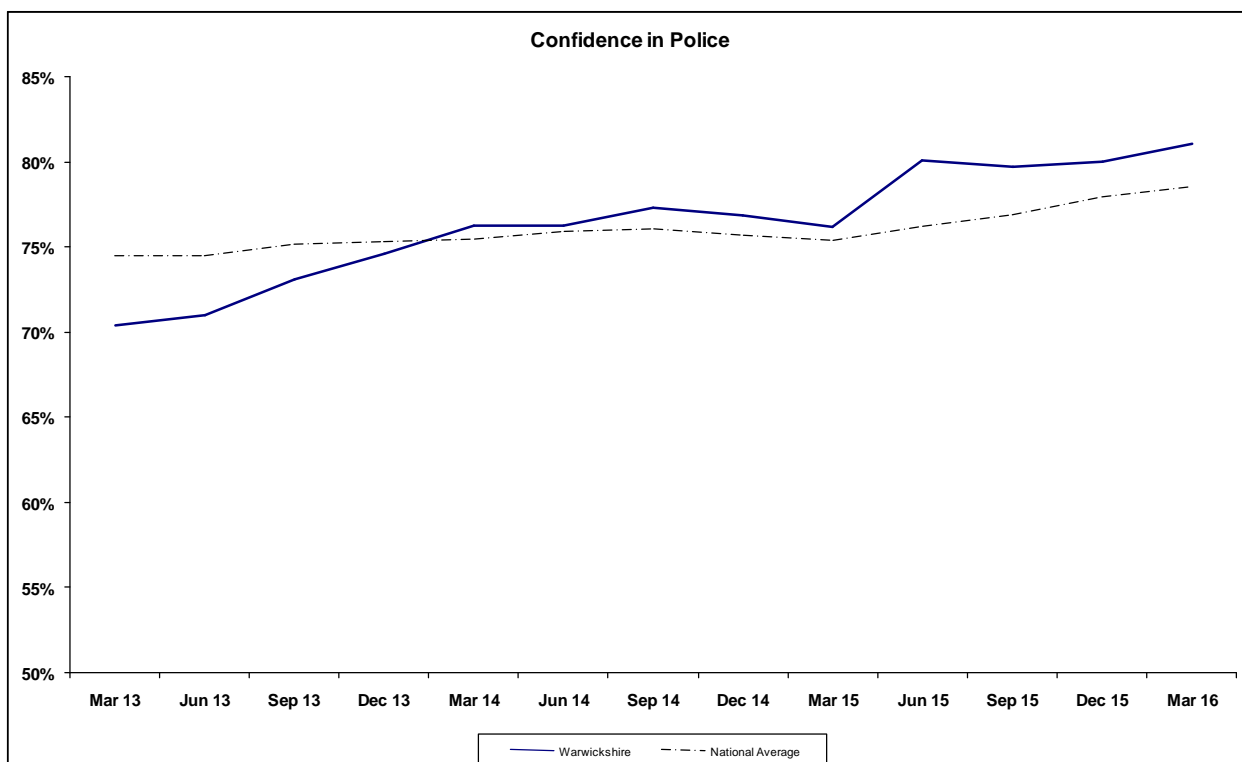
2.1.2 Hate Crime

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

Hate Offences & Crimed incidents

	Jul	Aug	Sep
North Warwickshire	36	21	50
South Warwickshire	19	22	28
Warwickshire	**55**	**43**	**78**

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.

176 offences/ incidents were recorded last quarter; a small increase compared to the previous quarter (162) and above the quarter average (148). The increase has been caused by a spike in offences/ incidents in September (78). Above average volumes were recorded in both policing areas in September but were most notable in North Warwickshire (50).
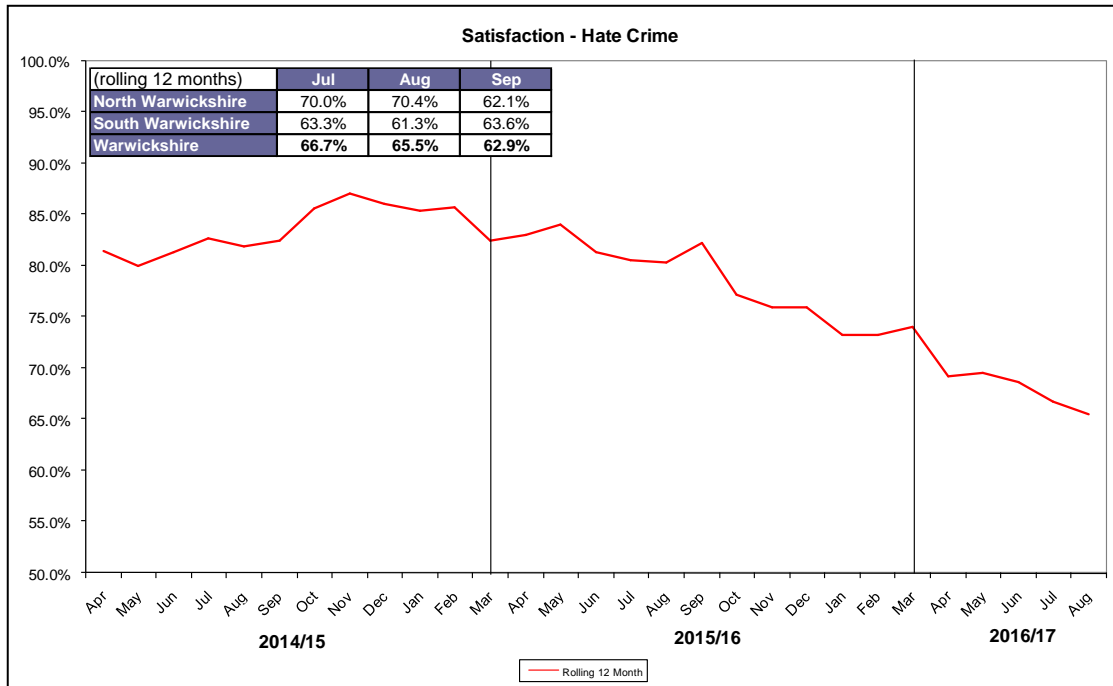
The increase in North Warwickshire has been driven by small volume increases in racially/religiously aggravated ABH, common assault and harassment offences. There was also a small increase in the no. of offences assigned a "disability" hate marker (8 'disability' hate crime offences recorded in September; the highest monthly volume recorded since 2012). Approximately a quarter of the offences recorded in September were 'linked' offences (whereby one incident had resulted in the recording of multiple crimes). 4 of the 8 disability related offences were linked to one incident.

There still appears to be an influence from the Referendum. The increase in racial rhetoric appears to be aimed at all racial/ religious minorities (not specific to non-UK EU nationals). Despite an increase in offences, feedback from our communities suggests that Referendum-related offences remain underreported. As a result of this, a number of community events are planned to build confidence and encourage formal reporting of incidents. One event has already taken place in Leamington, with a similar event scheduled to take place in Nuneaton and Bedworth during Hate Crime Awareness Week (8th – 15th October).

Two Hate Incident Partnership Panels (HIPPs) are also being established to discuss the police response to hate crime and how levels of service can be improved. The first HIPPs meeting for the North of the county took place at the end of September. Panel members included IAG members, former Citizen's Academy attendees, professional partners and third sector representatives.

Research is currently being undertaken by Warwickshire Race Equality Partnership to determine what support provisions exist in Warwickshire for victims of hate crime and to identify any gaps that need to be addressed. The findings of this research are due to be published in October.

Hate Crime Victim Satisfaction

Satisfaction - Hate Crime

(rolling 12 months)	Jul	Aug	Sep
North Warwickshire	70.0%	70.4%	62.1%
South Warwickshire	63.3%	61.3%	63.6%
Warwickshire	**66.7%**	**65.5%**	**62.9%**

The decreasing trend in hate crime satisfaction (from 82% in September 15 to 67% in September 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.

A number of tactical initiatives have been put in place to improve performance. These include reviewing all reported hate crime on a daily basis, ensuring all victims are contacted within 24 hours of the offence being reported and briefing all patrol and SNT officers on best practice in responding to reports of hate crime. Monthly satisfaction meetings are also being held with the command team, OCC and local equality and diversity officer to help address the decreasing trend in hate crime satisfaction.
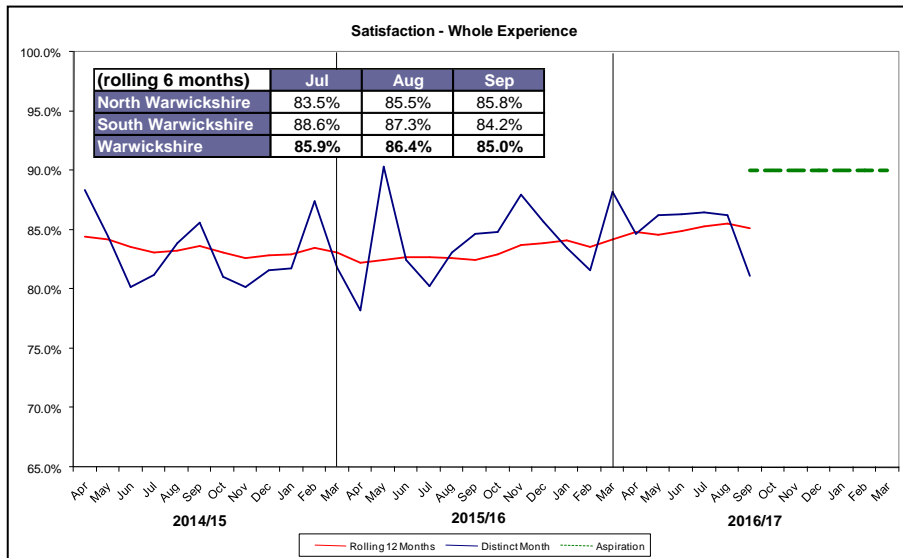
In support of local activity and the monthly satisfaction meetings, the Victim Satisfaction team have completed detailed analysis of free text responses from victims of Hate Crime over the past 12 months. Where possible, any recurring issues/themes have been identified. In order so service improvements can be implemented, any learning points identified will be fed back to local policing areas via SPOCs and also the Equality & Diversity team.

2.2 VICTIMS

2.2.1 Victim Satisfaction

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

Satisfaction - Whole Experience

(rolling 6 months)	Jul	Aug	Sep
North Warwickshire	83.5%	85.5%	85.8%
South Warwickshire	88.6%	87.3%	84.2%
Warwickshire	**85.9%**	**86.4%**	**85.0%**

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.

National comparison data is only available up to June 2016 with the next update not being available until the end of November 2016. As of June, Warwickshire performs relatively well within its peer group of most similar forces[1] for 'Actions' (ranking 5th) and 'Ease of Contact' (6th but in line with the group average) though less favourably in respect of 'Follow up' (7th) and 'Treatment' (7th). 'Follow up' is the area where there is considerable variance from the most similar group average (-3.4%) and the top performing force (-8.9%).

Significant local activity has been undertaken across the policing areas, primarily focusing on 'putting victims first' and providing a good 'follow up' service. All satisfaction-related activity continues to be discussed and coordinated via the Victim Satisfaction Improvement Group. To improve the effectiveness of this group, it has now been divided into Strategic and Practitioner subgroups. The first Practitioner subgroup was held in September- the key focus of this meeting being to identify which local measures have been most successful to date. Potential barriers to success were also discussed.

The new qualitative survey for rape victims has now been running for 3 - 4 months, and has been well received by both victims and officers. Following a local trial of the Home Office Domestic Abuse Victim Survey, it has now been revised and went 'live' at the beginning of October. Results will be available when a sufficient sample of victims has been interviewed.

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

2.2.2 Crime Outcomes

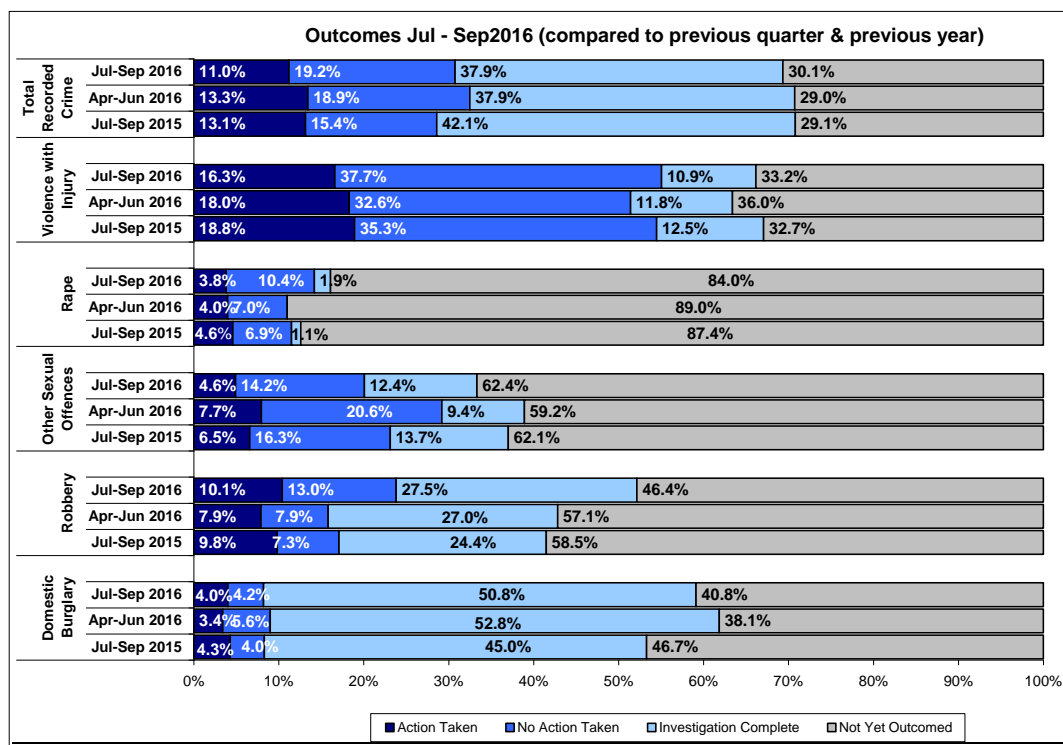| Signs of Improvement would be:	Improved proportion of offences with 'action taken' outcome Improved timelines of recording outcomes

Following the appointment of a strategic lead for outcomes in April, work has been undertaken, not only to improve the reporting clarity on outcome rates, but also to look at the quality of investigations and identifying opportunities to provide a high level of service to victims.

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 etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- 'not yet outcomed' (i.e. offences still under active investigation)
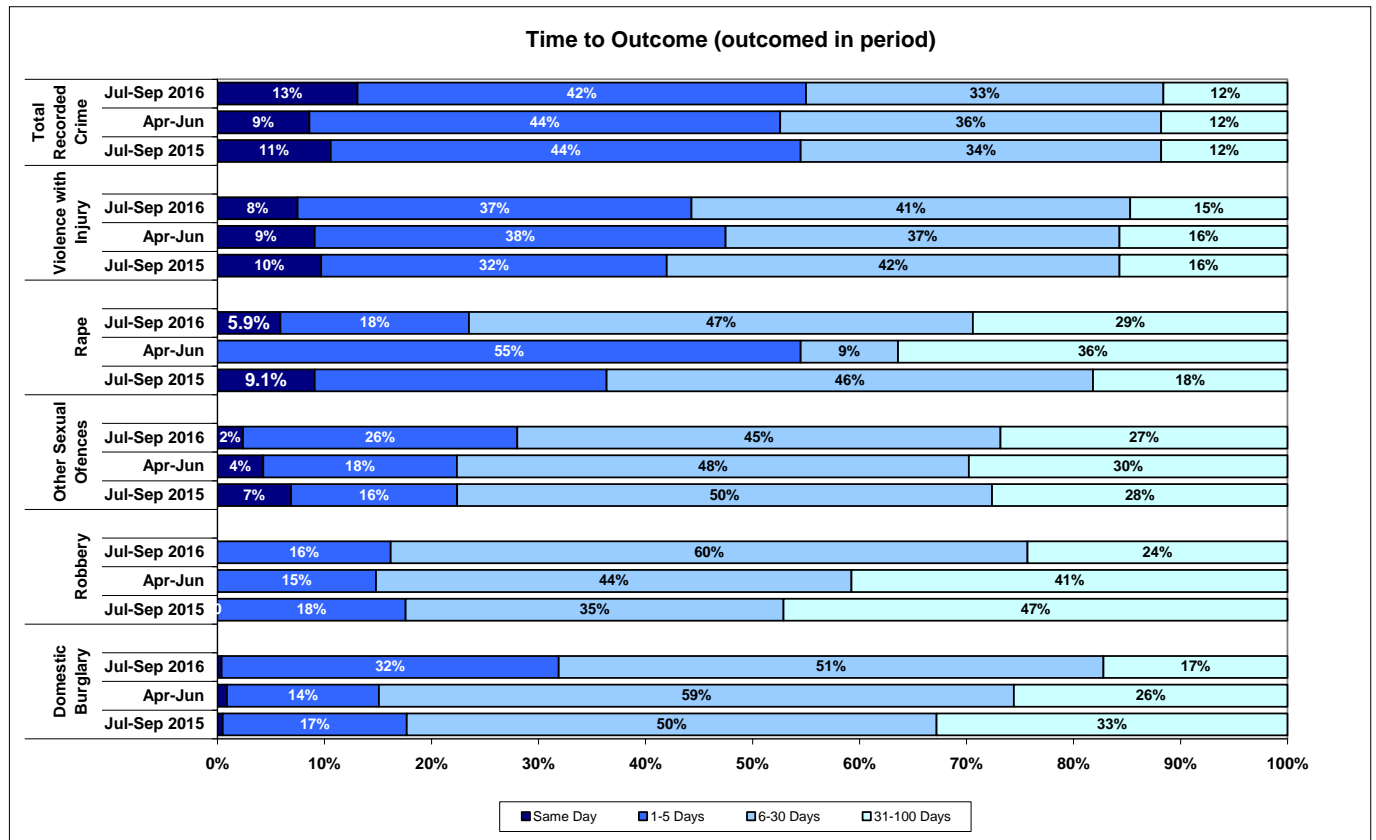
Short term outcome trends are viewed over a rolling three month period. This allows a period of approximately 100 days for outcomes to be assigned – this is considered by the Home Office to be a suitable time for identifying comparable trends

The data below identifies outcome rates for offences recorded and outcomed in the last quarter (Jul - Sep 2016) compared to the previous quarter (Apr-Jun) and the same period last year. Overall, there has been a marginal decrease in the proportion of offences recorded and assigned an outcome within the quarter (68%) 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) in the latest quarter is slightly lower than the previous quarter and the same period last year. There has been a small decrease in the proportion of offences outcomed as 'investigation complete – no suspect identified', although this has increased for both robbery and domestic burglary offences

Outcomes Jul - Sep2016 (compared to previous quarter & previous year)

		Action Taken	No Action Taken	Investigation Complete	Not Yet Outcomed
Total Recorded Crime	Jul-Sep 2016	11.0%	19.2%	37.9%	30.1%
	Apr-Jun 2016	13.3%	18.9%	37.9%	29.0%
	Jul-Sep 2015	13.1%	15.4%	42.1%	29.1%
Violence with Injury	Jul-Sep 2016	16.3%	37.7%	10.9%	33.2%
	Apr-Jun 2016	18.0%	32.6%	11.8%	36.0%
	Jul-Sep 2015	18.8%	35.3%	12.5%	32.7%
Rape	Jul-Sep 2016	3.8%	10.4%	1.9%	84.0%
	Apr-Jun 2016	4.0%	7.0%		89.0%
	Jul-Sep 2015	4.6%	6.9%	1.1%	87.4%
Other Sexual Offences	Jul-Sep 2016	4.6%	14.2%	12.4%	62.4%
	Apr-Jun 2016	7.7%	20.6%	9.4%	59.2%
	Jul-Sep 2015	6.5%	16.3%	13.7%	62.1%
Robbery	Jul-Sep 2016	10.1%	13.0%	27.5%	46.4%
	Apr-Jun 2016	7.9%	7.9%	27.0%	57.1%
	Jul-Sep 2015	9.8%	7.3%	24.4%	58.5%
Domestic Burglary	Jul-Sep 2016	4.0%	4.2%	50.8%	40.8%
	Apr-Jun 2016	3.4%	5.6%	52.8%	38.1%
	Jul-Sep 2015	4.3%	4.0%	45.0%	46.7%

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

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 (55%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is an increase compared to both the previous quarter (53%) and last year (54%).

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)

		Same Day	1-5 Days	6-30 Days	31-100 Days
Total Recorded Crime	Jul-Sep 2016	13%	42%	33%	12%
	Apr-Jun	9%	44%	36%	12%
	Jul-Sep 2015	11%	44%	34%	12%
Violence with Injury	Jul-Sep 2016	8%	37%	41%	15%
	Apr-Jun	9%	38%	37%	16%
	Jul-Sep 2015	10%	32%	42%	16%
Rape	Jul-Sep 2016	5.9%	18%	47%	29%
	Apr-Jun		55%	9%	36%
	Jul-Sep 2015	9.1%		46%	18%
Other Sexual Ofences	Jul-Sep 2016	2%	26%	45%	27%
	Apr-Jun	4%	18%	48%	30%
	Jul-Sep 2015	7%	16%	50%	28%
Robbery	Jul-Sep 2016		16%	60%	24%
	Apr-Jun		15%	44%	41%
	Jul-Sep 2015		18%	35%	47%
Domestic Burglary	Jul-Sep 2016		32%	51%	17%
	Apr-Jun		14%	59%	26%
	Jul-Sep 2015		17%	50%	33%

National comparison data is available up to August 2016.

Warwickshire ranks 7th against a peer group of 7 most similar forces[2] for offences assigned 'action taken' outcomes. The force ranks within the bottom half of its peer group for 'action taken' outcomes assigned to 'Burglary', 'Vehicle Theft' and 'Violence without 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 1st and 2nd respectively out of 7 forces, and above the group averages.

The force is ranked 4th out of the 7 forces for 'action taken' outcomes assigned to 'Violence with Injury' but are above the group average.

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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, but quantifies total offences across the alliance.

2.3.1 Repeat Victimisation
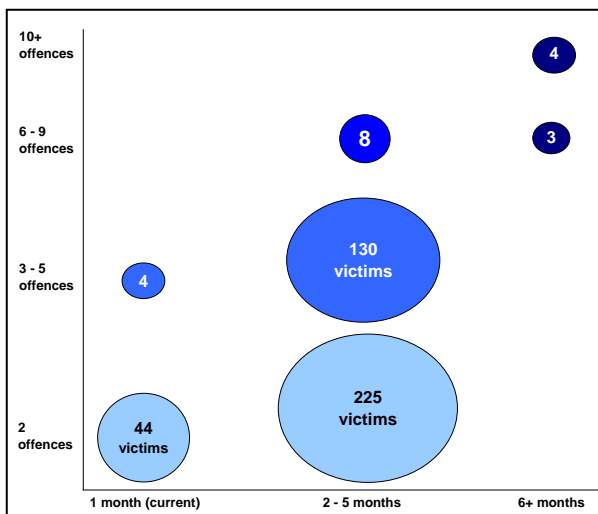
In September, 19% (418) of all victims were repeat victims (subject to at least one further offence in the last 12 months). Of these, 149 (36%) have been victims at least 3 times in the 12 month period.

4 individuals identified as victims in September have been a victim of at least 10 offences over the previous 12 months.

There were 437 victims of domestic abuse offences in September – 26% of these individuals (114) have also been a victim of additional DA offences in the last 12 months.

The number of repeat victims has remained fairly static over the last few months, along with the proportions of those being victims on multiple occasions.

Warwickshire's Repeat Victims By Month
By totality of offences across Alliance in the last 12 months
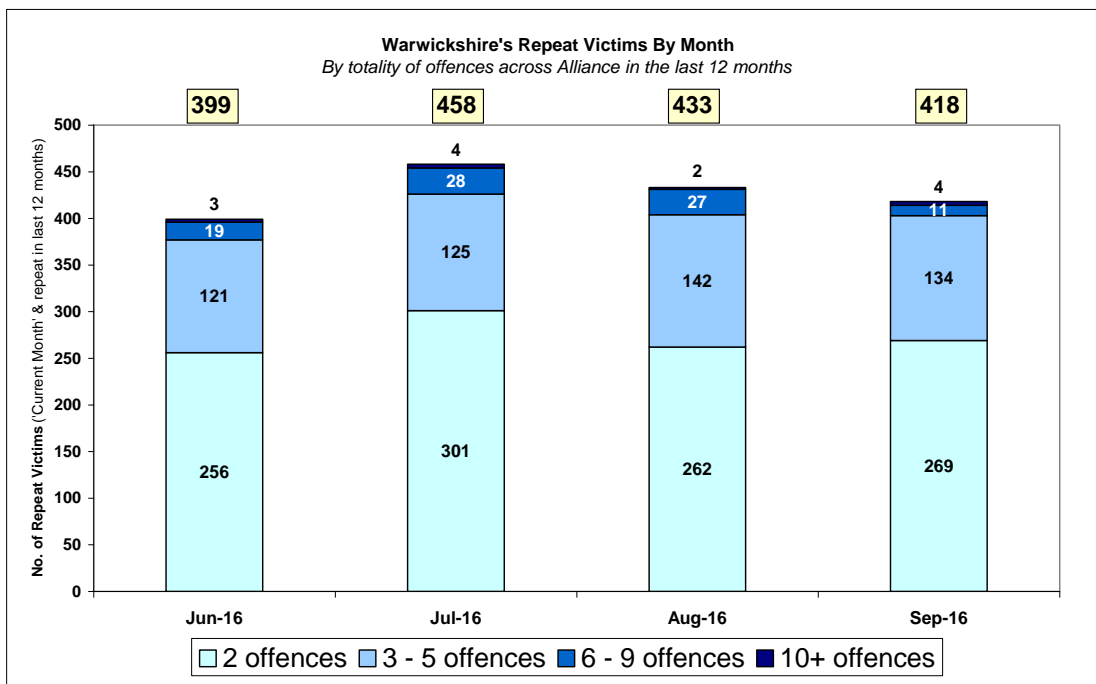
2.3.2 Repeat Offending
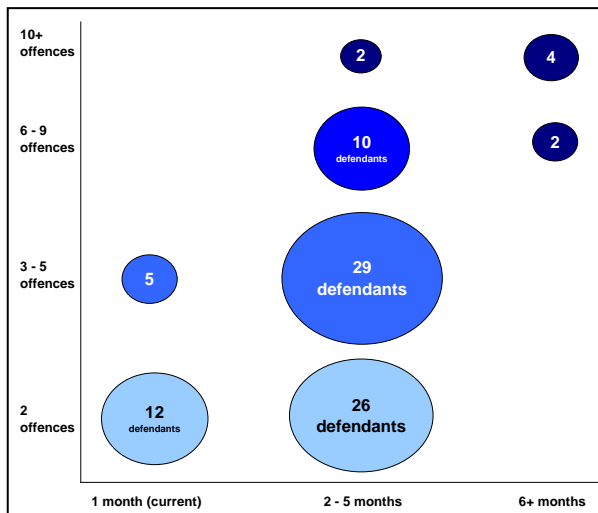
In September, 39% (90) of all defendants were also defendants in at least one other offence in the previous 12 months.

Of these, 18 (20%) have offended at least 6 times in the 12 month period. 6 prolific individuals were defendants in 10 or more offences in the last 12 months.

The number of repeat defendants has remained fairly static over the last few months, along with the proportions of those offending on multiple occasions.
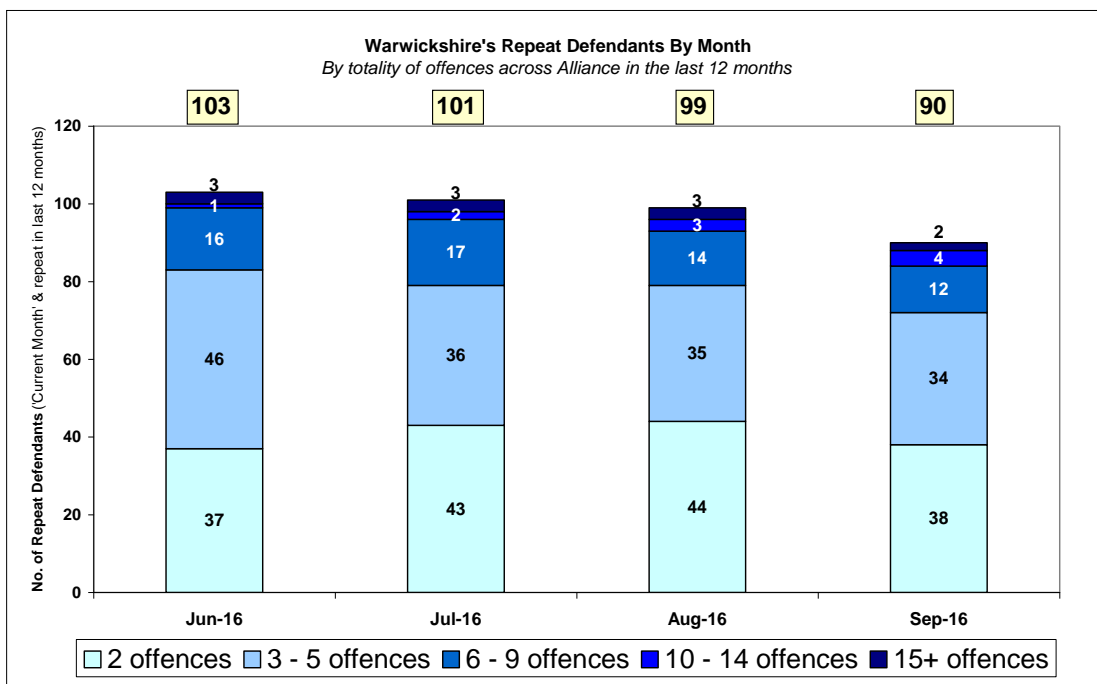
The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the Alliance with local policing commanders and appropriate department heads.

The alliance-wide IOM structure continues to develop. Work is ongoing to increase the number of high-harm offenders who the partner agencies manage within the IOM scheme and work continues to reduce their reoffending. In all policing areas, processes are being determined to ensure that all suitable offenders are identified and managed as part of the scheme. Those that have successfully reduced their reoffending continue to be kept in scope. The IOM scheme

includes offenders within MAPPA, organised crime groups, troubled families and domestic abuse and there are approximately 530 individuals being managed across the Alliance.

2.3.3 Missing Persons

Signs of Improvement would be:	Reduction in repeat missing persons

COMPACT Missing Person Reports

	Jul	Aug	Sep
North Warwickshire	131	119	140
South Warwickshire	62	69	99
Warwickshire	**193**	**188**	**239**
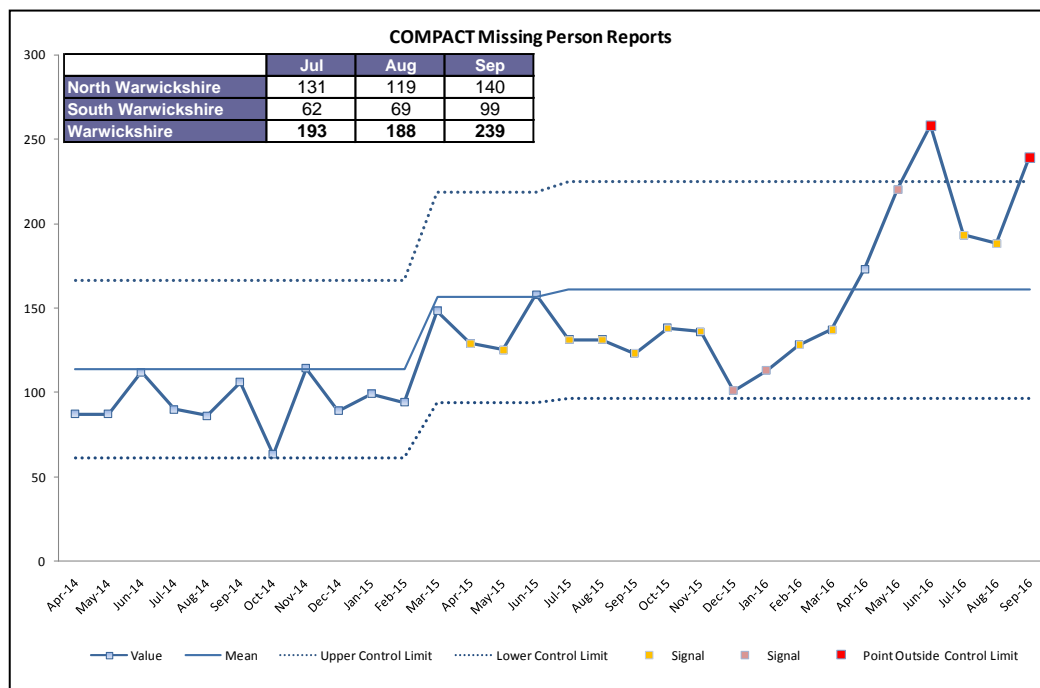
N.B. Significant change in recording practices from April 2016

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

620 missing person reports were recorded in the quarter; comparable to volumes recorded in the previous quarter. As anticipated, higher volumes of recording have been sustained since the significant change to recording practices in April 2016.

The characteristics of the missing persons cohort, including the proportions who are under 18, those who are repeat mispers and those who are 'in care' remains stable. However, there has been a small reduction in the frequency with which children/young persons 'in care' have been reported missing this quarter compared to the previous quarter.

The recent increased engagement with SNT officers, including regular contact with care homes, has helped care home staff share intelligence and improve their understanding of when and how reports should be made to police.

Timely multi-agency interventions, in respect of repeat missing children, is also believed to be reducing the number of missing incidents.

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.
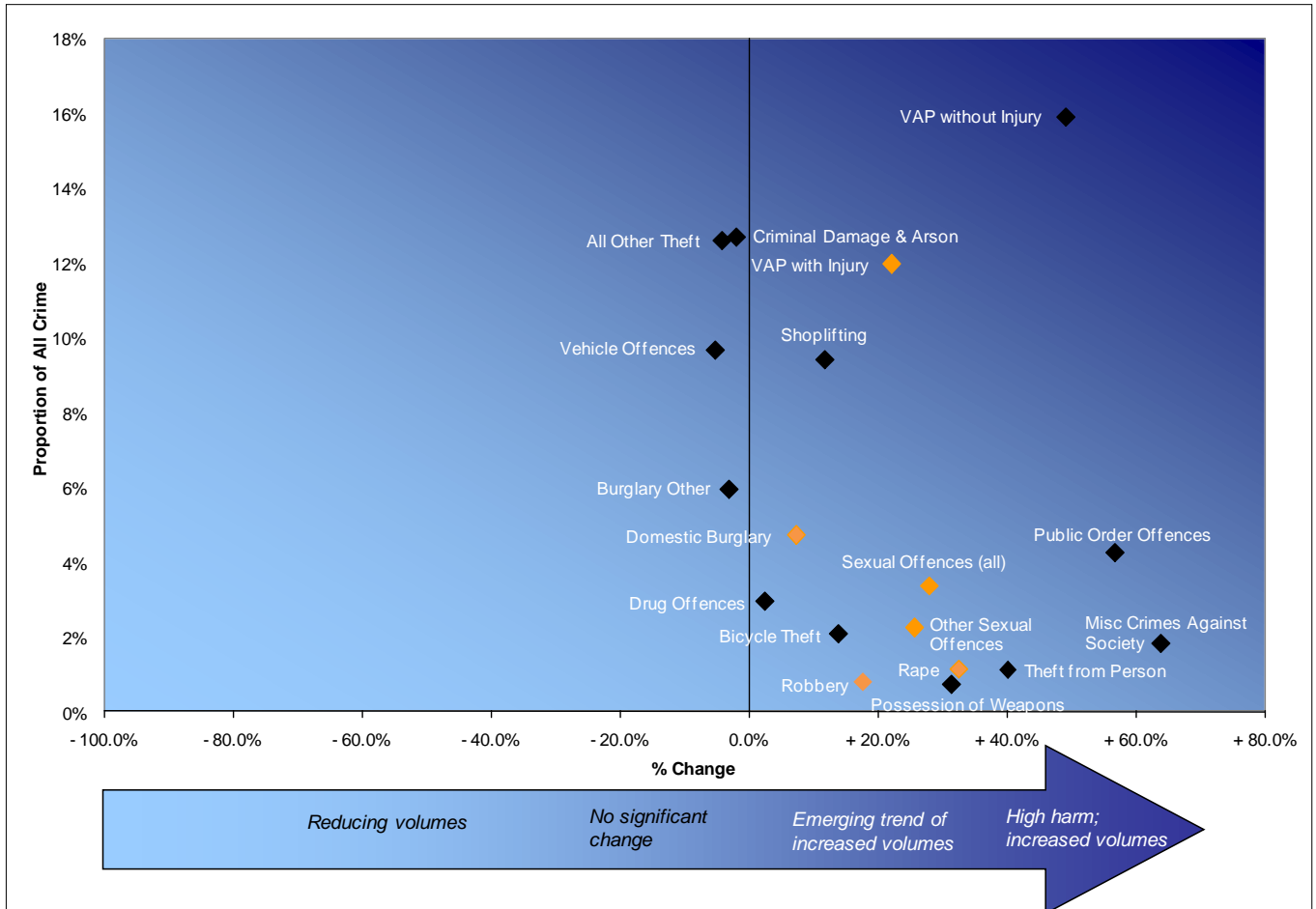
The following charts will include a peer comparison key, as explained below:

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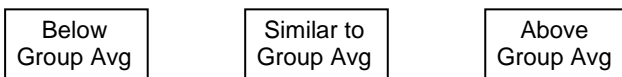
2. Any recent change in the relative position of the force within the group

[3] Most Similar Forces are: Cambs, Devon & Cornwall, Gloucestershire, North Wales, Suffolk, West Mercia, Wilts
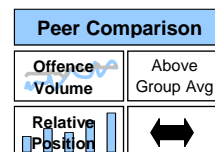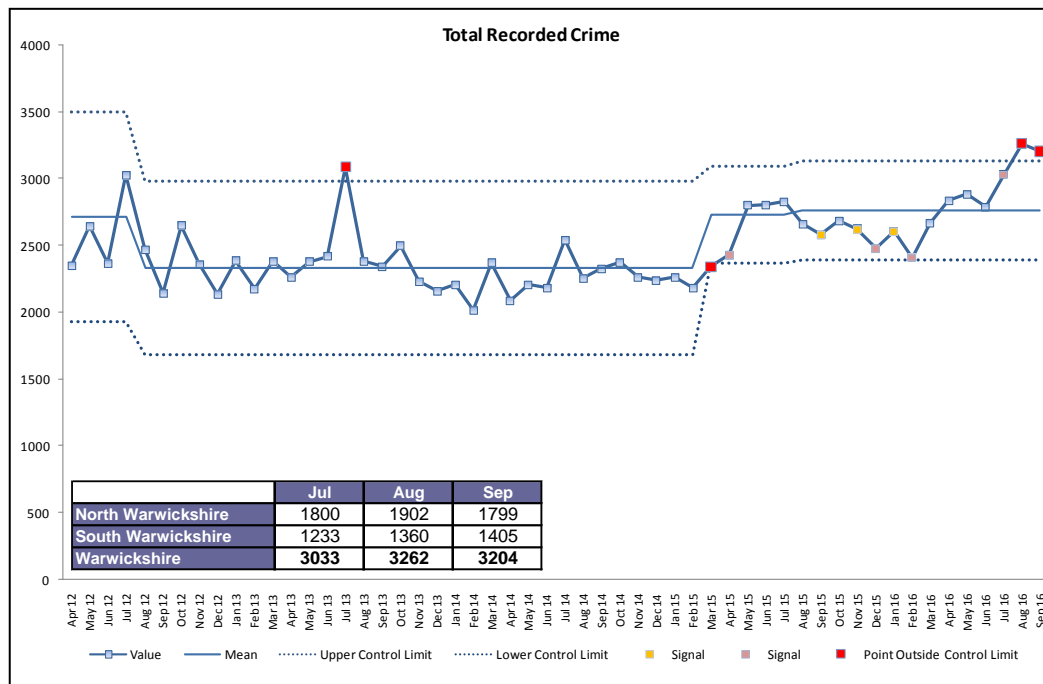
Improving   *No Change*   *Deteriorating*

2.4.1 Crime Recorded

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

Total Recorded Crime

	Jul	Aug	Sep
North Warwickshire	1800	1902	1799
South Warwickshire	1233	1360	1405
Warwickshire	**3033**	**3262**	**3204**

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

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	⟷

9,499 offences were recorded across Warwickshire last quarter; an increase compared to the previous quarter and 14% above the quarter average. Increases have been seen across both policing areas. The increase in volumes has been predominantly seen within the crime groups of lower harm offences including harassment and assault without injury. This increase will be discussed at Performance Management Group in October. Work is also being undertaken to better understand the risks associated with the uplift and the drivers for the change, including the changes in recording culture, and the impact of third party referrals etc.
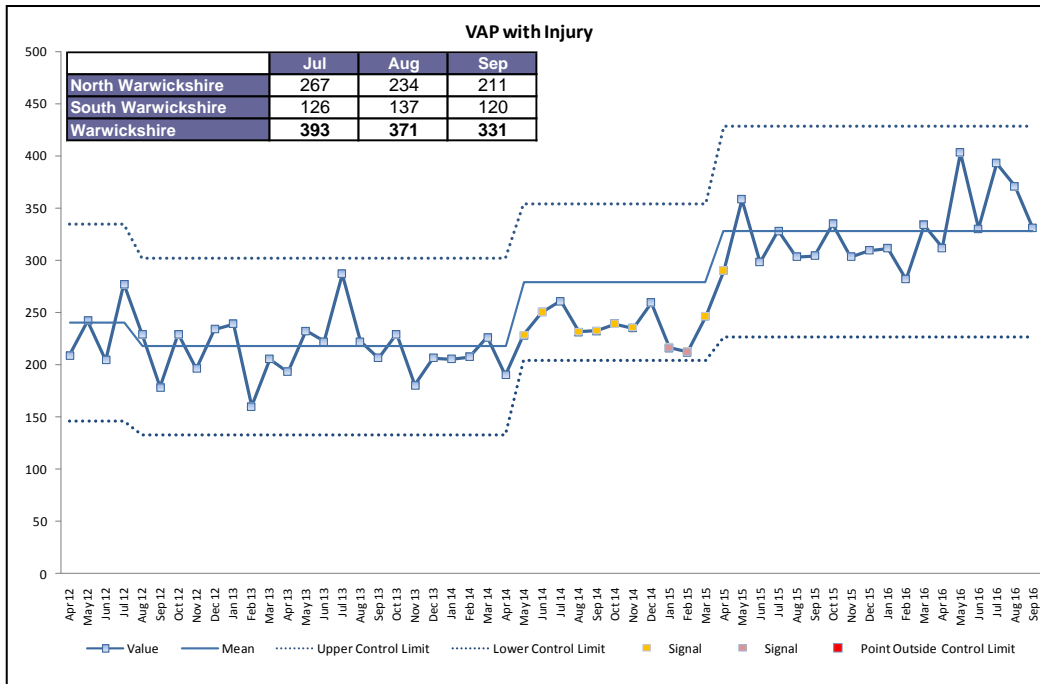
The uplift in offences also in part reflects seasonal trends in crime recording where volumes historically are at their highest during the summer months. We will continue to monitor volumes of total crime and investigate the profile of high volume offence groups where relevant.

	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	9499	8371	1036	941	2613	2357	1852	1616	1702	1478	2296	1980
Violence With Injury	1095	1004	100	104	369	333	243	203	128	140	255	224
Violence Without Injury	1615	1332	154	139	538	421	296	248	290	223	337	302
Rape	106	95	12	10	24	25	25	20	25	19	20	21
Other Sexual Offences	218	188	18	19	65	54	49	34	41	40	45	40
Business Robbery	12	10	0	1	4	4	4	2	1	1	3	2
Personal Robbery	57	54	5	6	13	19	15	12	12	7	12	11
Domestic Burglary	449	395	59	62	111	110	76	73	86	62	117	89
Burglary Other	506	497	81	71	77	85	97	103	118	115	133	124
Vehicle Offences	1038	810	143	116	265	212	211	168	177	150	242	165
Theft from Person	85	92	7	6	16	27	12	15	25	17	25	28
Bicycle Theft	245	174	7	7	58	44	39	41	28	19	113	63
Shoplifting	873	788	62	57	239	246	177	151	156	116	239	219
All Other Theft Offences	1201	1057	197	159	229	208	201	173	310	278	264	240
Criminal Damage & Arson	1036	1063	109	109	318	336	210	209	159	168	240	242
Other Crimes Against Society	963	815	82	76	287	235	197	167	146	125	251	213

Violence with Injury[4]

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

VAP with Injury

	Jul	Aug	Sep
North Warwickshire	267	234	211
South Warwickshire	126	137	120
Warwickshire	**393**	**371**	**331**

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	↔

1,101 violence with injury offences were recorded in the last quarter; a small increase on the previous quarter (5%) and above the quarter average (1,005). Above average volumes were seen in both policing areas in July and August, however volumes in September are in line with the current average. Analysis of offences recorded in July and August suggest that there were no major incidents of concern.

At force-level, this quarter has seen no significant change in the proportion of violent offences that are either domestic abuse (33%) or alcohol (37%) related.
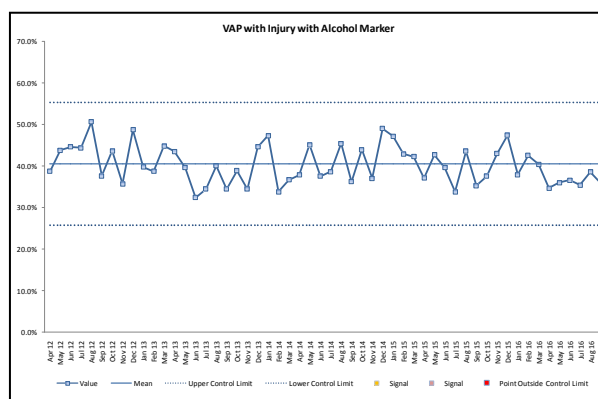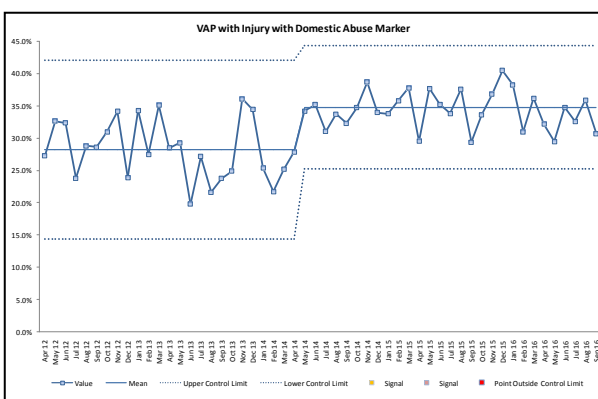
Analysis of violence with injury offences at policing area level has been undertaken to better understand the threat and risk associated with the increase in offences in the current financial year. This analysis has been sent to Local Policing senior officers for further action.
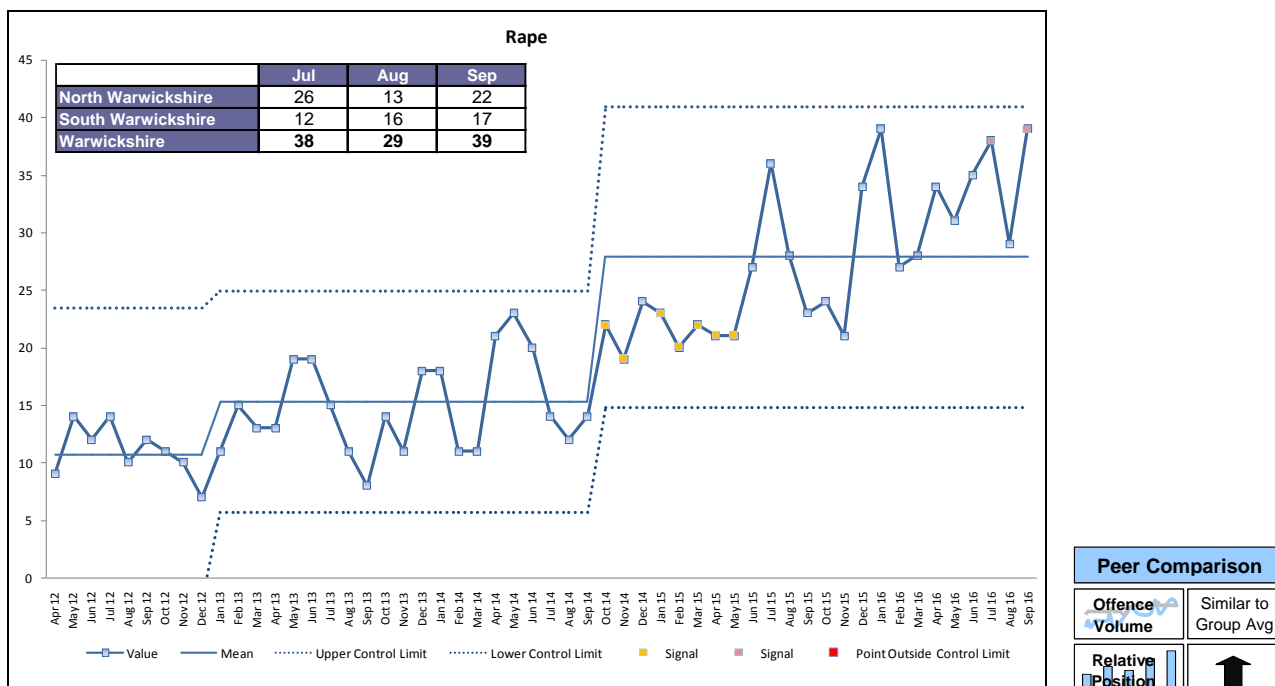
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[4]**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Sexual Offences

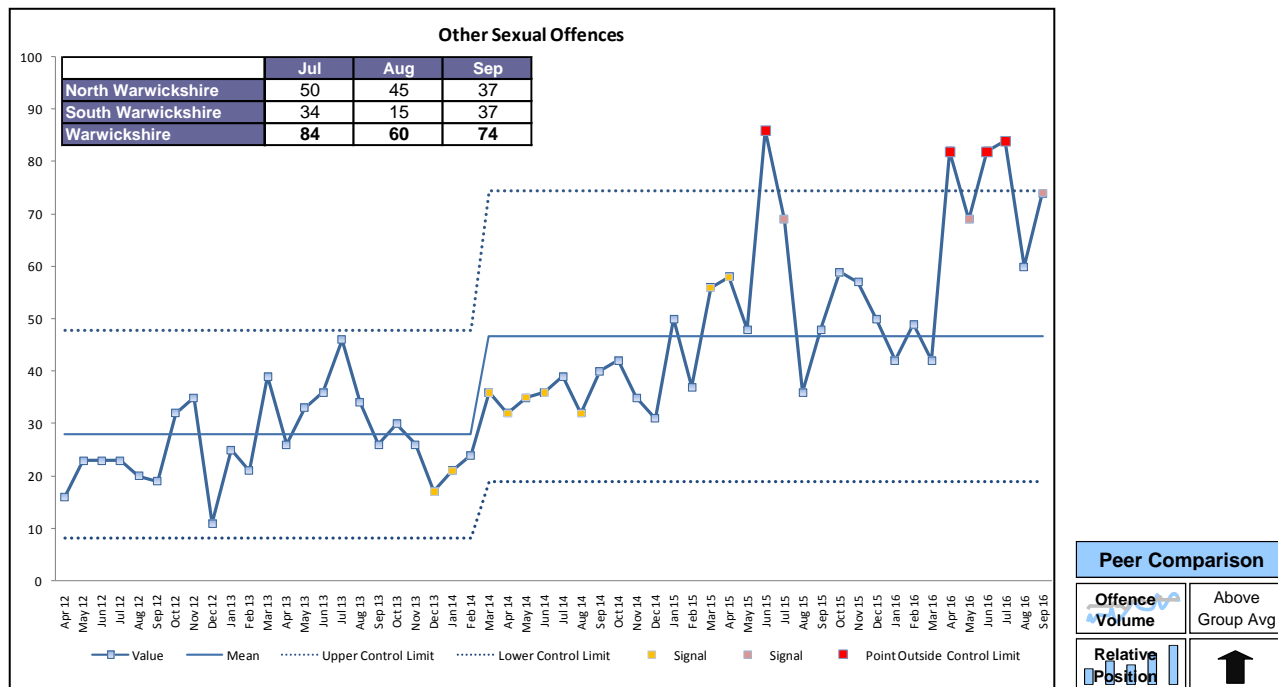| Signs of Improvement would be:	Wider opportunities for victims to report offences Investigation of offences meeting victim expectations

Rape

	Jul	Aug	Sep
North Warwickshire	26	13	22
South Warwickshire	12	16	17
Warwickshire	**38**	**29**	**39**

Peer Comparison

Offence Volume	Similar to Group Avg
Relative Position	⬆

106 rape offences were reported to the police in the quarter, comparable to the previous quarter (100) but slightly above the quarter average (95). Above average volumes have been seen in both policing areas.

The volume of offences was notably high in both July and September. Almost 40% (13) of offences recorded in September were committed over 5 years ago

Other Sexual Offences

	Jul	Aug	Sep
North Warwickshire	50	45	37
South Warwickshire	34	15	37
Warwickshire	**84**	**60**	**74**

217 other sexual offences were reported to the police in the quarter. This is a decrease compared to the previous quarter (233) but remains above the quarter average (187). Higher volumes of reporting have been seen in both policing areas since the start of the financial year.
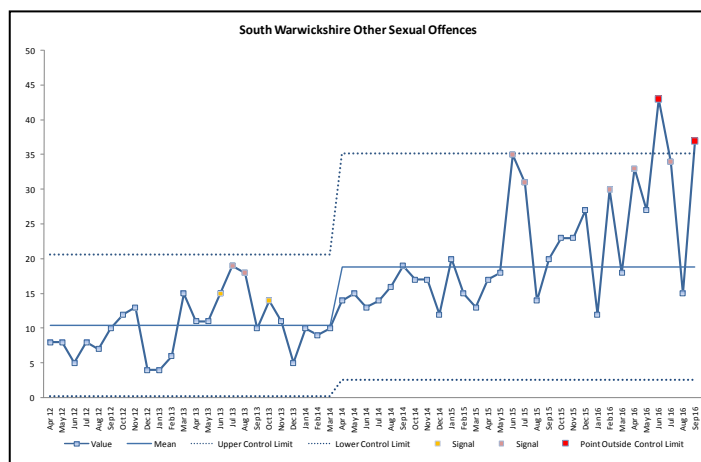
Volumes were significantly high in South Warwickshire in September. Almost a third of these were 'non-recent' offences
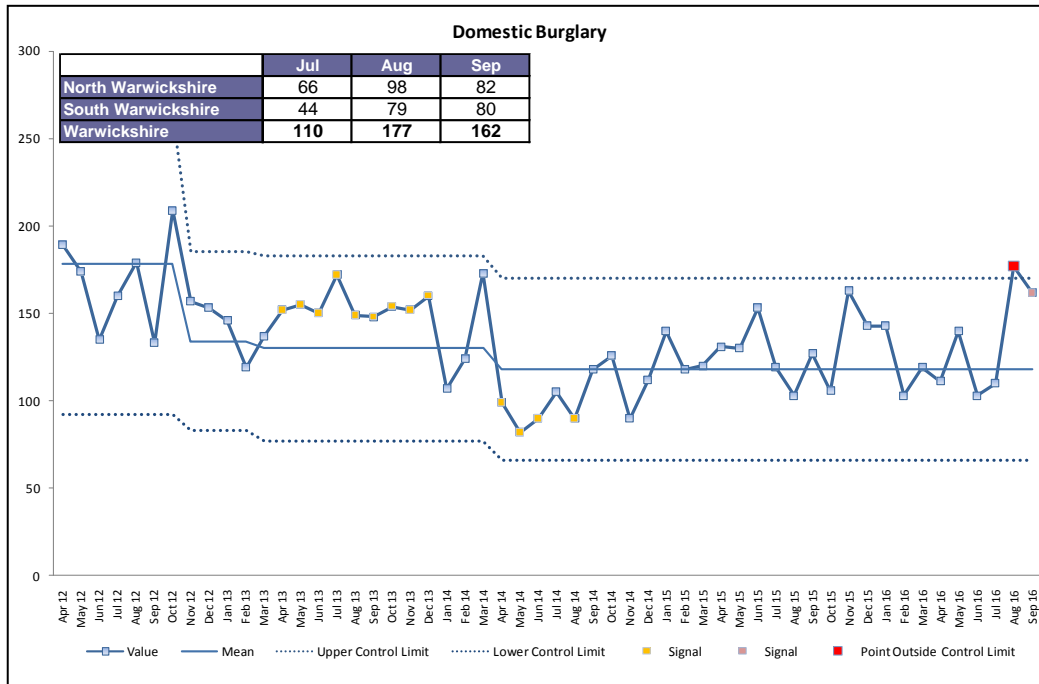
There were no significant increases in specific offence types.

A profile of 'current' rape and other sexual offences has been produced to help assess the risk associated with the longer term increase in sexual offences and determine whether resources are allocated appropriately. This analysis has been delivered to the head of Protective Services for further action.
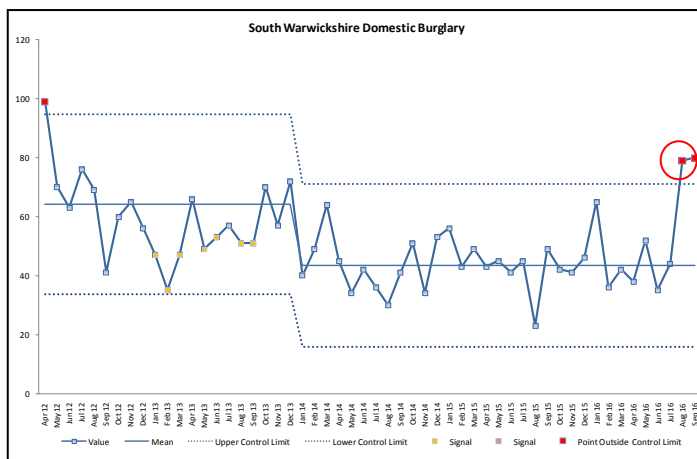
Domestic Burglary

Signs of Improvement would be:	Stable volumes of recorded crime

Domestic Burglary

	Jul	Aug	Sep
North Warwickshire	66	98	82
South Warwickshire	44	79	80
Warwickshire	**110**	**177**	**162**

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	↑

449 offences were recorded in the last quarter, a 27% increase on the previous quarter (354) and above the quarter average (394). This increase is due to a significant uplift in volumes in South Warwickshire, which has had a 62% increase in burglary dwelling offences (202) compared to the previous quarter (125) with significant spikes in August and September.

South Warwickshire Domestic Burglary

In response, from September the IOM team have taken on some responsibility for domestic burglary. In conjunction with Intel and local policing SNT and Patrol teams, a number of offenders have been arrested and bailed or charged.
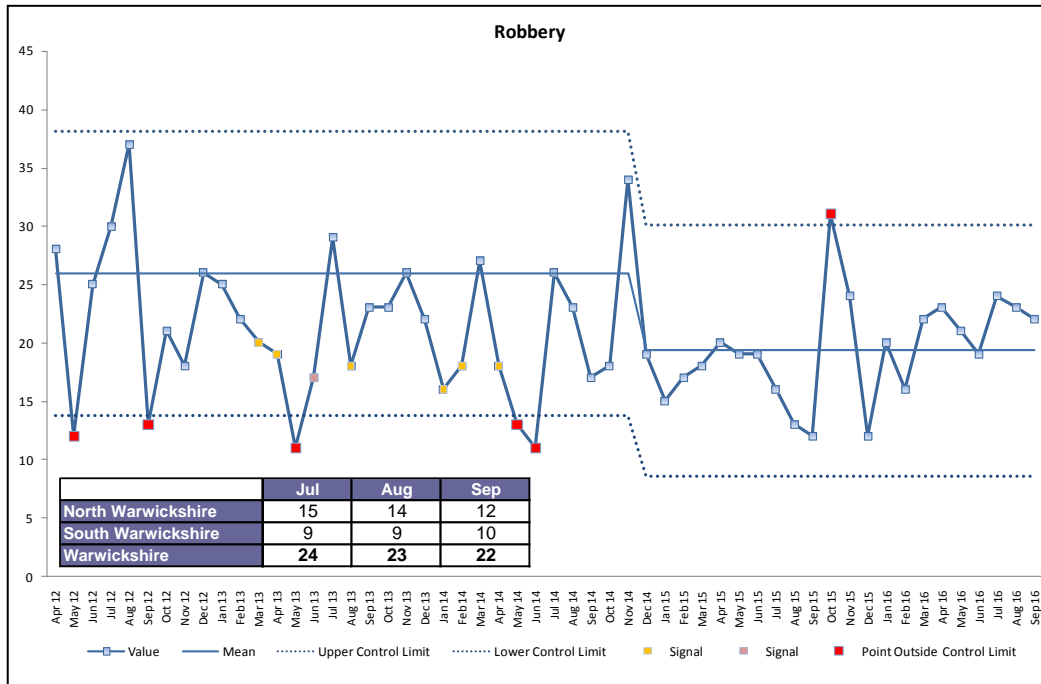
Indications are that volumes are significantly lower for October.

The strategic approach to monitoring serious acquisitive crime is also being developed by the alliance Crime Manager.

Robbery

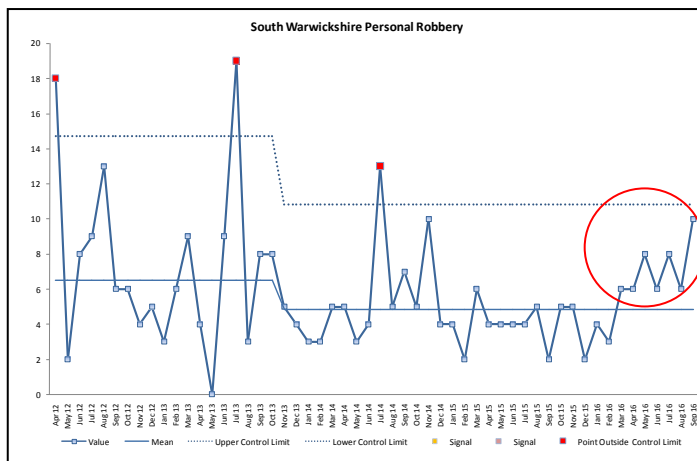| **Signs of Improvement would be:**	Stable volumes of recorded crime

Robbery

	Jul	Aug	Sep
North Warwickshire	15	14	12
South Warwickshire	9	9	10
Warwickshire	24	23	22

Value — Mean ⋯⋯ Upper Control Limit ⋯⋯ Lower Control Limit ■ Signal ■ Signal ■ Point Outside Control Limit

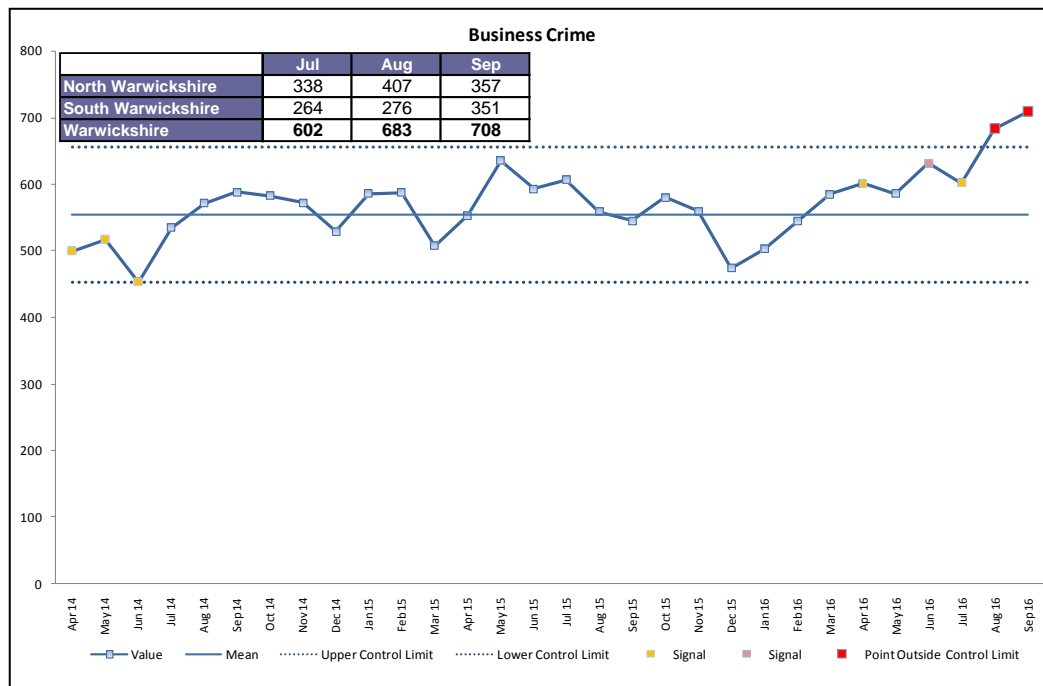| **Peer Comparison**	
Offence Volume	Above Group Avg
Relative Position	⬌

Robbery volumes are generally low and fluctuate around an average of 20 per month. 71 offences were recorded in the last quarter, a small increase on the previous quarter (63). This small uplift is due to a small increase in personal robbery offences in South Warwickshire.

South Warwickshire Personal Robbery

Value — Mean ⋯⋯ Upper Control Limit ⋯⋯ Lower Control Limit ■ Signal ■ Signal ■ Point Outside Control Limit

Volumes in South Warwickshire have been above average since March 2016, and if these higher volumes are sustained next month, there will be a small increase in the monthly average.

However, monthly volumes remain low (approx. 7 personal robbery offences per month).

Business Crime

Business Crime

	Jul	Aug	Sep
North Warwickshire	338	407	357
South Warwickshire	264	276	351
Warwickshire	**602**	**683**	**708**

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

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.
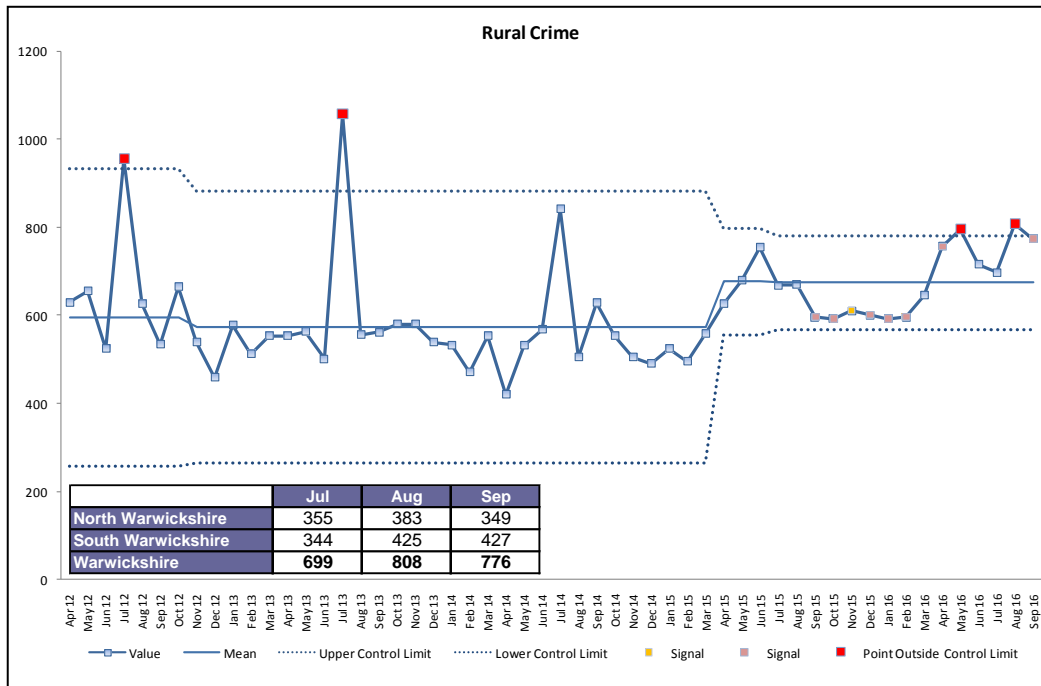
Business crime offences are a sub-set of total recorded crime and are identified as any criminal offence (against person or property) which is associated to a business. 1,993 offences were recorded in the quarter. This is a 10% increase compared to the previous quarter (1,818) and is significantly above the quarter average (1,763).

Above average volumes of business crime have been recorded since March 2016. If these higher volumes are sustained next month, there will be an increase in the monthly average.

Both policing areas saw an increase in business crime with a 6% increase in South Warwickshire and a 12% increase in North Warwickshire. Increases in South Warwickshire were predominantly shoplifting and all other theft offences. North Warwickshire has seen an increase in all other theft and vehicle offences.

The national SPOC conference for business crime, featuring retail crime, will be held in October and it is expected that a number of tactical initiatives will follow from this.

Rural Crime

Rural Crime

	Jul	Aug	Sep
North Warwickshire	355	383	349
South Warwickshire	344	425	427
Warwickshire	**699**	**808**	**776**

Rural crime offences are also a subset of total recorded crime and are identified by their geographical location[5]. 2,283 offences were recorded in the quarter, an increase compared to the previous quarter (2,271), with high columns in August and September. The highest volumes of rural crime are other theft, theft from vehicles and assault without injury.

There have been many successes in relation to Op Leviathan working with partners on dedicated days of action. A new angling alert messaging system/app has just been launched and disseminated to all tactical leads.

An informative rural patrol booklet is being produced to advise officers on legislation on poaching, livestock movement, working with trading standards.

Three additional wildlife crime officers are to be trained in March 2017 for Warwickshire. These will also provide representation for the force at the National Wildlife Crime Enforcers conference being held in November.

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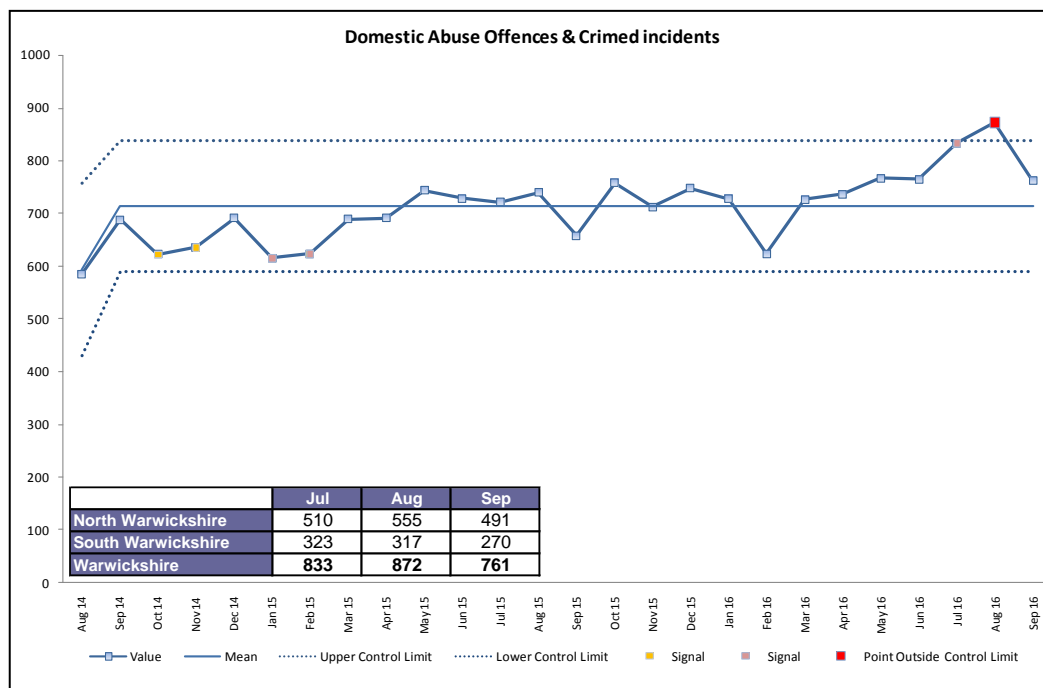
2.4.2 Risk Markers

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 & Crimed incidents

	Jul	Aug	Sep
North Warwickshire	510	555	491
South Warwickshire	323	317	270
Warwickshire	**833**	**872**	**761**

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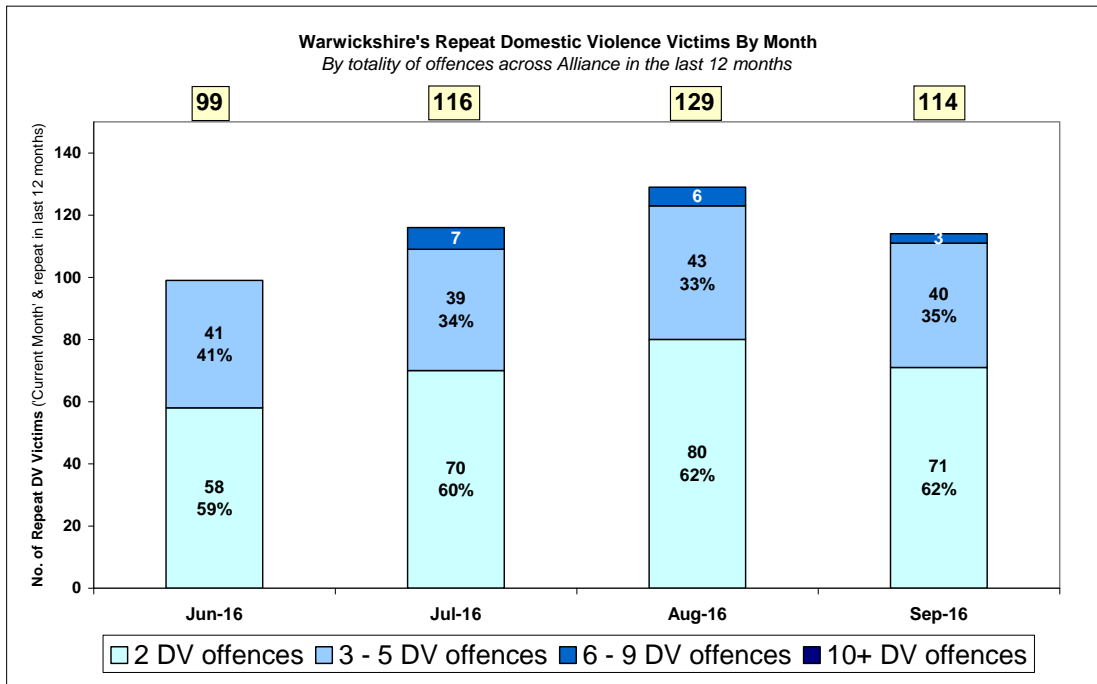
The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

2,266 domestic abuse offences & crimed incidents were recorded in the quarter, an increase (9%) compared to the previous quarter and the quarter average (9%). Increases were seen in both policing areas and were driven by higher volumes in July and August (reflecting seasonal trends in reporting). Volumes have since reduced and are more in line with the monthly average (714).
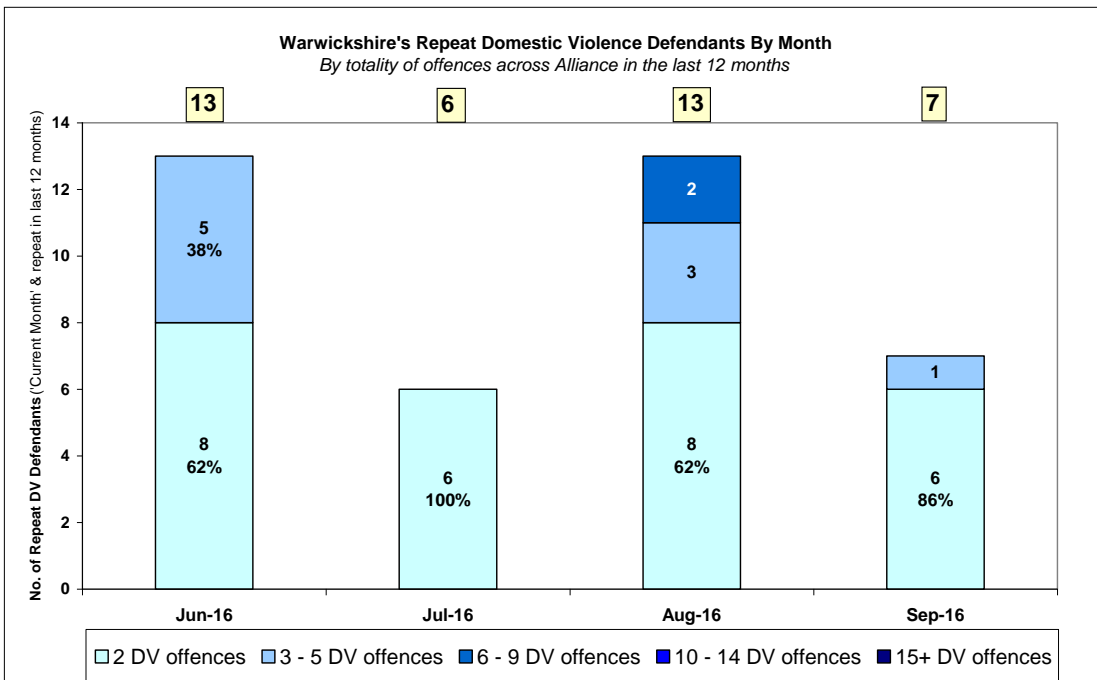
The uplift in recording this quarter was due to an increase in 'emotional' crimed incidents, ABH and common assault offences. The increase in violent offences is indicative of a general increasing trend in ABH and common assault offences during the summer months and is not unique to domestic abuse. The reduction in volumes in September can be attributed to a reduction in ABH and common assault offences compared to the higher volumes recorded in July and August.

Activity is also being undertaken, through local policing and tasking, to encourage positive action around Domestic Abuse offences. This includes tightening recording practices, officer training around dealing with abusive relationships and promoting the use of civil orders to safeguard victims.
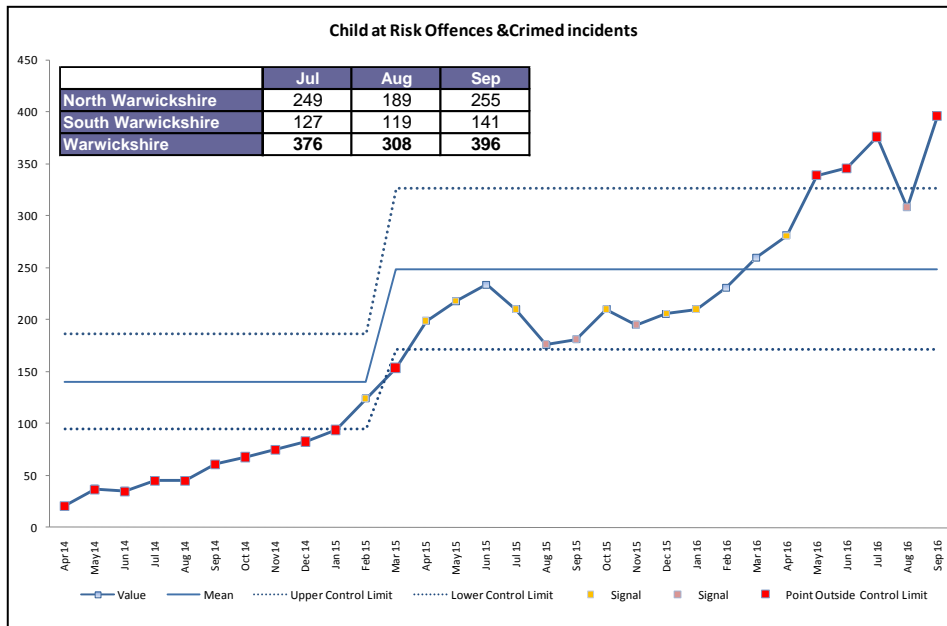
The number of repeat domestic abuse victims has remained fairly static over the last few months, along with the proportions of those being victims on multiple occasions.

Warwickshire's Repeat Domestic Violence Victims By Month
By totality of offences across Alliance in the last 12 months

Month	Total	6 - 9 DV offences	3 - 5 DV offences	2 DV offences
Jun-16	99		41 (41%)	58 (59%)
Jul-16	116	7	39 (34%)	70 (60%)
Aug-16	129	6	43 (33%)	80 (62%)
Sep-16	114	3	40 (35%)	71 (62%)

Legend: ☐ 2 DV offences ☐ 3 - 5 DV offences ■ 6 - 9 DV offences ■ 10+ DV offences

No. of Repeat DV Victims (Current Month' & repeat in last 12 months)

The number of repeat domestic abuse defendants is low and the majority are defendants less than 3 times in the last 12 months.

**Warwickshire's Repeat Domestic Violence Defendants By Month**
By totality of offences across Alliance in the last 12 months

Month	Total	6 - 9 DV offences	3 - 5 DV offences	2 DV offences
Jun-16	13		5 (38%)	8 (62%)
Jul-16	6			6 (100%)
Aug-16	13	2	3	8 (62%)
Sep-16	7		1	6 (86%)

Legend: ☐ 2 DV offences ☐ 3 - 5 DV offences ■ 6 - 9 DV offences ■ 10 - 14 DV offences ■ 15+ DV offences

No. of Repeat DV Defendants ('Current Month' & repeat in last 12 months)

Child at Risk / Child Sexual Exploitation

Child at Risk Offences &Crimed incidents

	Jul	Aug	Sep
North Warwickshire	249	189	255
South Warwickshire	127	119	141
Warwickshire	376	308	396

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

'Child at Risk' markers have been applied to 1,080 offences/ incidents in the quarter, an increase compared to the previous quarter (966) and significantly above the monthly average. Above average volumes of 'Child at Risk' offences/ incidents have been recorded in both policing areas since March 2016. If these higher volumes are sustained next month, there will be an increase in the monthly average.

The uplift in recording this quarter was due to an increase in common assault offences and a smaller volume increase (but large percentage increase) in cruelty/neglect to children offences. 23 cruelty/ neglect to children offences were recorded in the quarter, a considerable increase compared to the previous quarter (5). This increase was driven by a small uplift in North Warwickshire in August (12). Over half of the offences recorded in North Warwickshire were linked to a further offence (e.g. one incident involving multiple children). The majority of offences were alcohol-related.
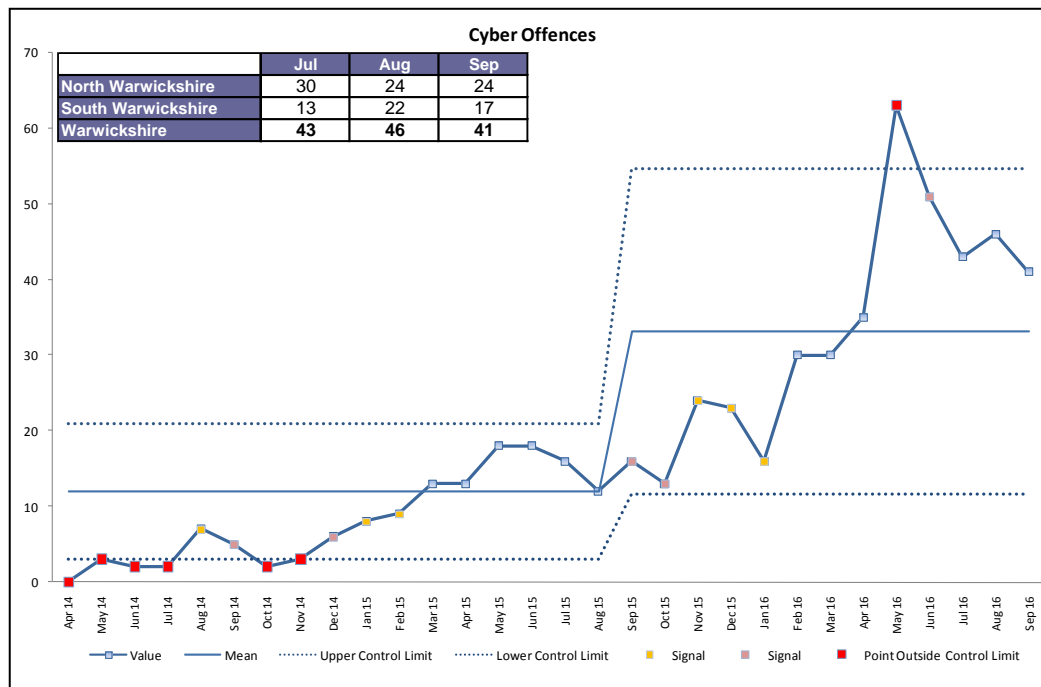

Child Sexual Exploitation Offences & Crimed incidents
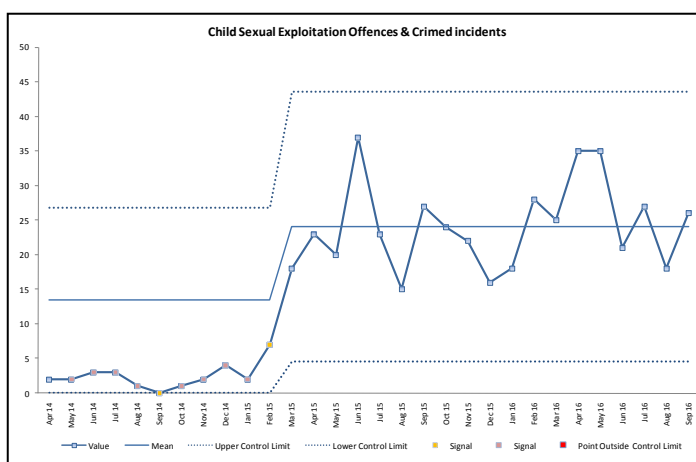
'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker identifying offences where children and young people under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed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

71 CSE offences/ incidents were recorded in the quarter, a decrease compared to the previous quarter (91). The reduction in volumes last quarter (particularly in August) reflects seasonal trends and has anecdotally been linked to a reduction in referrals from schools during the summer holidays. Longer term trends for CSE show a general increase in the use of the marker from February 2015.

Cyber / Online Crime

Cyber Offences

	Jul	Aug	Sep
North Warwickshire	30	24	24
South Warwickshire	13	22	17
Warwickshire	**43**	**46**	**41**

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

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 increased use of the marker over the last 12 months reflects increased awareness internally and the appointment of alliance cyber crime co-ordinators to champion these issues.

130 offences were flagged as cyber/online crime this quarter, a small decrease compared to the previous quarter (149) but above the current quarter average (104). Above average volumes have been seen across both policing areas since the start of the financial year.

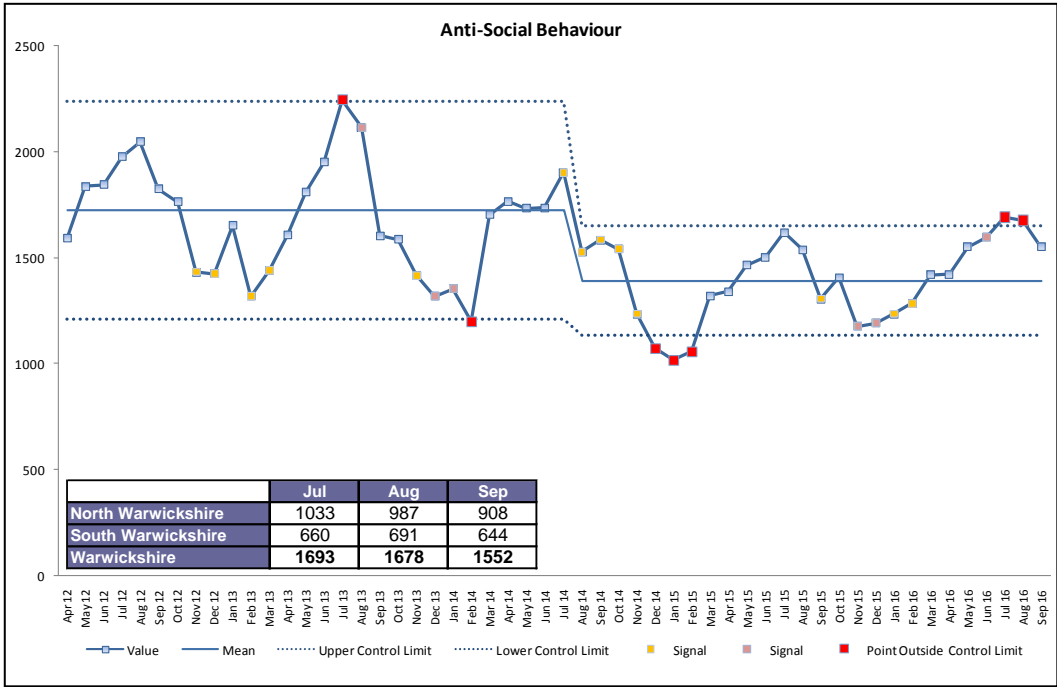Malicious communication offences account for 54% of all cyber crime offences.

The alliance is actively advocating the Cyber Essentials government scheme to businesses. This scheme provides certification to businesses who have obtained a specified level of cyber security.

The alliance will also implement a new national policy in October to provide an additional service to victims of cyber dependent crime. As part of this policy, Action Fraud will refer triaged investigations (i.e. those which meet set criteria) to the OCC for the force to provide victims with an appropriate response.

2.4.3 Anti-Social Behaviour

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

Anti-Social Behaviour

	Jul	Aug	Sep
North Warwickshire	1033	987	908
South Warwickshire	660	691	644
Warwickshire	**1693**	**1678**	**1552**

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

2,923 ASB incidents were recorded in the last quarter, an increase compared to the previous quarter (4,923) and the quarter average (4,303). The reporting of ASB tends to be seasonal with volumes at their highest during the late spring/summer months and at their lowest during the late winter months. The reduction in ASB volumes has been driven by a reduction in North Warwickshire.

There has been a recent process change in the way ASB is recorded in Warwickshire so now all incidents are logged directly on the incident recording system. This will allow us to determine the full picture of ASB - it is anticipated that volumes of recorded incidents will increase.

2.4.4 Road Traffic Casualties

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

In the last quarter there were 6 road deaths and 73 serious injury collisions resulting in 81 serious injury casualties. Of the fatalities, 3 were drivers, 2 were motorbike riders, and 1 was a passenger.

In the last quarter 3 fatalities occurred in North Warwickshire (which included 2 motorway fatalities) and 3 occurred in South Warwickshire.
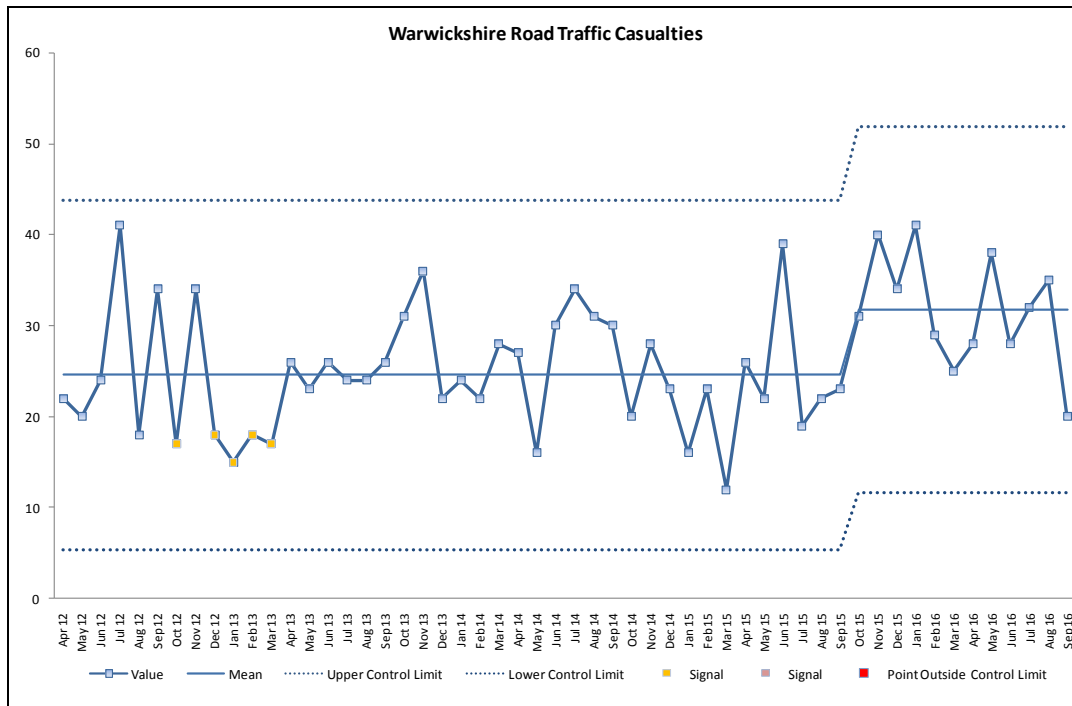
The Safer Roads Partnership has identified 3 high harm routes across Warwickshire, requiring focussed police activity and visibility to reduce casualties. These are subject to daily tasking within Policing Areas and activity is reviewed monthly with data presented to local Tactical Tasking meetings to inform future opportunities and activity required to reduce KSIs.

2.5 DEMAND REDUCTION

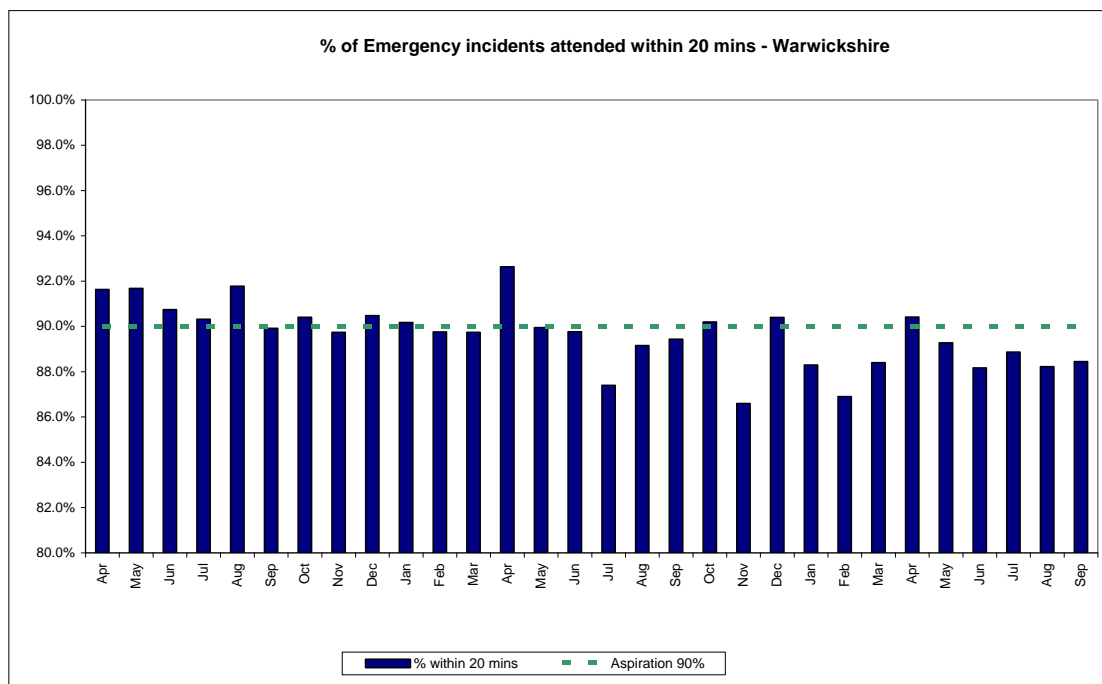### 2.5.1 Response Times to Emergency Incidents

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.

The dedicated working group continues to drive response time performance and analysis has focussed on data quality.   An ongoing project with ICT and Control Room colleagues, is identifying issues with the data and putting processes in place to ensure that response time data is as accurate as possible.

7,486 emergency incidents were recorded in the last quarter. Almost 9 out of 10 (89%) were attended within 20 minutes. We are currently undertaking analysis into those emergency incidents not attended within 20 minutes to determine if they are influenced by geography, time of day/ day of week factors or other OCC processes.

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

The current average response time for emergency incidents is 11 minutes.

The volumes of both total incidents and emergency incidents reported to Warwickshire police shows a generally increasing trend. With finite resources, this will contribute to the long term rising trend in emergency response time (however response times remain well within the 20 minute recommendation).
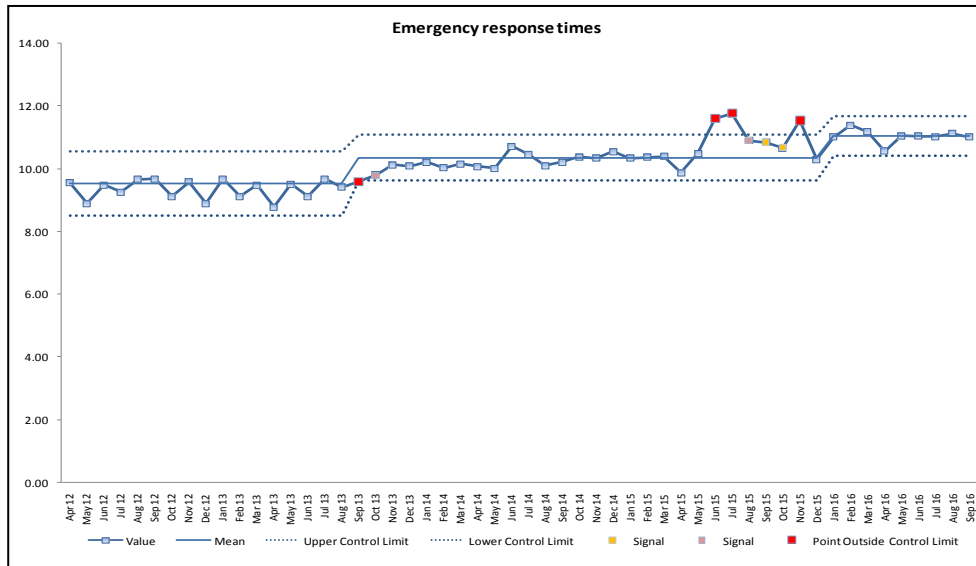
The introduction of the mobile working project across the alliance and initiatives emerging from the Control Centre change programme are anticipated to have a positive impact on response time performance.
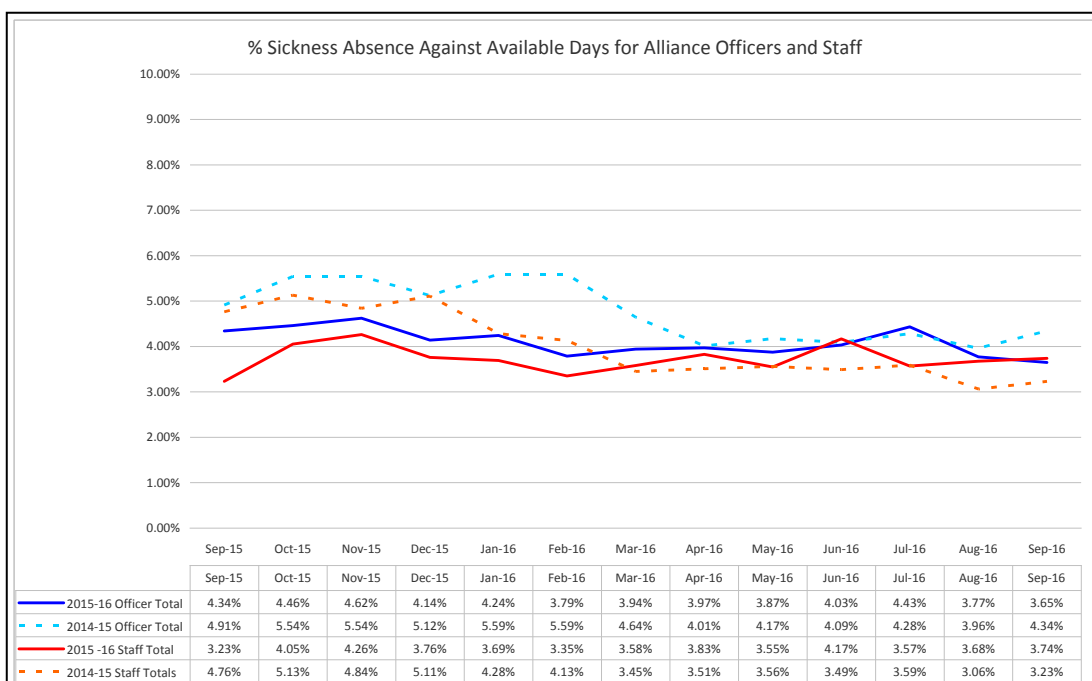
2.6 WORKFORCE

2.6.1 Sickness

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

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

In the last quarter, officer sickness levels peaked in July but reduced during August and September. Across the alliance, the average percentage of days lost to sickness in the last quarter was 3.95% for officers, comparable to the previous quarter. Overall the last quarters' average sickness showed an improvement in comparison to the same quarter in 2015.

For police staff, the average percentage of days lost in the last quarter was 3.66%, an improvement on the previous quarter which averaged at 3.85%. However the rate in the last quarter was slightly higher compared to the same quarter in 2015.

% Sickness Absence Against Available Days for Alliance Officers and Staff

	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
2015-16 Officer Total	4.34%	4.46%	4.62%	4.14%	4.24%	3.79%	3.94%	3.97%	3.87%	4.03%	4.43%	3.77%	3.65%
2014-15 Officer Total	4.91%	5.54%	5.54%	5.12%	5.59%	5.59%	4.64%	4.01%	4.17%	4.09%	4.28%	3.96%	4.34%
2015 -16 Staff Total	3.23%	4.05%	4.26%	3.76%	3.69%	3.35%	3.58%	3.83%	3.55%	4.17%	3.57%	3.68%	3.74%
2014-15 Staff Totals	4.76%	5.13%	4.84%	5.11%	4.28%	4.13%	3.45%	3.51%	3.56%	3.49%	3.59%	3.06%	3.23%

National comparative data (for the year ending 31March 2016) published in May 2016 shows a significant improvement for both officer and staff attendance in comparison with the 43 other Forces nationally. The next update is expected in November 2016.

		Mar-16		Mar-15	
		%	Rank	%	Rank
Warwickshire	Officer	4.2%	18th	6.0%	42nd
	Staff	4.4%	26th	5.8%	43rd
National	Officer	4.4%		4.1%	
	Staff	4.4%		4.1%	

NB: The National picture is to 1 decimal place.

Commitment to the Health and Wellbeing agenda was seen in the recent accreditation of the alliance to both the Workplace Wellbeing Charter (WWC) and the Disability Confident Program. The 2016 Staff Survey will be launched in October, with initial results available in the new year.

2.6.2 Recruitment

Officers

Predictive Modelling Report - All Ranks 2016/2017
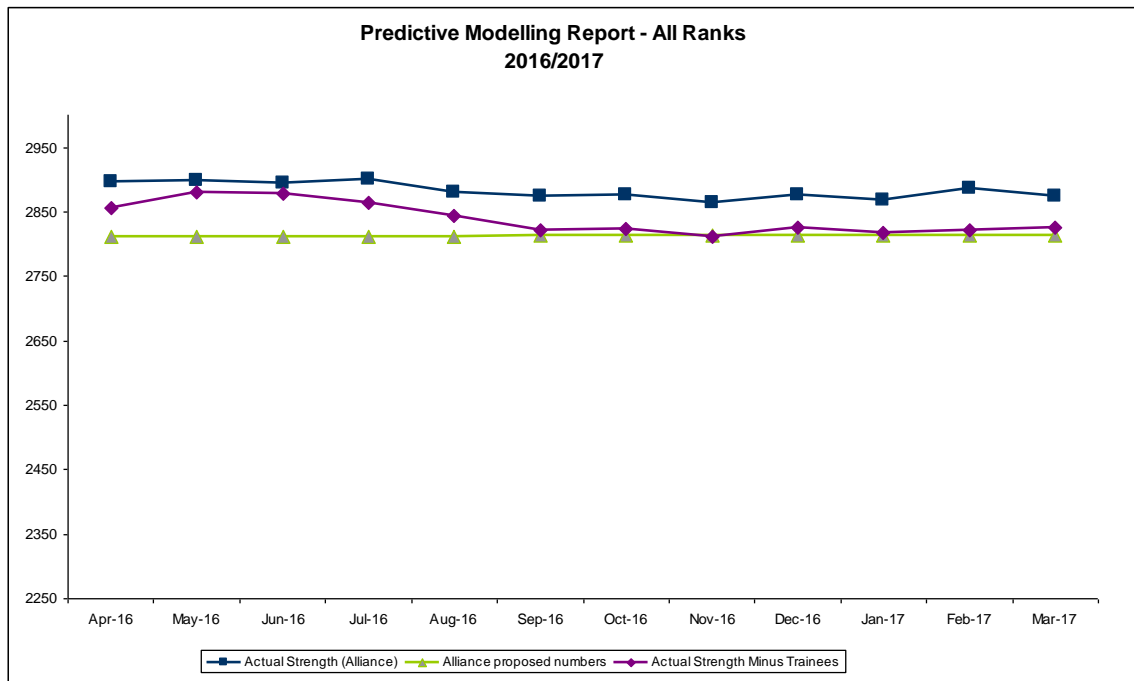
The chart shows that the alliance is meeting its agreed establishment for police officers.

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

Staff
Police Staff vacancy levels are monitored at local Deployment Panels and reported to the Workforce Management Group (WMG) each month. Between July and September 2016 the average number of vacant posts was 133, of which 98 were being actively recruited to and 35 were 'on hold' pending the outcome of restructuring, role review 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 October 15 to September 16.
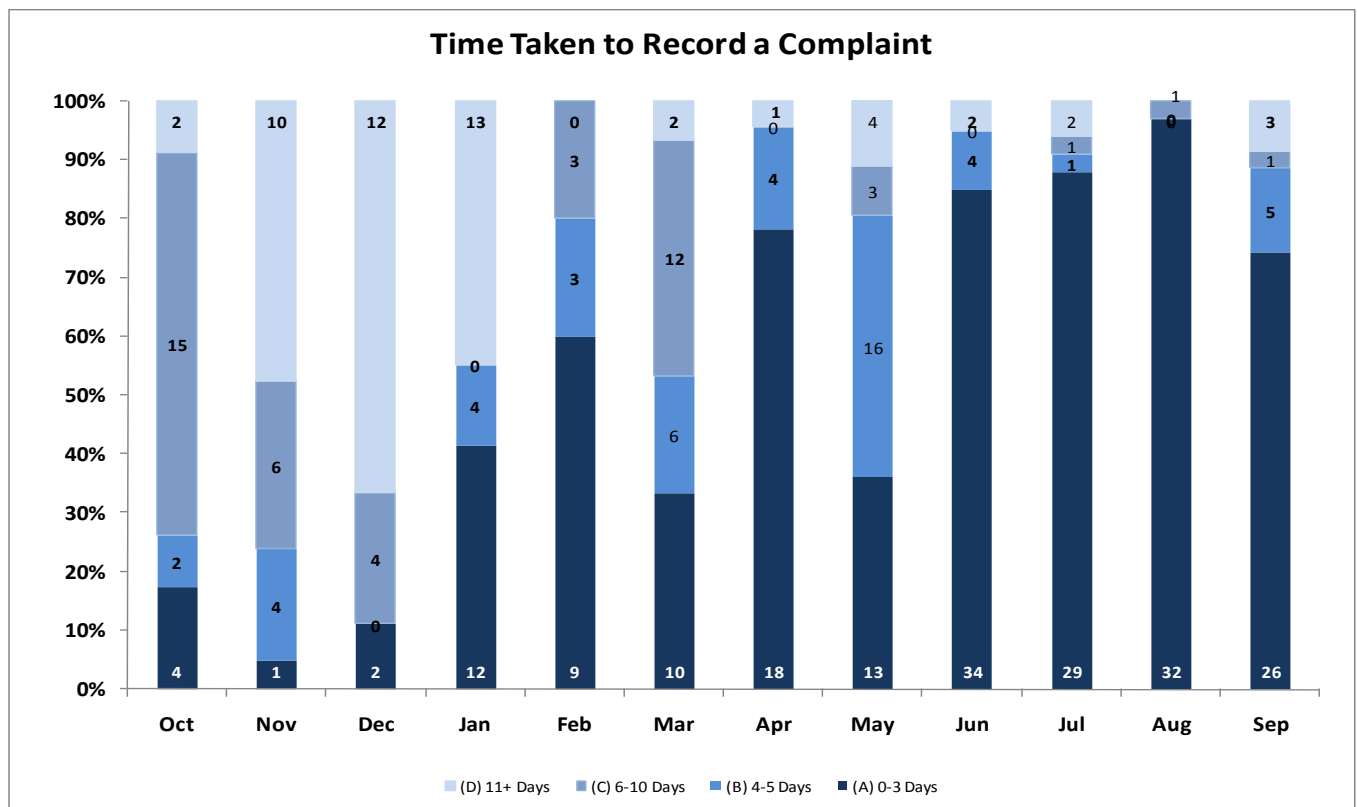
2.7.1 Complaints

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.
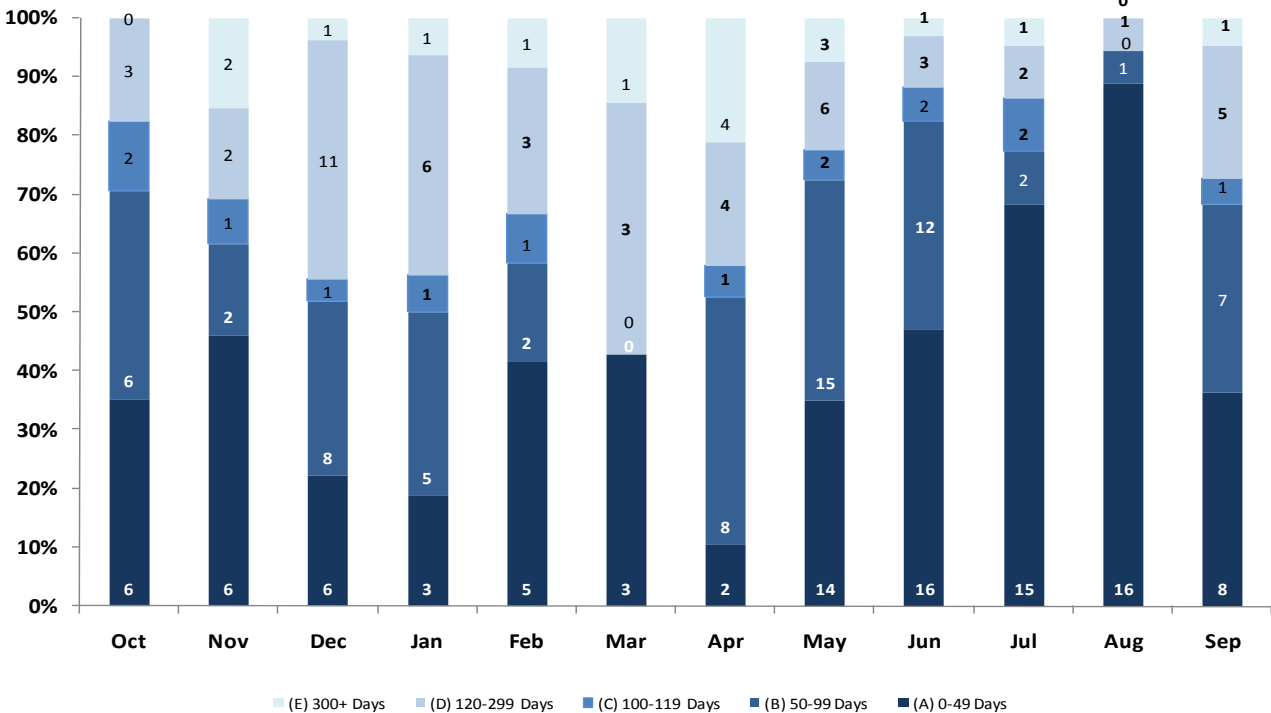
The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces seek to improve on this and aim to record & action cases as soon as possible, aspiring to record 80% of all complaints within 3 days. In the second quarter of 2016/17, 89.6% were recorded within 3 days, a significant improvement on the previous quarter (73.4%) and well above the 80% aspiration.

The second national measure in relation to dealing with complaints is to finalise cases within 120 days. In the second quarter of 2016/17, 83.9% of cases were finalised in 120 days, an improvement on the first quarter (77.4%). 16.1% of cases in the second quarter have/are taking more than 120 days to finalise and work is ongoing to bring them to conclusion.

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.

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

Month	(A) 0-49 Days	(B) 50-99 Days	(C) 100-119 Days	(D) 120-299 Days	(E) 300+ Days
Oct	6	6	2	3	0
Nov	6	6	2	1	2
Dec	6	8	1	11	1
Jan	3	5	1	6	1
Feb	5	2	1	3	1
Mar	3	0	3	1	
Apr	2	8	1	4	4
May	14	15	2	6	3
Jun	16	12	2	3	1
Jul	15	2	2	2	1
Aug	16	1	1	0	0
Sep	8	7	1	5	1

2.8 EFFICIENCY

2.8.1 Firearms Licensing

Signs of Success would be:	Timeliness in processing renewal applications

Across the alliance, there are approximately 63,000 firearms and associated licenses, renewable in a 5 year cycle. A transitional action plan is in place within the Unit to ensure this demand is dealt with in the most efficient way possible.

Issuing temporary permits has cleared the backlog of expired certificates and there are now no licence holders with expired licenses. Temporary licences will continue to be issued for all certificate renewals to help speed up the process and even out the demand cycle. However it is recognised that this is only a temporary fix. Following changes to APP guidance & associated legislation processes will be adapted so some renewals are pushed from one year to the next, thereby starting to level out demand.

A performance management framework is being developed to help monitor and track progress of this and other elements of the transitional plan. This performance framework will be finalised when the Kier commissioning review of Firearms Licensing reports is completed later this month. The commissioning review will provide a business plan product for changes required in the FLU business in order to reduce and level out demand to a manageable year on year figure across the five year renewals cycle.