WARWICKSHIRE POLICE AND CRIME PLAN
2016 – 2021

Performance Summary

October - December 2016

A SAFER, MORE SECURE WARWICKSHIRE

Summary

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Putting Victims and Survivors First			
Confidence	Slight decrease, but remain above the national average	Update will be included in Feb report when new national data set will be available	4
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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

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)[1]. Two issues are highlighted:

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

Below Group Avg	Similar to Group Avg	Above Group Avg
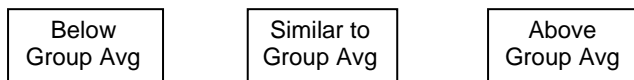
2. Any recent change in the relative position of the force within the group

Improving   *No Change*   *Deteriorating*

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[1] Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wilts

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 June 2016. The next update will be published in the last week of January 2017 (and will therefore be included in the next report in February 2017).

The force has seen a long term improvement in confidence levels felt by local communities. Latest data shows a small decrease in confidence, however levels continue to be above the national average (78%), with almost 8 in every 10 people having confidence in the police in their local area.

The national trend shows a general improvement in confidence, although at a slowing rate in recent quarters. Most forces have seen static performance in the latest quarter.

Against the Most Similar Group (MSG) of peer forces, Warwickshire is currently ranked 7th of the 8 forces, compared to 5th in the previous reporting period.

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.
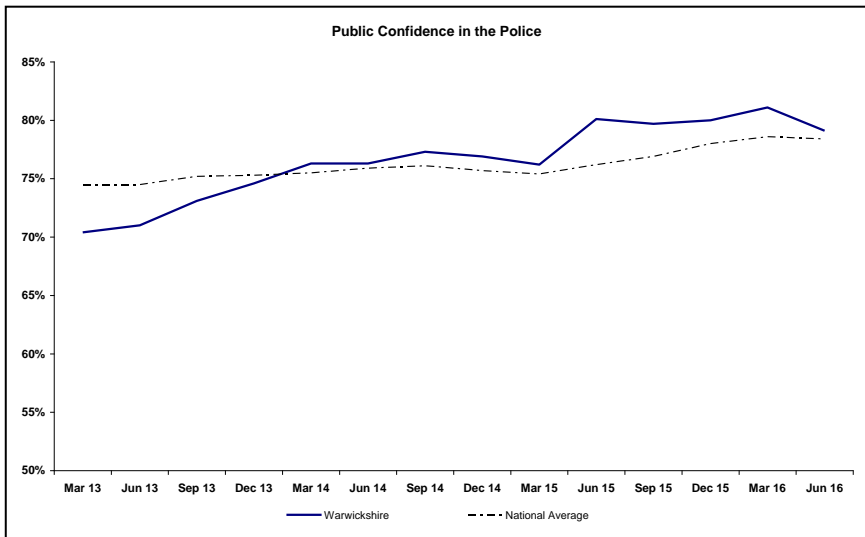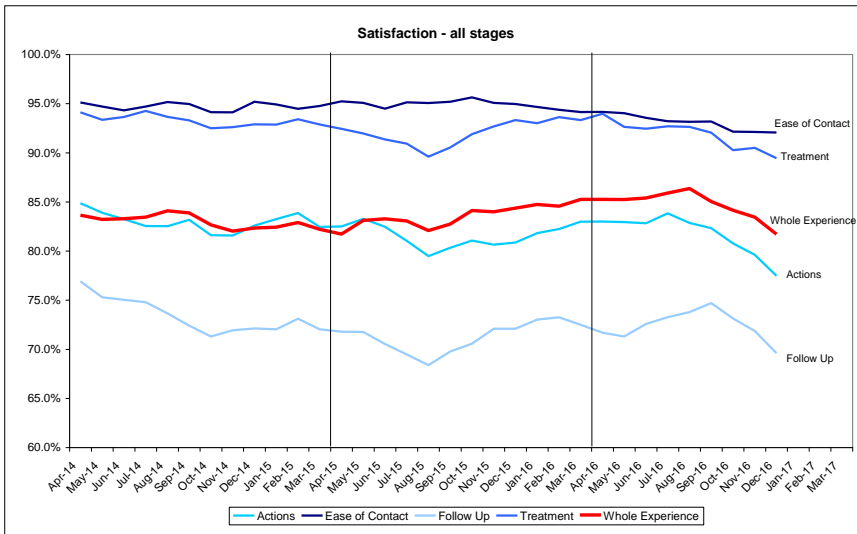

	Mar-16		Jun-16	
	%	Rank	%	Rank
Warwickshire	81.1%	5	79.1%	7
MSG Average	81.2%		80.9%	

Victim Satisfaction

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. The Alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided.
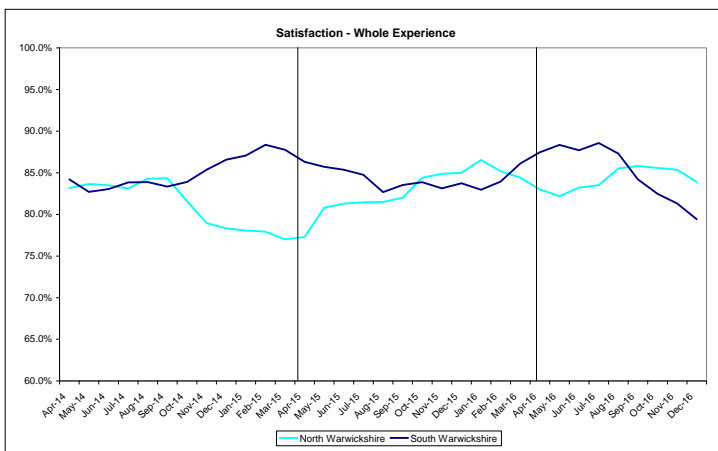
Over the past 3 months overall victim satisfaction has seen a continued small decrease from the previous month to 82% (rolling 6 months) satisfied with their 'Whole Experience'.

This decline is represented on both North and South Warwickshire though is more prevalent in South Warwickshire and greater within the category of vehicle crime. Work continues with the Policing Area and Crime Bureau who record a large proportion of vehicle crime offences to ensure that this improves over the coming months.

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. Satisfaction was discussed in detail at the October Performance Management Group where policing areas were set a further aspiration to see the 'follow-up' stage improve by 10% across all crime types.

Survey results from these interventions will not be seen until at least February 2017.
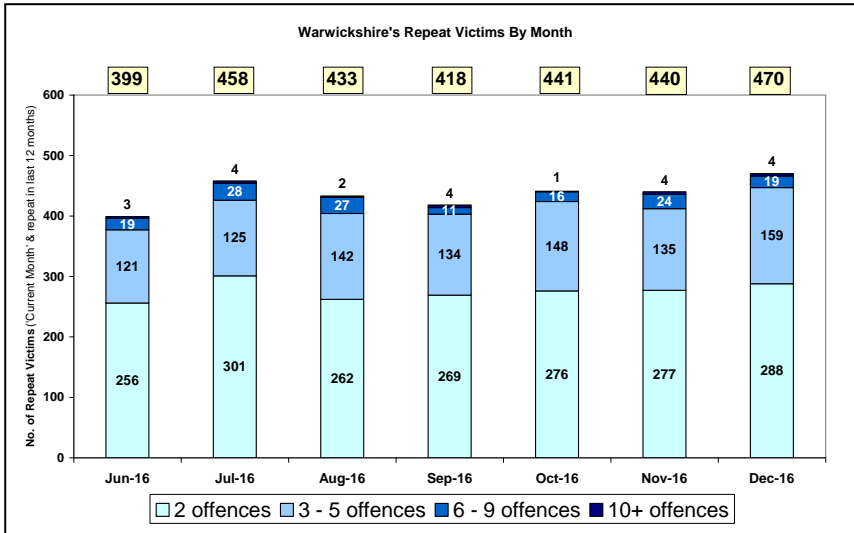
Repeat Victims

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

Warwickshire's Repeat Victims By Month

| Month	10+ offences	6-9 offences	3-5 offences	2 offences	Total
Jun-16	3	19	121	256	399
Jul-16	4	28	125	301	458
Aug-16	2	27	142	262	433
Sep-16	4	11	134	269	418
Oct-16	1	16	148	276	441
Nov-16	4	24	135	277	440
Dec-16	4	19	159	288	470

In December, 21% (470) of all identified victims were repeat victims (subject to at least 1 further offence in the last 12 months). Of these, 182 (39%) have been victims at least 3 times in the 12 month period.

The number of repeat victims has increased by 7% on the previous month, with a greater proportion of those being victims between 3 – 5 times in the last 12 months.

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

3 North Warwickshire victims and 1 South Warwickshire victim identified in December had been a victim of at least 10 offences throughout the year. For 2 of these victims, these were predominantly domestic related.
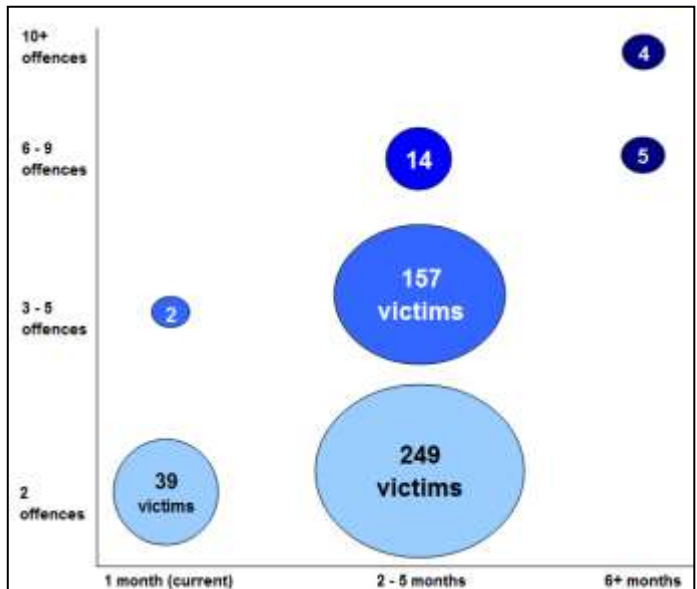

The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads.

Protecting People from Harm

Hate Crime

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

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Hate Offences & Crimed incidents
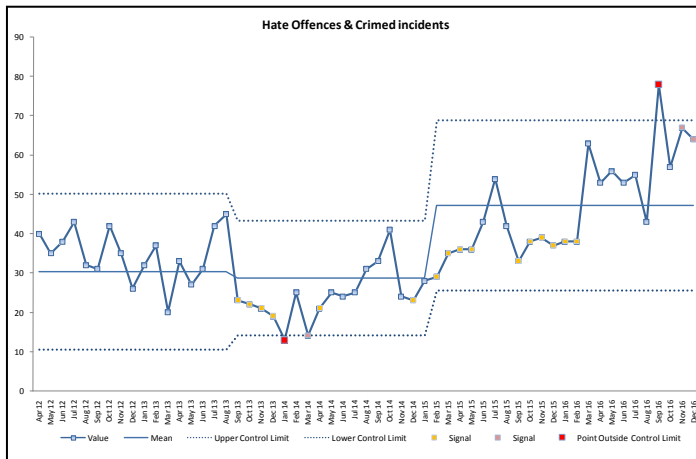
	Oct	Nov	Dec
North Warwickshire	35	35	50
South Warwickshire	21	32	14
Warwickshire	**56**	**67**	**64**

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.

187 offences/incidents were recorded this quarter. This is a 6% increase compared to the previous quarter (176) and is above the quarter average (166). Above average volumes have been recorded in North Warwickshire for the last 4 months.

The Hate Crime Unit (HCU) was established to review and assess all reported hate crime, ensuring that all investigations are policy compliant, are being completed in a prompt and effective manner and that victims are kept informed and updated throughout. The HCU is also working with SNTs and partner agencies to encourage the reporting of hate crime, supporting Independent Advisory Groups (IAGs) and Hate Incident Partnerships (HIPs) and engaging with minority communities to encourage third party reporting all to develop a holistic approach. In forthcoming weeks further work will involve increasing the integration of restorative justice and the provision of formal input to all patrol and SNT officers county wide.

Other activity has focused on raising awareness around hate crime, both internally with staff and externally with the public. The force supported Hate Crime Awareness Week in October with a series of small community events intended to build confidence and encourage formal reporting of incidents. The main focal point for the week was a 'pledge board' asking people and businesses to sign making the following pledge:

- I will not tolerate hate crime

- If I see a hate crime I will report it.

- If I know someone has been a victim of hate crime I will talk to them about reporting it.

Local officers were encouraged to take pledge boards out whilst carrying out their normal business within the community. Meetings held during the week also had pledge boards available for attendees to sign.

A meeting was held with the Consul General of Poland to reassure them and address their request of finding ways to improve communication and partnership working following the EU referendum. The representatives were very encouraged by the work the Alliance is doing to tackle hate crime.

The force has also signed a working agreement with 'Tell MAMA' partnership to address anti-Muslim attacks. This has been endorsed by the national lead for hate crime and the alliance Strategic Equality & Diversity Advisor now represents the region at the Hate Crime Steering Group meetings.

Hate Crime Victim Satisfaction
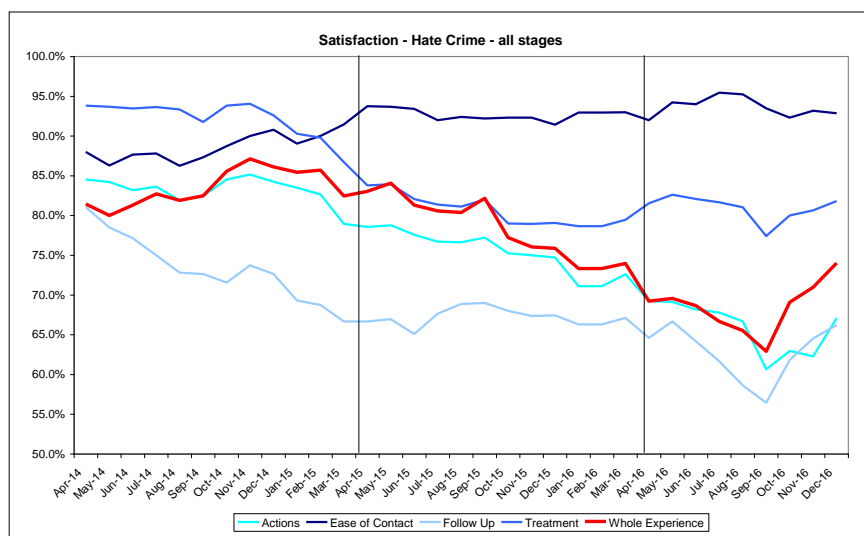
	Oct	Nov	Dec
North Warwickshire	69.2%	62.1%	68.8%
South Warwickshire	69.0%	74.3%	77.8%
Warwickshire	69.1%	71.0%	74.0%

The measurement of hate crime satisfaction is an important measure in order to understand the experiences of those subject to it. 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.

Due to the nature of the surveying and utilising Home Office recommended timescales of when to complete them there is a lag of up to 12 weeks in understanding the impact and quality of the service provided.

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%.

The last quarter has seen a notable improvement in overall satisfaction which is encouraging and will continue to be monitored and scrutinised over the next few months.
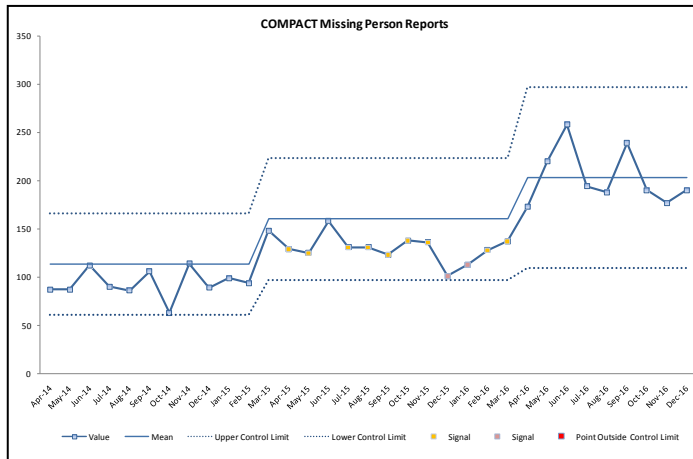
As noted above, the Hate Crime Unit has been proactive in reviewing hate crime reports and ensuring victims are kept updated with progress of investigations.

Missing Persons

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

|	Oct	Nov	Dec
North Warwickshire	115	107	112
South Warwickshire	75	70	78
Warwickshire	**190**	**177**	**190**

557 missing person reports were recorded in the last quarter. This is a 10% reduction compared to the previous quarter (620). The reduction is most notable in North Warwickshire where there has been a 14% reduction in missing person reports (334) compared to the previous quarter (390).

The volume increases seen in 2016/17 are the result of recording changes which were introduced in April 2016. This has led to the recalculation of the monthly average volume of missing person reports.
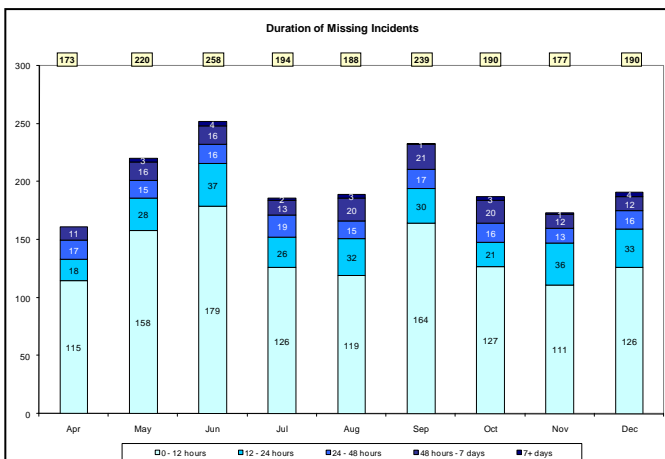

82% of missing person incidents (missing reports) in the last quarter were resolved within 24 hours; comparable to the previous quarter (82%).

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

COMPACT U18 Missing Person Reports
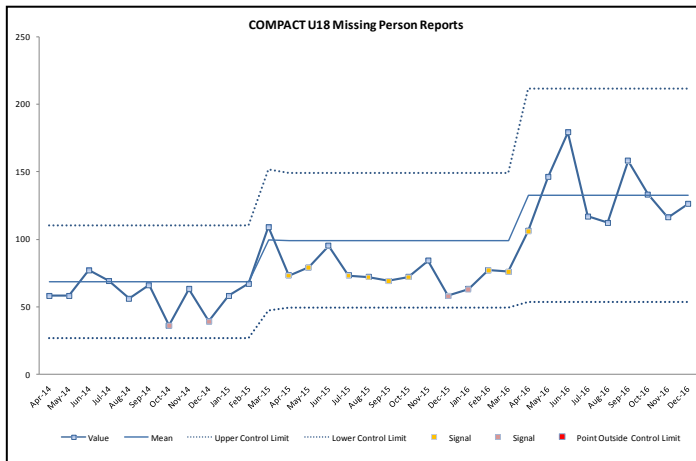
375 U18 missing person reports were recorded last quarter; a 3% reduction on the previous quarter (387).

COMPACT Missing Person Reports - In Care
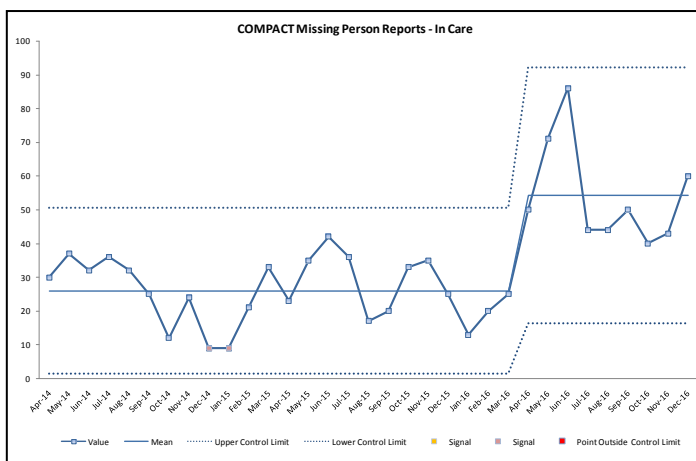
143 in-care reports were recorded last quarter; a 4% increase on the previous quarter (138).
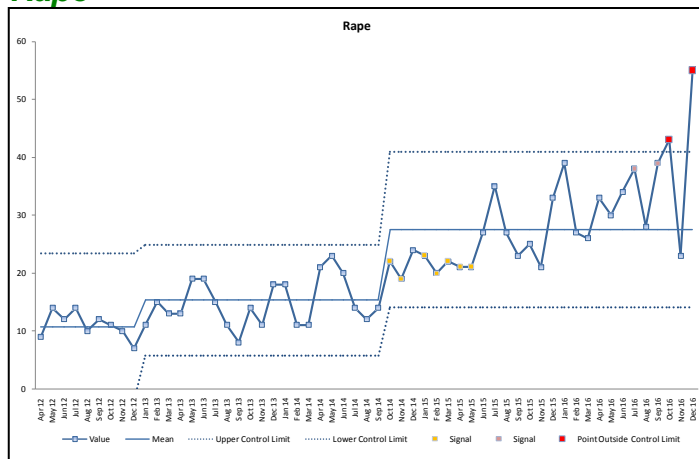
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. Any performance issues (unrelated to recording changes) are reported to the missing person co-ordinators and the force lead for missing persons for further investigation.
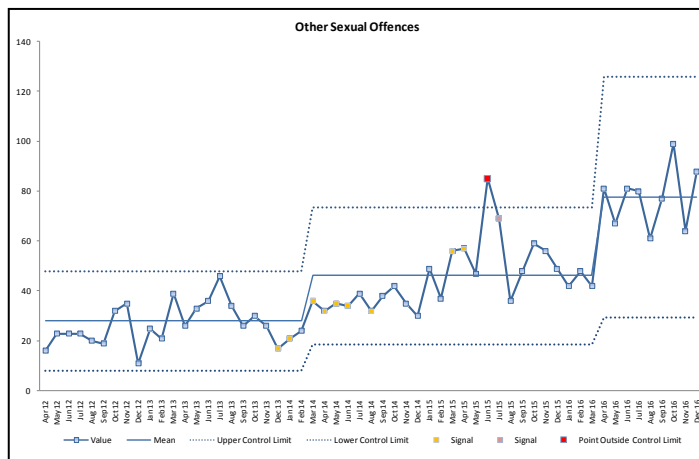
Sexual Offences

Rape

	Oct	Nov	Dec
North Warwickshire	21	16	32
South Warwickshire	22	7	23
Warwickshire	**43**	**23**	**55**

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	⬇

121 rape offences were reported to the police last quarter; a 15% increase compared to the previous quarter (105) and above the quarter average (104). Volume increases were seen across both policing areas with exceptional volumes recorded in South Warwickshire in both October and December and notably high volumes in North Warwickshire in December.

52 rape offences were recorded in South Warwickshire last quarter. This is an increase compared to previous quarters and was predominantly driven by an increase in 'non-recent' offences (recorded > 28 days after the committed date), in particular offences disclosed more than five years after the committed date.

69 rape offences were recorded in North Warwickshire last quarter. This is an increase compared to the previous quarter and was predominantly driven by increases in 'current' offences (recorded < 28 days after the committed date). Of these, there were 3 repeat victims, (who were adult females), each a victim of 2 or 3 recorded offences.

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.

Other Sexual Offences

	Oct	Nov	Dec
North Warwickshire	62	43	45
South Warwickshire	37	21	43
Warwickshire	99	64	88

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬆
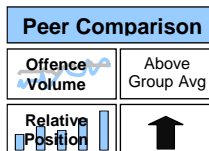
The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/ voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

251 other sexual offences were reported to the police in the quarter. This is a 15% increase compared to the previous quarter (218) and is above the quarterly average (208). Higher volumes of reporting have been seen in both policing areas with exceptional volumes being reported in South Warwickshire in both October and December.
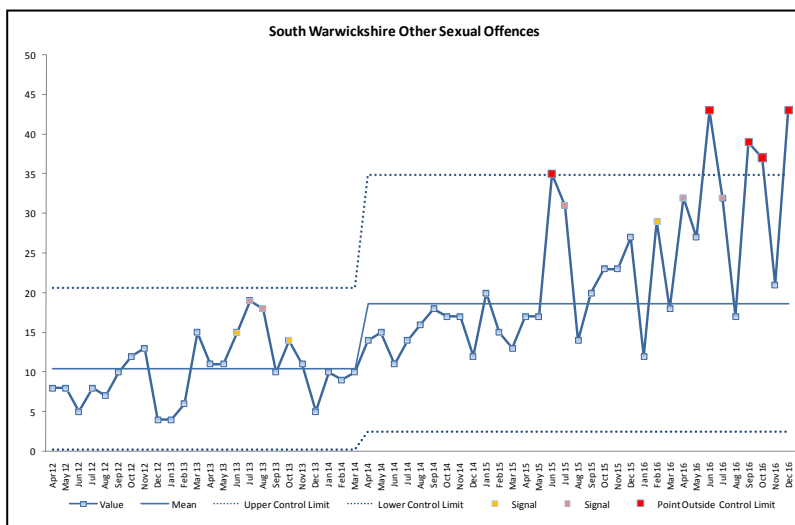

101 other sexual offences were recorded in South Warwickshire last quarter, comparable to the higher volumes seen since April 2016.

These higher volumes are due to an increase in 'sexual activity' offences (from 49 to 101 in the 9 months from Apr-Dec) and to a less extent 'sexual assault' offences (from 115 to 151). 'Sexual activity' offences with a 'child at risk' marker have increased significantly over the period (from 20 to 63 offences).

A recent dip sampling exercise of child related sexual offences indicated that about 40% were notified to the police by a third party agency. As partnership arrangements continue to develop the volume of offences recorded in this way is likely to increase.

Outcomes

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

Outcomes - Other Sexual Offences
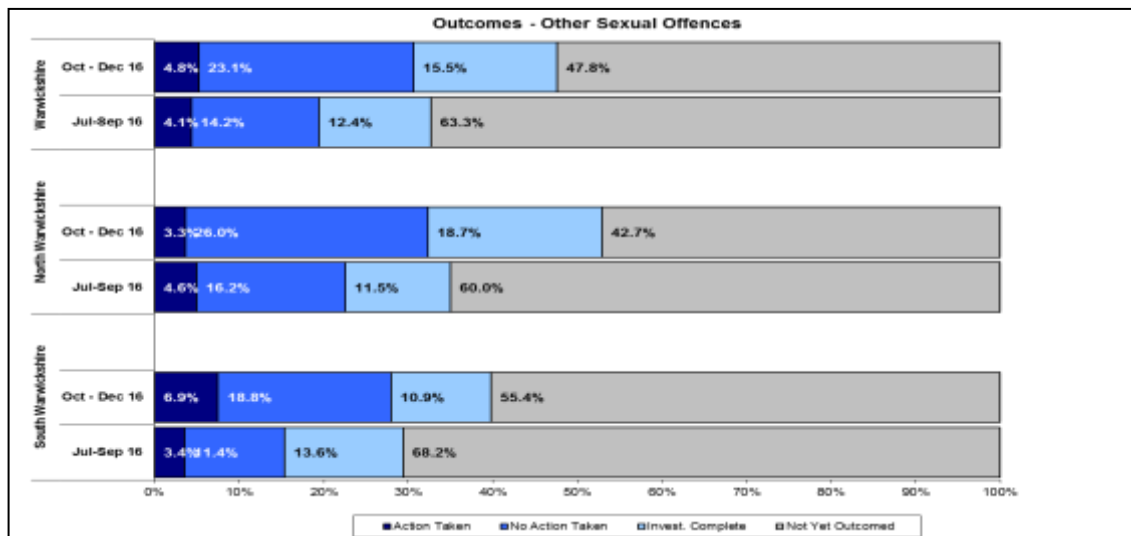
Domestic Abuse

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Signs of Improvement would be:
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims

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Domestic Abuse Offences & Crimed incidents
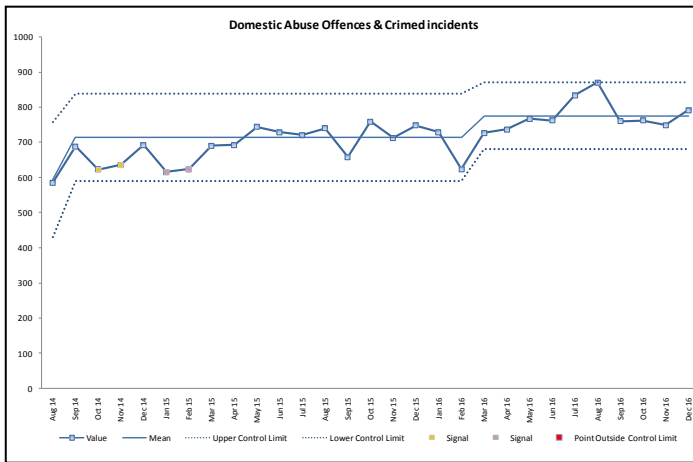
	Oct	Nov	Dec
North Warwickshire	486	481	502
South Warwickshire	277	269	288
Warwickshire	763	750	790

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.

2,303 domestic abuse offences & crimed incidents were recorded in the quarter. This is a 6% reduction compared to the previous quarter (2,466) but is slightly above the quarter average (2,275). Volume reductions have been seen across both policing areas last quarter compared to the previous quarter.
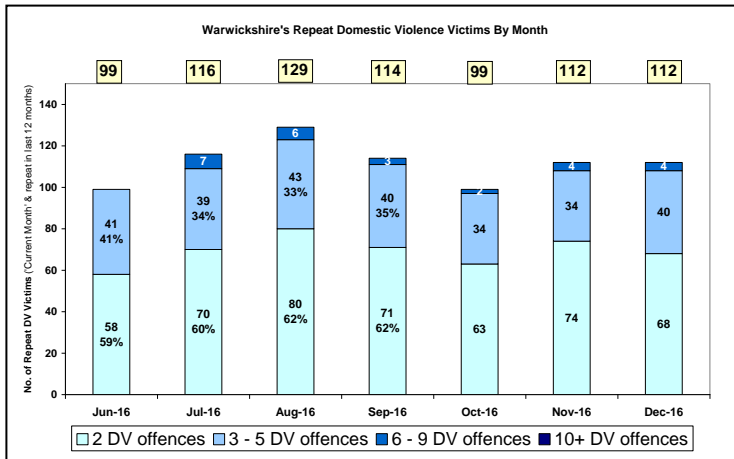
Domestic Violence Protection Notices (DVPNs)

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.

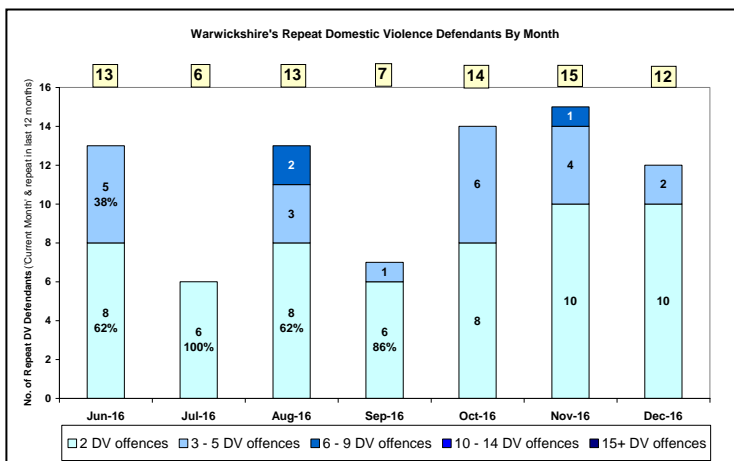|	Authorised DVPNs								
Policing Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
North Warwickshire	1	4	2	0	3	1	3	2	1
South Warwickshire	3	1	0	1	1	1	1	2	2
Warwickshire Total	4	5	2	1	4	2	4	4	3

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

Repeat Victims

Warwickshire's Repeat Domestic Violence Victims By Month

	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Total	99	116	129	114	99	112	112

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

There were 442 victims of domestic abuse in December – one quarter of these individuals (112) have also been a victim of additional DA offences in the last 12 months.

Repeat Offenders

Warwickshire's Repeat Domestic Violence Defendants By Month

	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Total	13	6	13	7	14	15	12

Legend: 2 DV offences · 3 - 5 DV offences · 6 - 9 DV offences · 10 - 14 DV offences · 15+ DV offences
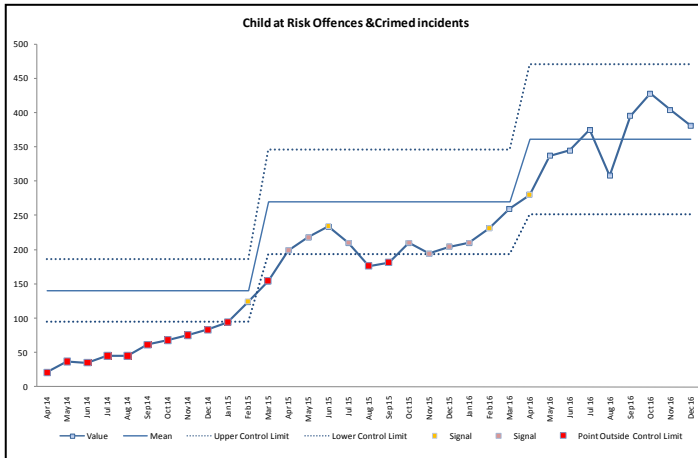
There were 67 defendants of domestic abuse in December; 18% of these individuals (12) have also been an offender of additional DA offences in the last 12 months.

Child at Risk / Child Sexual Exploitation

Signs of Improvement would be:
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat victimisation

	Oct	Nov	Dec
North Warwickshire	271	255	236
South Warwickshire	159	153	145
Warwickshire	**430**	**408**	**381**

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

Child at Risk' markers have been applied to 1,219 offences/ incidents in the quarter, an increase compared to the previous quarter (1,080). Above average volumes of 'Child at Risk' offences/ incidents have been recorded in both policing areas this quarter, particularly in South Warwickshire.

The increase seen since April 2016 has been driven by an uplift in 'emotional abuse' incidents, common assault and ABH offences. Smaller volume increases have been seen for harassment, sexting, 'sexual assault' and 'sexual activity' offences, in particular 'sexual activity involving a child under 16'.
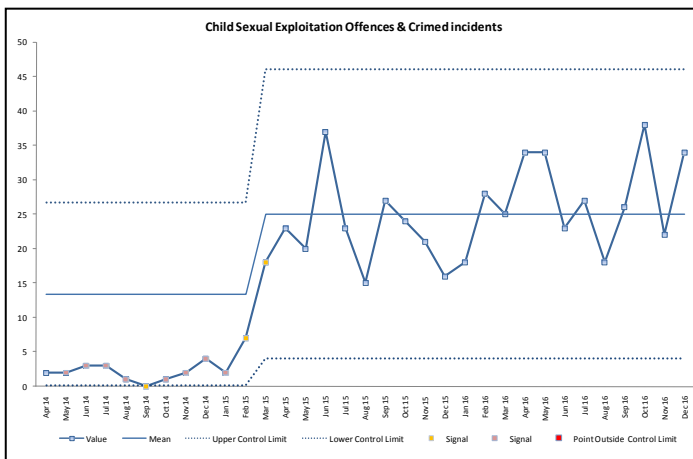

'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on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

94 CSE offences/incidents were recorded in the quarter, an increase compared to the previous quarter (71) but remain within the expected range. Volume increases were seen across both policing areas.

Road Traffic Casualties

Signs of Improvement would be:
❖ Reduction in fatal and serious injury casualties
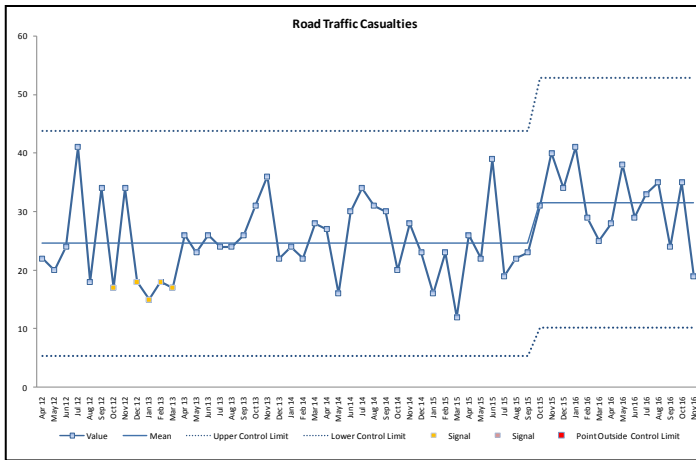
	Oct	Nov
North Warwickshire	16	12
South Warwickshire	20	9
Warwickshire	**36**	**21**

In the last quarter[2] there were 5 road deaths- 4 were drivers and 1 was a passenger.

All 5 fatalities occurred in North Warwickshire, which included 3 motorway fatalities.

The Safer Roads Partnership has identified 3 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.

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[2] At the time of publication data regarding serious injury casualties in December is unavailable. This will be included in the next performance report in February. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Preventing & Reducing Crime

Total Recorded Crime

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Signs of Improvement would be:
- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence

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Total Recorded Crime
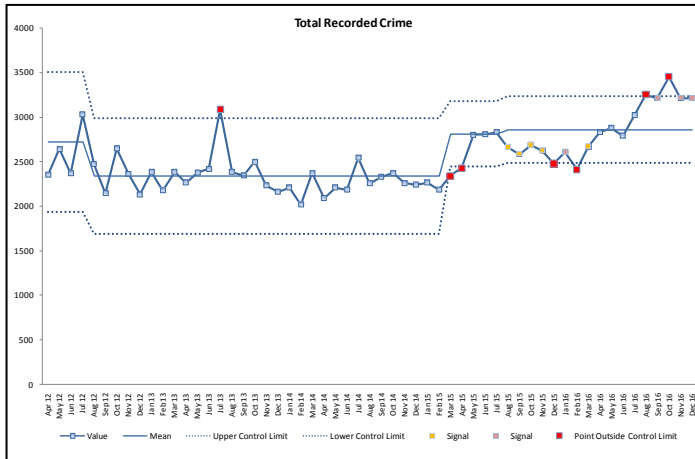
	Oct	Nov	Dec
North Warwickshire	1932	1928	1877
South Warwickshire	1519	1287	1333
Warwickshire	**3451**	**3215**	**3210**

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	↔

9,876 offences were recorded across Warwickshire last quarter. This is a 4% increase compared to the previous quarter (9,487) and is above the quarter average (8,885). Volumes of offences have increased in both policing areas this quarter compared to last. This increase is predominantly driven by an increase in vehicle offences. The increased volumes in 2016/17 compared to 2015/16 are also influenced increases in harassment, ABH, common assault and shoplifting. We will continue to monitor volumes of total crime and investigate the profile of high volume offence groups where relevant.

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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				Nuneaton & Bedworth District				Rugby District				Stratford District				Warwick District			
	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop	Last Qtr	Qtr Avg	% Total Crime	Per 1,000 pop
Total Recorded Crime	9876	8885		17.8	1117	1018		17.8	2803	2493		22.2	1817	1682		17.6	1651	1557		13.6	2488	2136		17.8
Violence With Injury	1115	1045	11.3%	2.0	124	113	11.1%	2.0	364	344	13.0%	2.9	217	212	11.9%	2.1	141	139	8.5%	1.2	269	237	10.8%	1.9
Violence Without Injury	1683	1481	17.0%	3.0	172	155	15.4%	2.7	513	468	18.3%	4.1	317	277	17.4%	3.1	289	252	17.5%	2.4	392	330	15.8%	2.8
Rape	121	104	1.2%	0.2	15	11	1.3%	0.2	33	26	1.2%	0.3	21	23	1.2%	0.2	21	20	1.3%	0.2	31	24	1.2%	0.2
Other Sexual Offences	251	208	2.5%	0.5	28	21	2.5%	0.4	76	62	2.7%	0.6	46	38	2.5%	0.4	38	40	2.3%	0.3	63	47	2.5%	0.5
Business Robbery	12	10	0.1%	0.0	1	1	0.1%	0.0	5	4	0.2%	0.0	3	2	0.2%	0.0	1	1	0.1%	0.0	2	2	0.1%	0.0
Personal Robbery	66	57	0.7%	0.1	10	7	0.9%	0.2	21	19	0.7%	0.2	9	11	0.5%	0.1	8	8	0.5%	0.1	18	13	0.7%	0.1
Domestic Burglary	415	395	4.2%	1.8	76	65	6.8%	2.9	84	96	3.0%	1.6	75	71	4.1%	1.8	88	71	5.3%	1.7	92	92	3.7%	1.6
Burglary Other	503	503	5.1%	0.9	71	70	6.4%	1.1	107	86	3.8%	0.8	96	98	5.3%	0.9	122	121	7.4%	1.0	107	128	4.3%	0.8
Vehicle Offences	1337	958	13.5%	2.4	191	139	17.1%	3.0	317	242	11.3%	2.5	217	179	11.9%	2.1	213	169	12.9%	1.8	399	229	16.0%	2.9
Theft from Person	1069	1062	10.8%	1.9	142	163	12.7%	2.3	255	217	9.1%	2.0	156	166	8.6%	1.5	252	274	15.3%	2.1	264	242	10.6%	1.9
Bicycle Theft	86	91	0.9%	0.2	3	6	0.3%	0.0	21	25	0.7%	0.2	17	15	0.9%	0.2	9	17	0.5%	0.1	36	29	1.4%	0.3
Shoplifting	223	185	2.3%	0.4	8	6	0.7%	0.1	71	51	2.5%	0.6	54	42	3.0%	0.5	23	19	1.4%	0.2	67	67	2.7%	0.5
All Other Theft Offences	869	831	8.8%	1.6	47	59	4.2%	0.7	304	259	10.8%	2.4	150	158	8.3%	1.5	138	124	8.4%	1.1	230	232	9.2%	1.6
Criminal Damage & Arson	1152	1072	11.7%	2.1	131	116	11.7%	2.1	338	337	12.1%	2.7	221	210	12.2%	2.1	179	171	10.8%	1.5	283	239	11.4%	2.0
Other Crimes Against Society	974	884	9.9%	1.8	98	87	8.8%	1.6	294	258	10.5%	2.3	218	181	12.0%	2.1	129	131	7.8%	1.1	235	226	9.4%	1.7

Crime Outcomes

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 21 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties 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 (Oct - Dec 2016) compared to the previous quarter (Jul-Sep) and the same period last year.
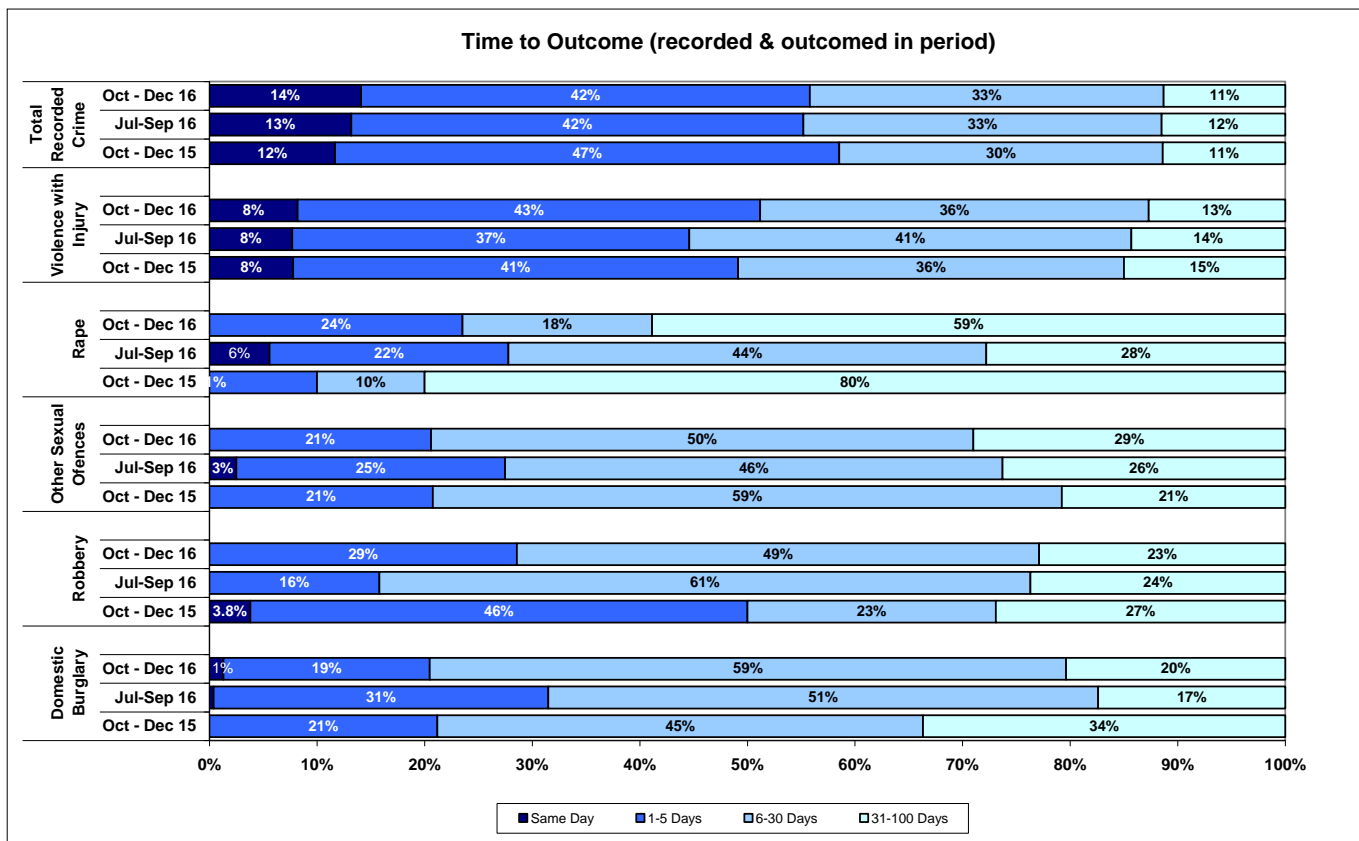
Overall, there has been an increase in the proportion of offences recorded and assigned an outcome within the quarter (75%) compared to the same period last year (70%). The proportion of total offences outcomed as 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions) in the latest quarter is very similar to the previous quarter and the same period last year. There has been a small increase in the proportion of offences outcomed as 'investigation complete – no suspect identified' compared to the previous quarter.

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

Outcomes Oct - Dec 2016 (compared to previous quarter & previous year)
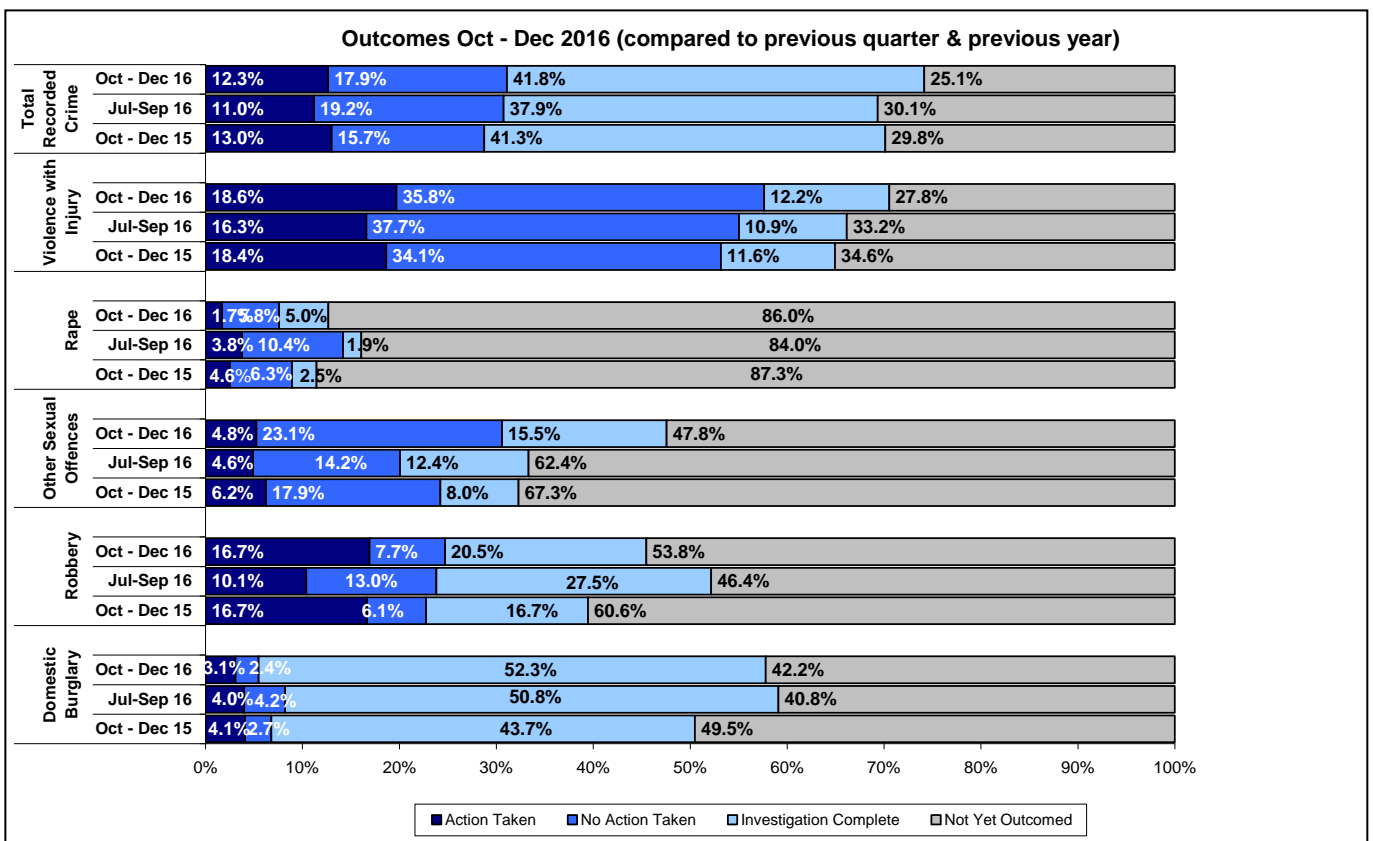
A further indicator for investigations is the time to outcome i.e. the time between the offence being recorded and an outcome being assigned. For over half (56%) of offences where an outcome has been assigned, this was done within 5 days of the offence being recorded. This is comparable to the previous quarter (55%) and slightly below last year (59%).

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

Time to Outcome (recorded & outcomed in period)

		Same Day	1-5 Days	6-30 Days	31-100 Days
Total Recorded Crime	Oct - Dec 16	14%	42%	33%	11%
	Jul-Sep 16	13%	42%	33%	12%
	Oct - Dec 15	12%	47%	30%	11%
Violence with Injury	Oct - Dec 16	8%	43%	36%	13%
	Jul-Sep 16	8%	37%	41%	14%
	Oct - Dec 15	8%	41%	36%	15%
Rape	Oct - Dec 16		24%	18%	59%
	Jul-Sep 16	6%	22%	44%	28%
	Oct - Dec 15	%	10%	80%	
Other Sexual Ofences	Oct - Dec 16		21%	50%	29%
	Jul-Sep 16	3%	25%	46%	26%
	Oct - Dec 15		21%	59%	21%
Robbery	Oct - Dec 16		29%	49%	23%
	Jul-Sep 16		16%	61%	24%
	Oct - Dec 15	3.8%	46%	23%	27%
Domestic Burglary	Oct - Dec 16	1%	19%	59%	20%
	Jul-Sep 16		31%	51%	17%
	Oct - Dec 15		21%	45%	34%

National comparison data is available up to October 2016.

Warwickshire ranks 6[3] against a peer group of 7 most similar forces[3] 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 3rd 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' and is in line with the group average.

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[3] 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[4]

Signs of Improvement would be:
   ❖ Stable volumes of recorded crime
   ❖ Trends in line with other forces
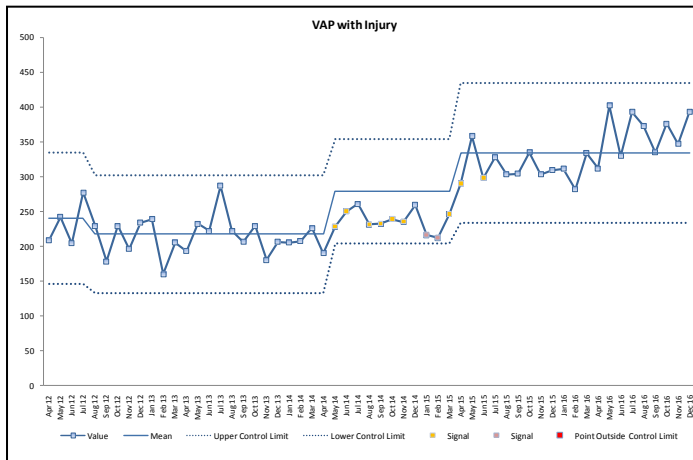
VAP with Injury

	Oct	Nov	Dec
North Warwickshire	243	209	254
South Warwickshire	133	138	139
Warwickshire	**376**	**347**	**393**

Peer Comparison	
Offence ∿∿ **Volume**	Above Group Avg
Relative Position ▬▭▮	◀▬▶

1,116 violence with injury offences were recorded in the last quarter; a small (1%) increase on the previous quarter (1,101) and above the quarter average (1,047).No exceptional volumes were recorded in the last quarter, however offences in both policing areas have been above or in line with the monthly average for a number of months.

The sustained higher volumes seen this financial year compared to the same period in 2015 are due to an increase in ABH offences (YTM from 2342 to 2654) and to a less extent, offences involving dangerous dogs (YTM from 67 to 123).

This quarter has seen a small increase in the proportion of violent offences that are domestic abuse related, but volumes remain stable around the monthly average. There was a notable increase in the volume of offences involving alcohol in December. This follows a pattern seen in previous years, with increased alcohol related offending over the Christmas period.

VAP with injury with Domestic abuse marker

VAP with injury with Alcohol marker

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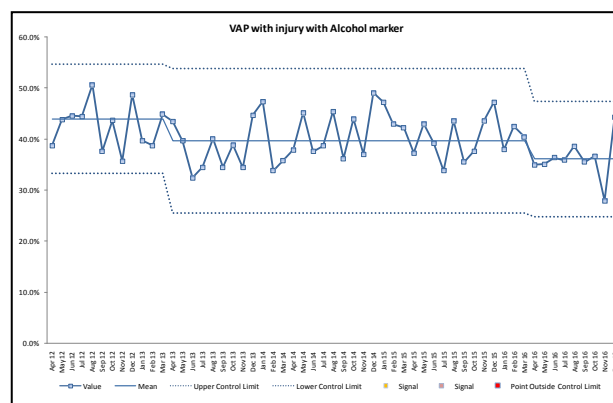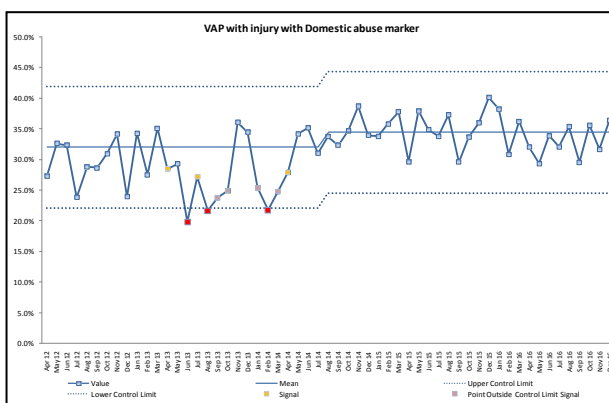
[4]**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving
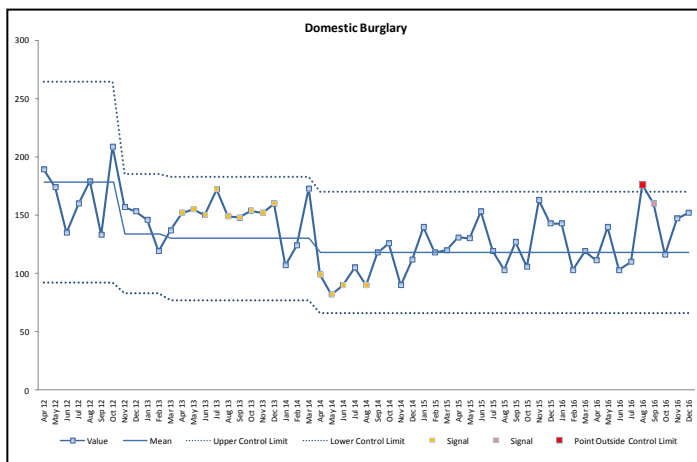
Outcomes

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.

Domestic Burglary

Domestic Burglary

	Oct	Nov	Dec
North Warwickshire	66	85	84
South Warwickshire	50	62	68
Warwickshire	116	147	152

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬌

415 offences were recorded in the last quarter, a 7% reduction compared to the previous quarter (446) but above the quarter average (395). South Warwickshire has seen an 11% reduction in the last quarter (180) compared to the previous quarter (202), however volumes in November and December remain above the monthly average.

South Warwickshire Domestic Burglary
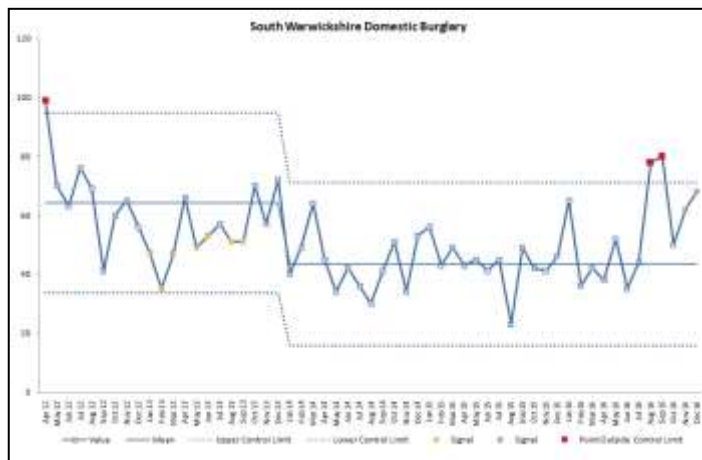
This heightened volume of offences in South Warwickshire is partly attributable to a small number of cross-border series of burglaries with West Midlands.

The Integrated Offender Management Team continue to lead on burglary offences by managing IOMs, reviewing all domestic burglary dwelling offences for positive leads and liaising with Intelligence and colleagues from other forces, which allows for proactive intelligence-led patrols.
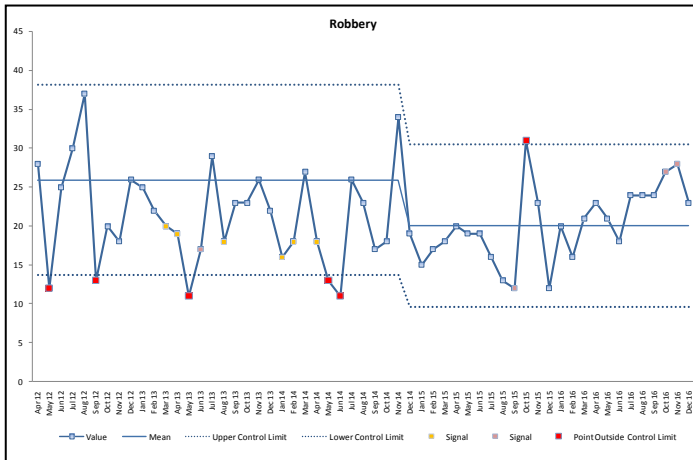
Outcomes

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.

Outcomes - Domestic Burglary

		Action Taken	No Action Taken	Invest. Complete	Not Yet Outcomed
Warwickshire	Oct - Dec 16	3.1%	2.4%	52.3%	42.2%
	Jul-Sep 16	4.0%	4.2%	50.8%	40.8%
North Warwickshire	Oct - Dec 16	3.8%	3.0%	51.5%	41.7%
	Jul-Sep 16	2.9%	5.3%	51.2%	40.6%
South Warwickshire	Oct - Dec 16	2.2%	1.7%	53.3%	42.8%
	Jul-Sep 16	5.9%	3.0%	49.5%	41.1%
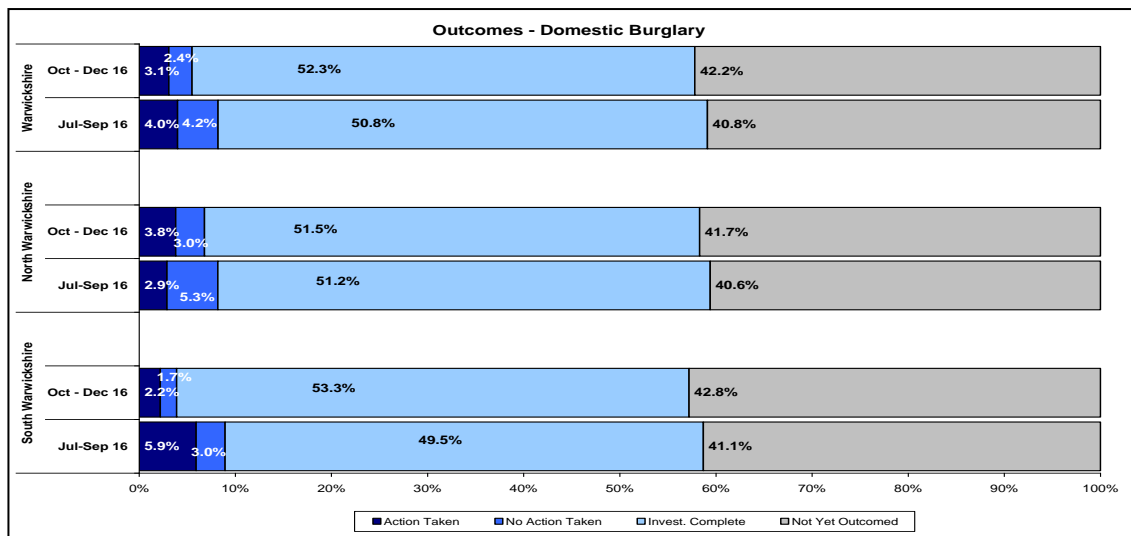
Robbery

	Oct	Nov	Dec
North Warwickshire	19	23	7
South Warwickshire	8	5	16
Warwickshire	**27**	**28**	**23**

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬇

78 offences were recorded in the last quarter. An 8% increase compared to the previous quarter (72) and above the quarter average (67). Exceptional volumes of offences have been recorded in South Warwickshire in December.
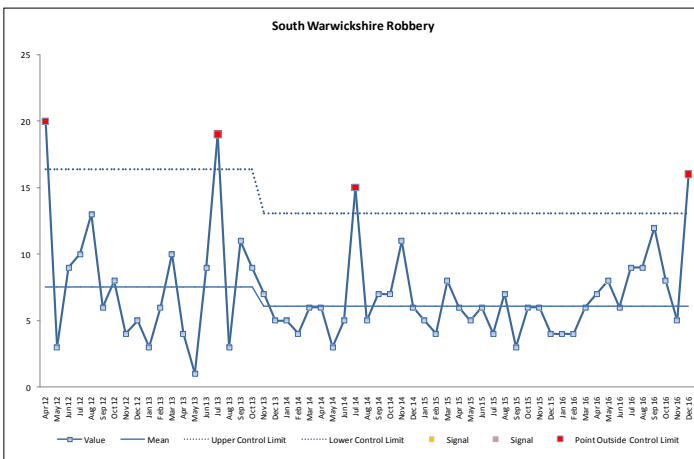

16 robbery offences were recorded in South Warwickshire for December - a significant increase compared to the monthly average (6).

10 offences were recorded in Warwick district. Some of these are linked offences with multiple victims and arrests have been made.
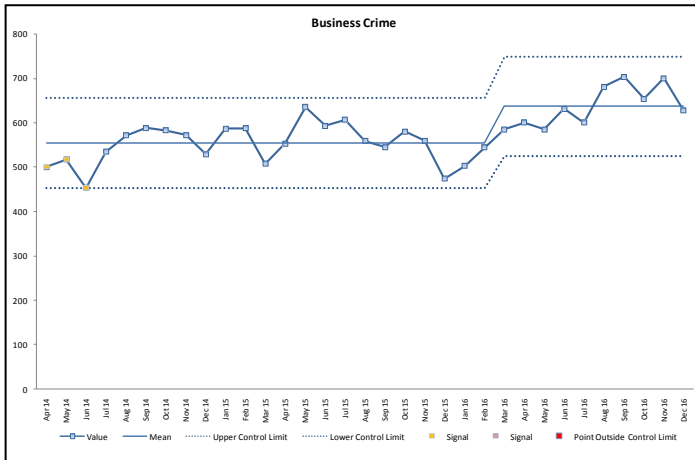
Outcomes

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.
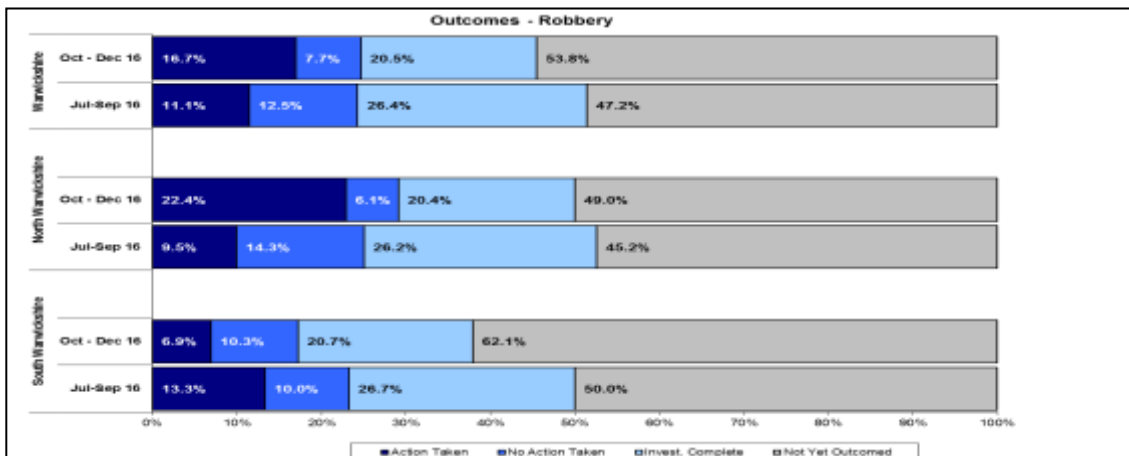
Business Crime

Signs of Improvement would be:
- ❖ Respond to all incidents in a timely manner and provide a high quality of service

Business Crime

	Oct	Nov	Dec
North Warwickshire	359	415	341
South Warwickshire	294	285	286
Warwickshire	**653**	**700**	**627**

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. 1,980 offences were recorded in the quarter. This is in line with the previous quarter (1,983) but is above the quarter average (1,853).

The higher volumes this year are due to an uplift in vehicle and shoplifting offences. Local initiatives have targeted both of these crime types, including cross boarder activity to target vehicle crime and local engagement around shoplifting, particularly in December.

In the lead up to Christmas, a forcewide operation was in place to increase visible policing presence and support vulnerable retail premises. Specific activity included detailed briefings, identifying potential offenders and locations most at risk; targeted patrols involved both uniformed and plain clothed officers; and close coordination with partners and town centre managers including public engagement events. The operation was supported with a social media campaign and other publicity materials.

The alliance lead for business crime is currently working with the national lead to see how best practice from other forces can be used in Warwickshire.

Rural Crime

Signs of Improvement would be:
  ❖ Respond to all incidents in a timely manner and provide a high quality of service
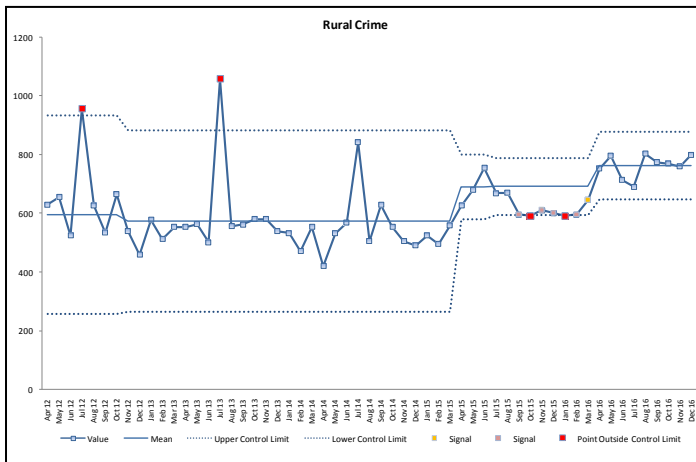
	Oct	Nov	Dec
North Warwickshire	348	395	362
South Warwickshire	422	363	439
Warwickshire	770	758	801

Rural crime offences are also a subset of total recorded crime and are identified by their geographical location[5]. 2,329 offences were recorded in the quarter, a 3% increase compared to the previous quarter (2,271).

This increase is due to an uplift in vehicle and violence without injury offences, as reflected in trends for total recorded crime.

Local activity continues, focused on initiatives within rural communities particularly around wildlife and farm themes. A wildlife scheme to promote the recording of wildlife crime was launched in November. The force is also involved in a number of cross boarder initiatives including intelligence sharing and joint operations.

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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

Vehicle Crime

## Signs of Improvement would be:
❖ Stable volumes of recorded crime
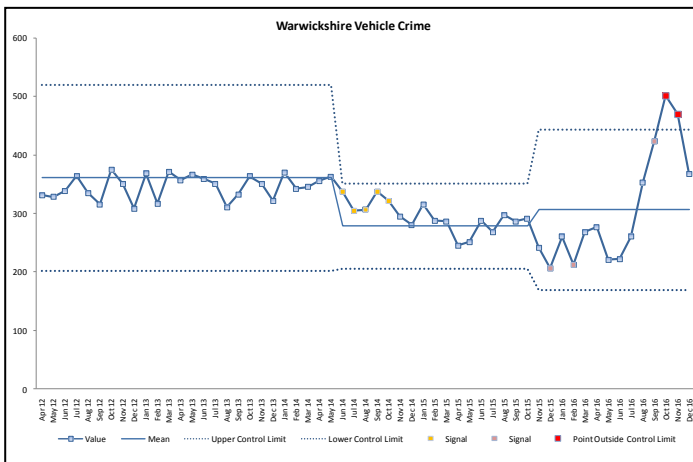
	Oct	Nov	Dec
North Warwickshire	249	277	199
South Warwickshire	252	192	169
Warwickshire	**501**	**469**	**368**

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	⬌

1,338 offences were recorded in the last quarter, a 29% increase compared to the previous quarter (1,036), and above the quarter average (958). Higher volumes were seen across both policing areas last quarter, with exceptional volumes seen in South Warwickshire.
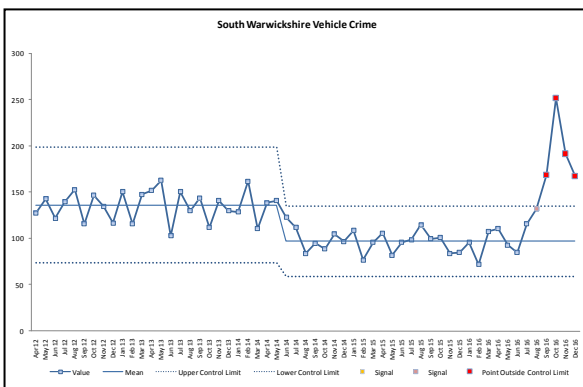
613 vehicle offences were recorded in South Warwickshire, an increase compared to the previous quarter (417). Higher volumes have been seen since July 2016.
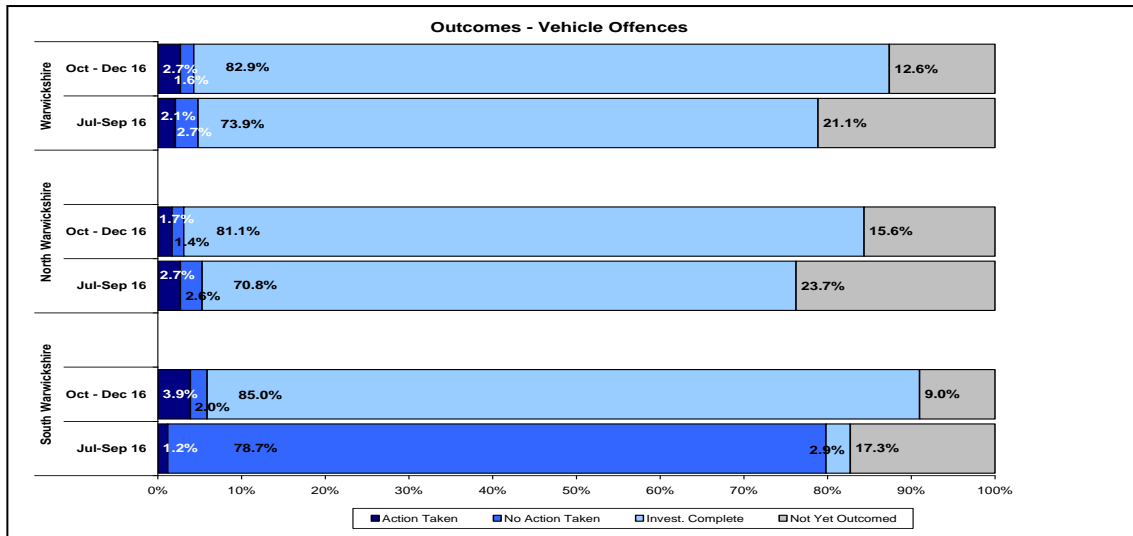
The higher volumes were predominantly driven by an uplift in 'theft from a motor vehicle' offences (423 in Q3, compared to 281 in Q2), with smaller volume increases seen in 'interference with motor vehicle' offences (77 in Q3, compared to 59 in Q2).

725 offences were recorded in North Warwickshire last quarter, an increase compared to the previous quarter (619). Following exceptional volumes in November, the number of offences decreased in December to within the expected range. This decrease was driven by a reduction in 'theft from a motor vehicle' offences (131 in Q3, compared to 190 in Q2).

A profile of vehicle crime offences was commissioned by the command team to better understand the threat and risk associated with the increase. Analysis into the increase is ongoing and vehicle crime will continue to be monitored.

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.

Outcomes - Vehicle Offences

Warwickshire	Oct - Dec 16	2.7% / 1.6%	82.9%	12.6%
	Jul-Sep 16	2.1% / 2.7%	73.9%	21.1%
North Warwickshire	Oct - Dec 16	1.7% / 1.4%	81.1%	15.6%
	Jul-Sep 16	2.7% / 2.6%	70.8%	23.7%
South Warwickshire	Oct - Dec 16	3.9% / 2.0%	85.0%	9.0%
	Jul-Sep 16	1.2%	78.7%	2.9% / 17.3%

Legend: ■ Action Taken ■ No Action Taken □ Invest. Complete □ Not Yet Outcomed

Cyber/ On-line Crime

Signs of Improvement would be:
❖ Increased reporting, reflecting greater victim confidence
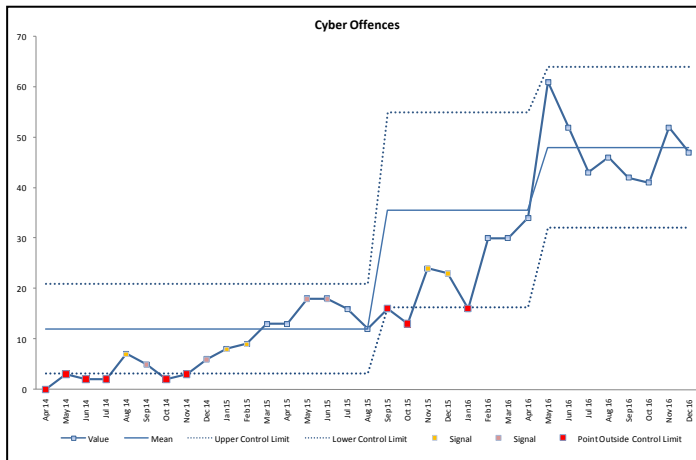
	Oct	Nov	Dec
North Warwickshire	18	25	27
South Warwickshire	24	27	20
Warwickshire	**42**	**52**	**47**

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.

141 offences were flagged as cyber/online crime this quarter; a 9% increase compared to the previous quarter (130) and above the current quarter average (124). Following a number of months of above average volumes of cyber crime, the monthly average has increased from about 35 to 45 offences per month.

Over half (56%) of all cyber crime offences recorded this quarter were 'malicious communication offences', typically involving messages sent through social media.

The alliance continues to advocate the Cyber Essentials government scheme to businesses, whereby certification is provided to a business once a specified level of cyber security has been obtained.

The alliance implemented a new national policy this quarter 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 force to provide victims with an appropriate response.

The Alliance's #Be Cyber Smart campaign focussed on online shopping in December. This was to raise awareness of increased losses made during the Christmas period when purchasing online. The #Be Cyber Smart Facebook advertising is estimated to have reached more than 24,700 people in Warwickshire.

Repeat Offenders

Signs of Improvement would be:
- ❖ Reduction in repeat offenders
- ❖ Improved IOM processes

A repeat offender is defined as an individual recorded as a 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.


Warwickshire's Repeat Defendants By Month
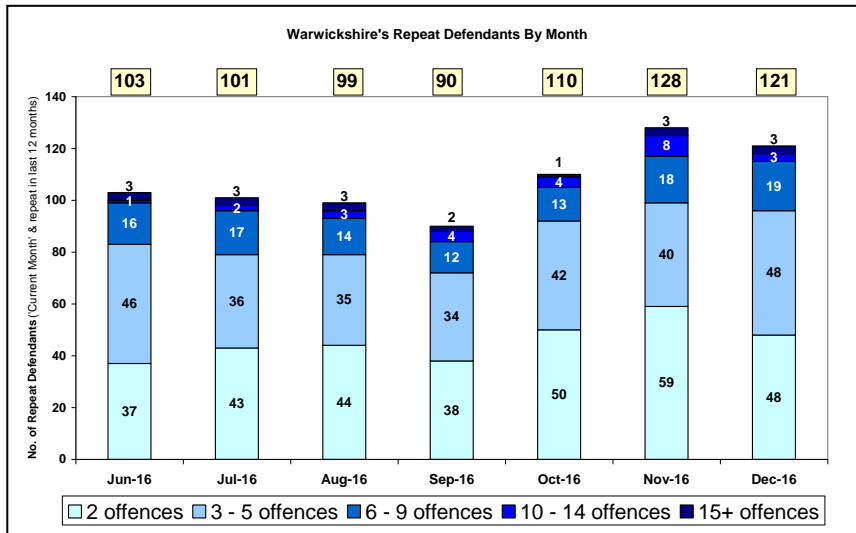
In December, 41% (121) of all defendants were also defendants in at least one other offence in the previous 12 months.

Of these, 25 (21%) have been defendants at least 6 times in the 12 month period.

The number of repeat defendants has remained fairly static since last month; however, there is a greater proportion of defendants detected as offending 3 to 5 times in the last 12 months.

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

6 prolific individuals were defendants for 10 or more offences in the last 12 months.
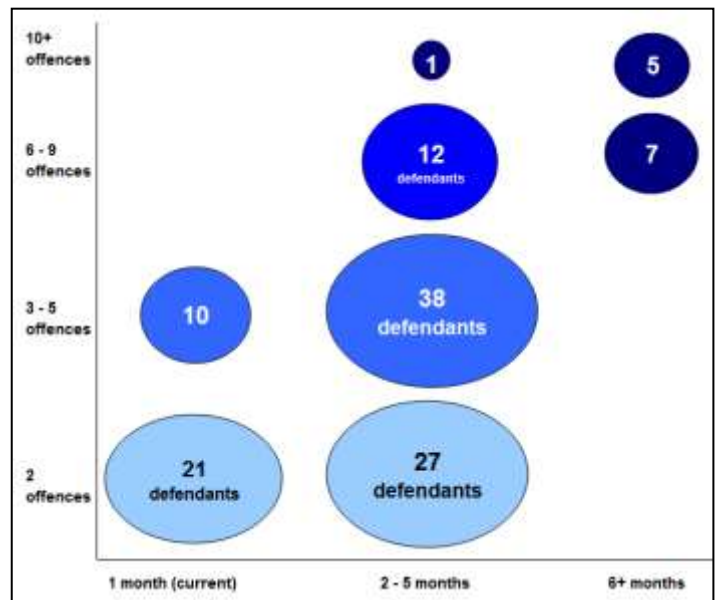
The individual record level data, which identifies repeat victims and defendants, with particular focus on domestic abuse offences, is shared across the alliance with local policing commanders and appropriate department heads.

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.

There are currently approximately 237 individuals being managed across Warwickshire.

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

IOM Cohort	Total Nominals	Community	Custody
North Warwickshire	10	6	4
South Warwickshire	20	10	10
Warwickshire	30	16	14

Anti-Social Behaviour

Signs of Improvement would be:
❖ Accurate reporting and risk assessing of ASB incidents
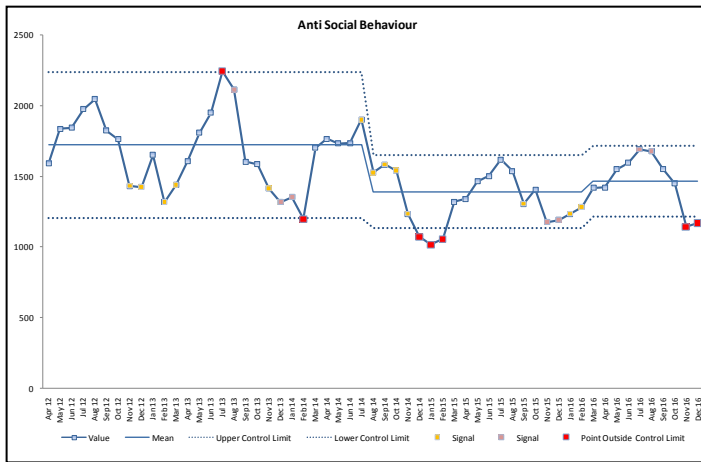
	Oct	Nov	Dec
North Warwickshire	848	680	743
South Warwickshire	604	464	429
Warwickshire	**1452**	**1144**	**1172**

3,768 ASB incidents were recorded in the last quarter, a decrease compared to both the previous quarter (4,926) and below the quarter average (4,302).

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.

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.

Typically around a fifth (20%) of all recorded ASB incidents are personal.
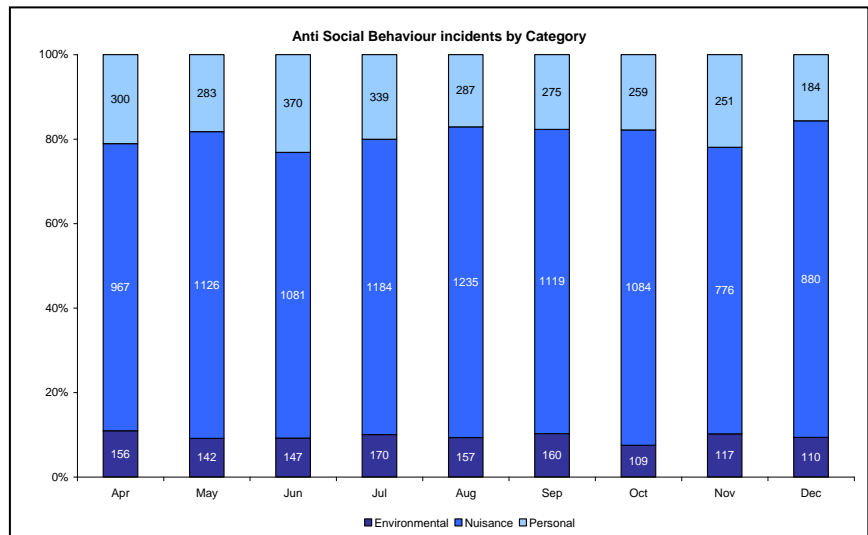
Ensuring Efficient & Effective Policing

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.

% of Emergency incidents attended within 20 mins - Warwickshire
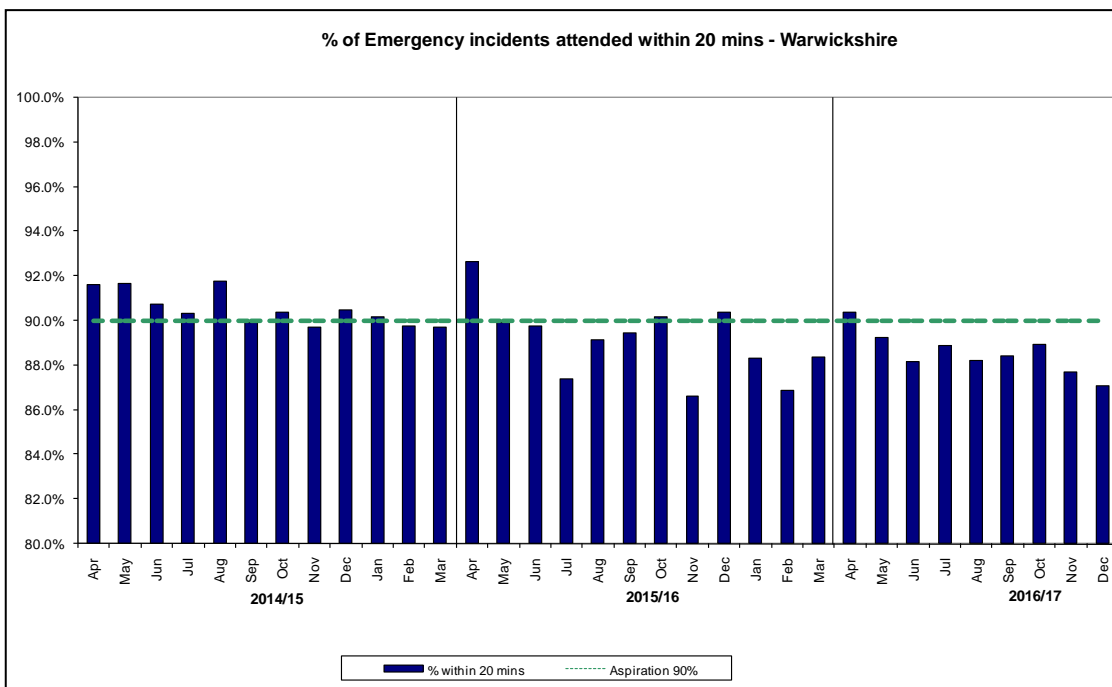
7,220 emergency incidents were recorded in the last quarter. Almost 9 out of 10 (88%) were attended within 20 minutes.

The current average response time for emergency incidents is (11mins 54secs) this has shown a slight increase compared to the previous month (11mins 31secs) and is above the monthly average (11mins 12sec). The exceptional increase in December's average emergency response time in Warwickshire can be explained by an I.T. issue which affected the Command and Control system. The I.T. issue has been rectified and this should not affect the reporting of the response times next month.

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.

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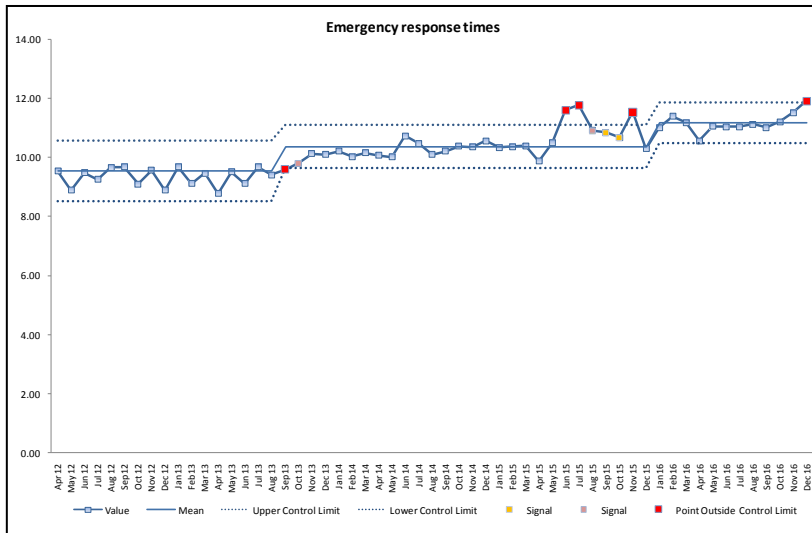
NB: from April 2016 we have been able to produce a more accurate data set

Work is currently being undertaken to amend data structures within the systems used to extract and process response times. This should enable a more accurate dynamic dataset to be produced for data prior to April 2016.

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.
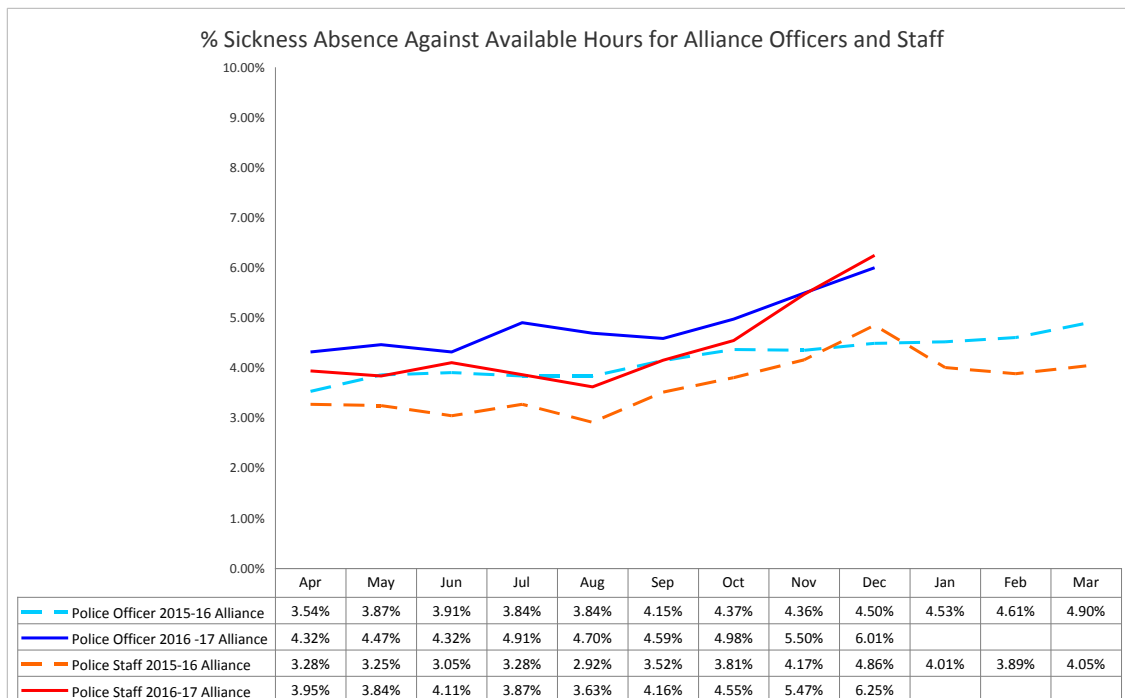
Sickness

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

Workforce sickness forms part of the overall Health and Wellbeing Agenda around staff welfare being led by the Chief Constable.

In the last quarter, sickness absence for both officers and staff has increased month on month across the alliance. This follows a seasonal pattern, with sickness increasing in the autumn/ winter, however values are higher than seen in 2015.

For officers the average percentage hours lost to sickness in the last quarter was 5.5%, an increase from both the previous quarter (4.7%) and the same time in 2015 (4.4%).

A similar pattern is seen for police staff. 5.4% of available hours were lost to sickness in the quarter, higher than both the previous quarter (3.8%) and the same time in 2015 (4.3%).

% Sickness Absence Against Available Hours for Alliance Officers and Staff

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Police Officer 2015-16 Alliance	3.54%	3.87%	3.91%	3.84%	3.84%	4.15%	4.37%	4.36%	4.50%	4.53%	4.61%	4.90%
Police Officer 2016 -17 Alliance	4.32%	4.47%	4.32%	4.91%	4.70%	4.59%	4.98%	5.50%	6.01%			
Police Staff 2015-16 Alliance	3.28%	3.25%	3.05%	3.28%	2.92%	3.52%	3.81%	4.17%	4.86%	4.01%	3.89%	4.05%
Police Staff 2016-17 Alliance	3.95%	3.84%	4.11%	3.87%	3.63%	4.16%	4.55%	5.47%	6.25%			

Health & wellbeing activity continues across the alliance, co-ordinated through the Health & Wellbeing Board. Findings from the annual staff survey have been shared with the Board and will be communicated to all staff shortly. Alongside this, the Health & Wellbeing Strategy has been drafted and is currently in consultation.

The ongoing internal communications campaign which raises awareness of a range of health & wellbeing issues had a weekly focus on managing stress in November and December. Also in December a further 15 individuals received training to support the Peer Supporter Group – a group of volunteers who assist colleagues to maintain / improve mental health.

Complaints

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for January to December 2016.
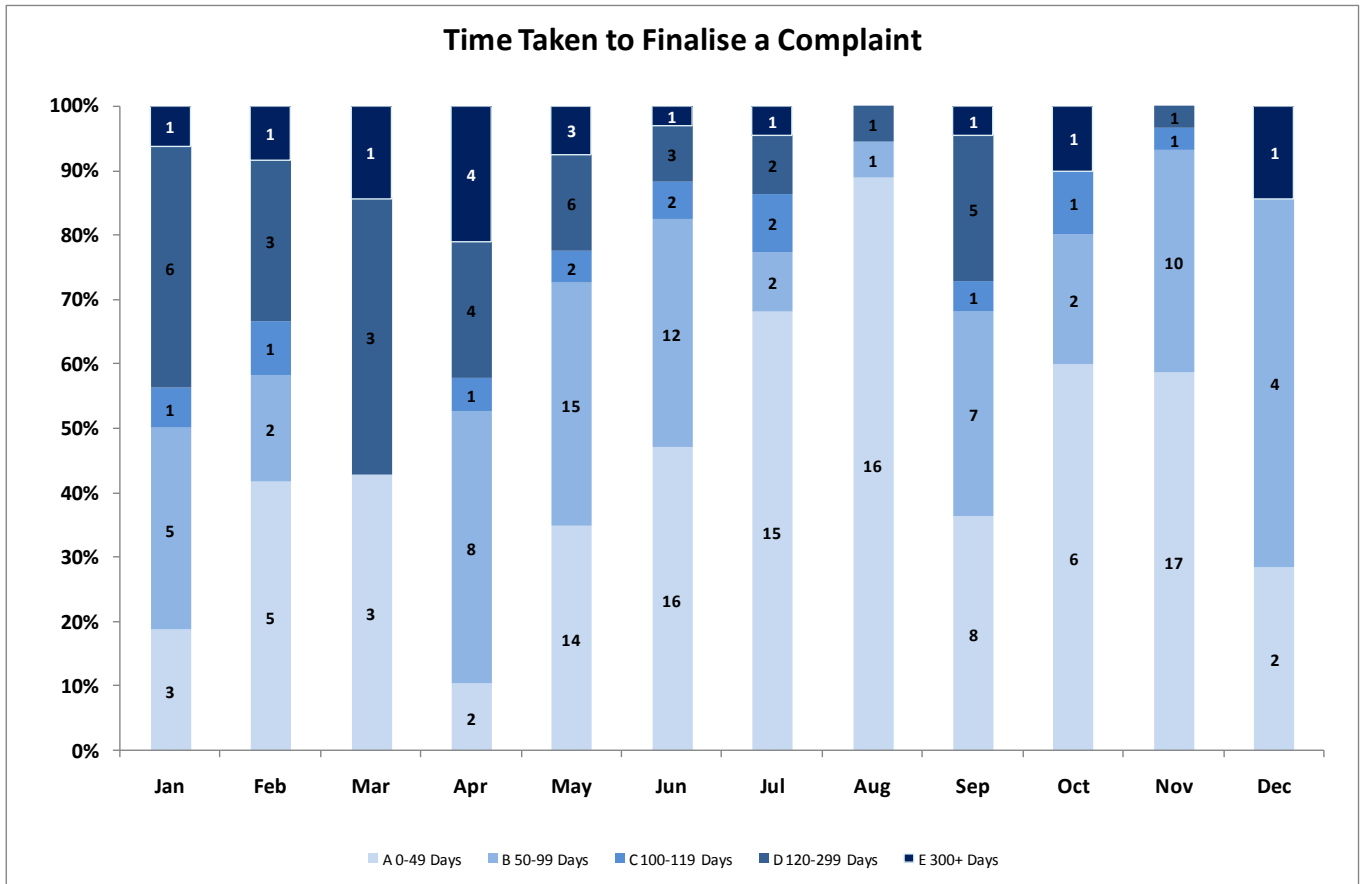
Timeliness to Record & Finalise

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 only 39% of complaints were recorded within 3 days, a significant reduction on the previous quarter (86%) and below the 80% aspiration. However 90% were recorded within 10 days. This significant reduction was the result of a short term resources issue within the department.

Time Taken to Record a Complaint
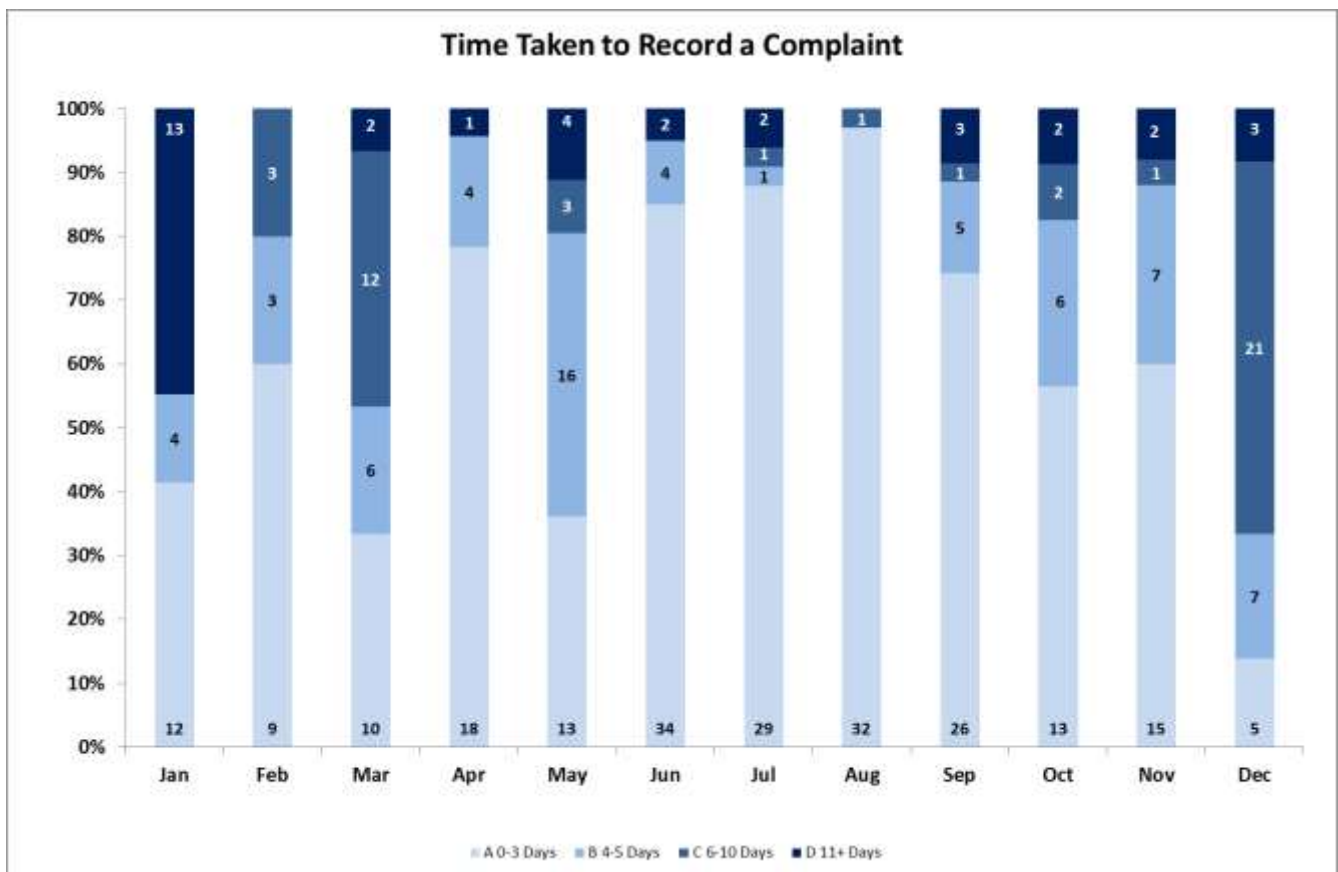
The second national target is to finalise cases within 120 days. In the third quarter of 2016/17, 94% of cases were finalised in 120 days, an improvement on the second quarter (84%). 7.0% of cases in the third quarter have/are taking more than 120 days to finalise.

Time Taken to Finalise a Complaint

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

Firearms Licensing

   ❖ 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 numbers of renewals for both shotgun certificates and firearm licences renewed on application are increasing and at the same time the unit is reducing the number of temporary permits held by licence / certificate holders. The number of temporary permits have reduced from 7,359 in August 2016 to 5,174 in January 2017.

Turnaround time for renewals is reducing at the same time as temporary permits are being exchanged for full licences and certificates. The management team have completed the work to identify the extra resource to support resolving the full five year demand cycle challenges as well as the IT issues that continue to thwart meaningful performance data being available.
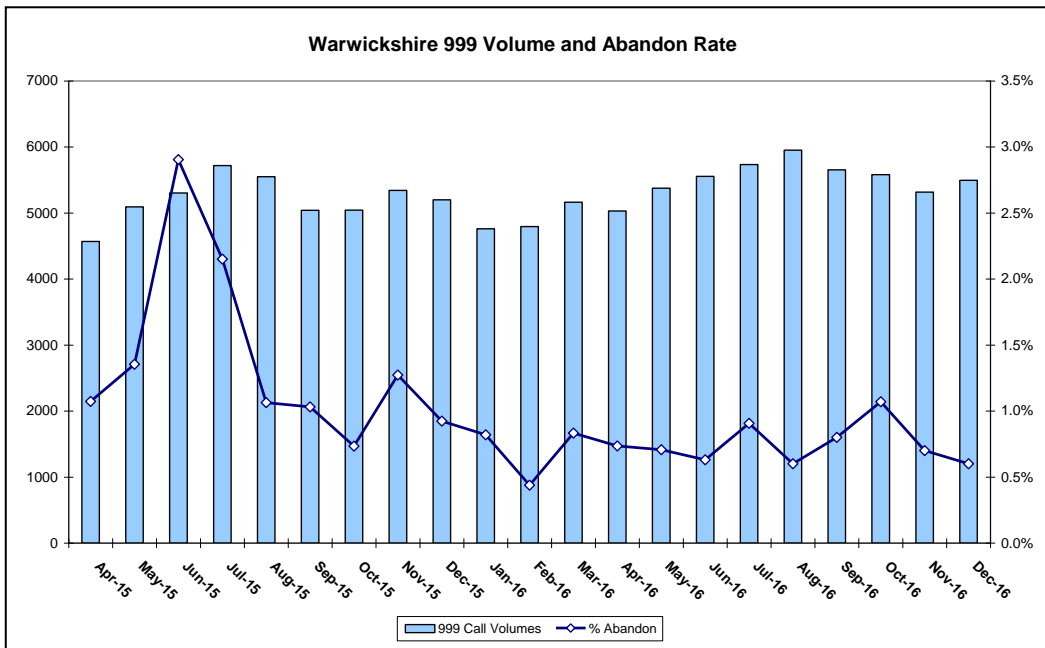
Call Handling

Calls on the 999 system

16,391 calls on the 999 system were received last quarter, a reduction compared to the previous quarter (17,340). The % of abandoned 999 calls last quarter has remained stable compared to the previous quarter.

Warwickshire 999 Volume and Abandon Rate

The proportion of 999 calls answered within 10 seconds continues to be above the 90% target and has exceeded 95%.

Warwickshire 999 Calls % Answered in Target
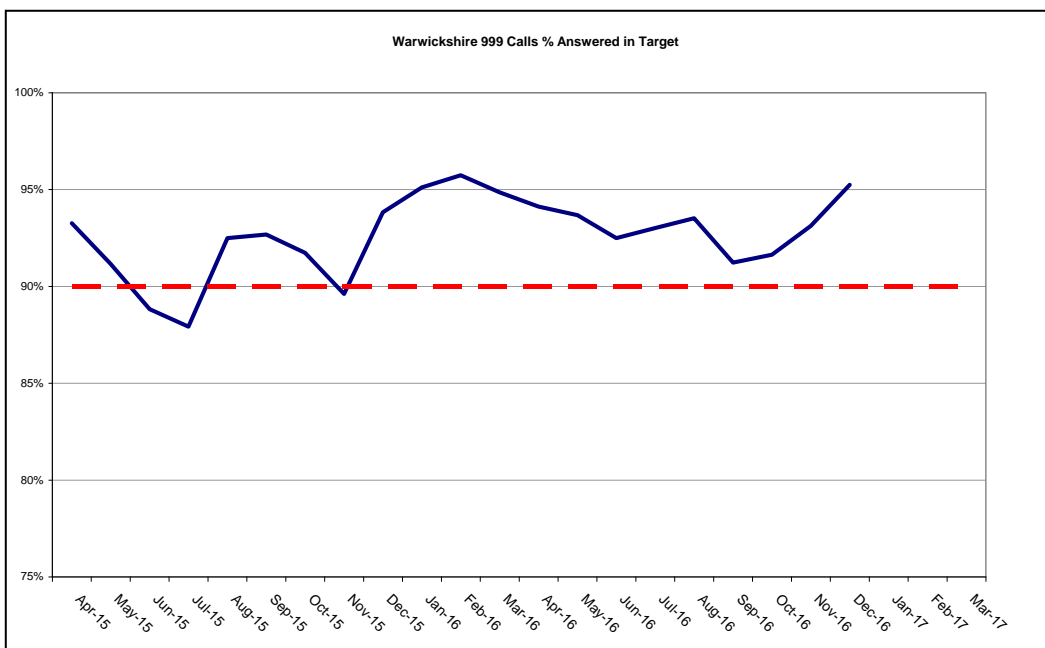
Non-Emergency Calls

51,885 non-emergency calls were received last quarter a reduction compared to the previous quarter (61,448). There has been a notable improvement in the abandon rate.

There has also been an improvement in the proportion of calls answered in 30 seconds in the last quarter, although this remains below the 90% target. Control Centre managers attribute this improvement to the removal of missing persons COMPACT log creation from the Control Centre processes.

Warwickshire Non-Emergency Volume and % Abandon

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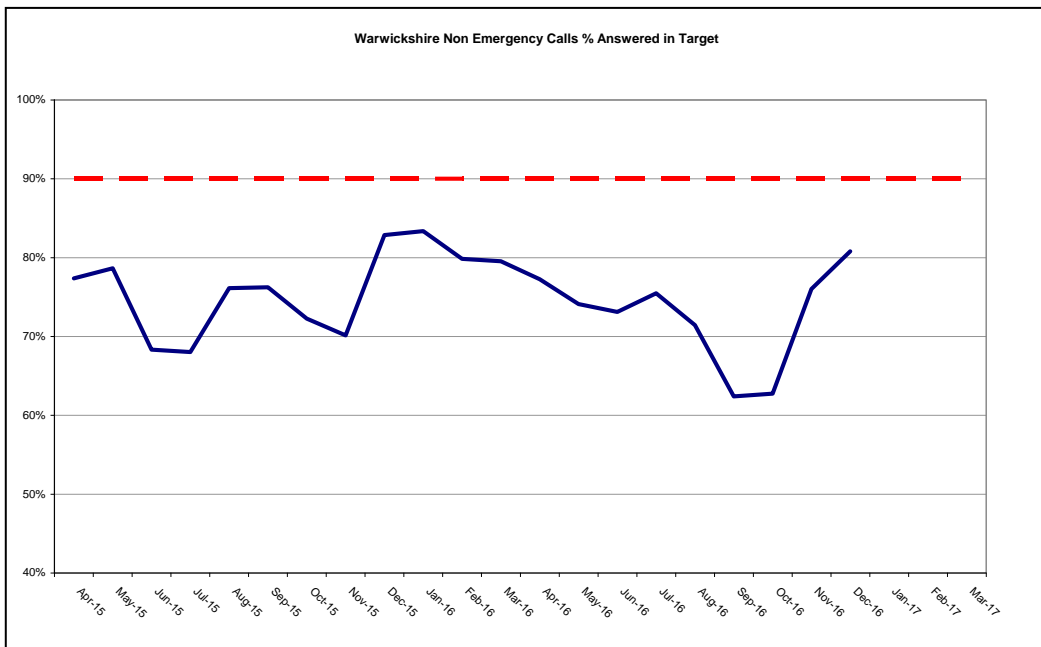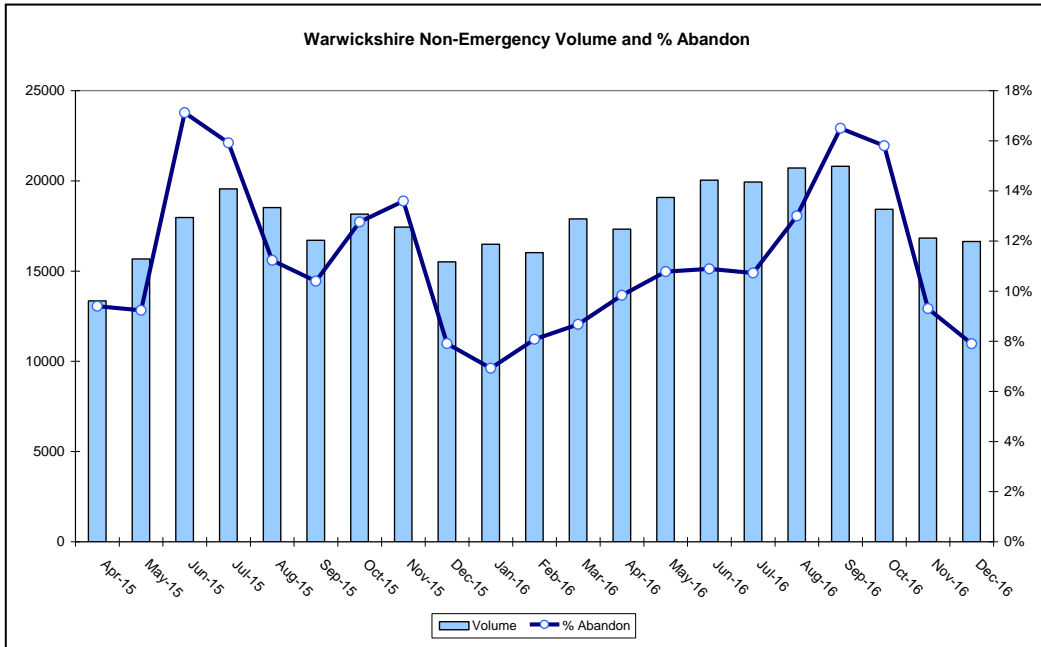
The implementation of the alliance Contact Management Strategy in 2017/18 will help to reduce the volume of calls to the Control Centre therefore further improving abandon rates and call handling times.