



Warwickshire
POLICE



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Police and Crime
Commissioner
for Warwickshire

WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

Performance Summary

April - June 2018

A SAFER, MORE SECURE WARWICKSHIRE

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims and Survivors First				
Confidence	Quarter report	Decrease compared to previous period but above national average.	Confidence strategy launched to drive improvements.	4
Victim Satisfaction	Month & quarter	Decrease compared to previous quarter	Positive results from domestic abuse victim survey	5
Repeat Victimisation	Month & quarter	Growth in the volume of repeat victims	'Repeats' data shared with VMU and SPOCs	7
Protecting People from Harm				
Hate Crime	Month & quarter	Increase on previous quarter. Satisfaction – Decrease compared to previous quarter	Volumes in expected range	9
Missing Persons Reports	Quarter unless exceptional	Increase in missing person reports compared to previous quarter	Volumes in expected range	11
Sexual Offences – Rape	Month & quarter	Comparable to previous quarter	Volumes in expected range	13
Sexual Offences – Other	Month & quarter	Decrease on previous quarter	Volumes in expected range	14
Domestic Abuse	Quarter unless exceptional	Increase on previous month	Volumes in expected range	16
Child at Risk / CSE	Month & quarter	CaR - Increase on previous quarter CSE - Comparable to previous quarter	Volumes in expected range CSE – decrease in monthly average	18
Road Traffic Casualties	Quarter unless exceptional	1 road death in the last quarter		20
Preventing & Reducing Crime				
Total Recorded Crime	Month & quarter	Increase on previous quarter	Increase in line with seasonal trends	21
Violence with Injury	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	28
Violence without Injury	Exceptional	Increase on previous quarter	Exceptional volumes in May and June	29
Robbery	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	31
Residential Burglary-Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	33
Theft from a person	Exceptional	Increase on previous quarter	Exceptional volumes in June	35
Bicycle theft		Increase on previous quarter	Reduction in the monthly average	37
Public order		Increase on previous quarter	Exceptional volumes in May & June	39
Business Crime	Quarter unless exceptional	Increase on previous quarter	Volumes increased across both Policing areas.	41
Rural Crime	Quarter unless exceptional	Increase on previous quarter		42
Cyber Crime	Month & quarter	Decrease on previous month	Decrease in monthly average	43
Repeat Offending	Month & quarter	Not included this month due to Athena data issues.	We hope to have this available in the near future.	
Repeat Offending – IOM offenders	Month & quarter	Not included this month due to Athena data issues.	We hope to have this available in the near future.	
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	ASB volumes following the expected seasonal trend.	46
Ensuring Efficient and Effective Policing				
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in emergency incidents compared to the previous quarter.	Decrease in the average emergency response time compared to previous month	48
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards	More detailed CJ Performance report available	50
Sickness	Month & quarter	Increase in Officer and Staff sickness rate;	Health & Wellbeing activity ongoing	53
Complaints	Quarter report	Recording complaints below 80 % aspirational target.		55
Call Handling	Month & quarter	Increase in 999 and non 999 call volumes and abandon rates.		57

Performance Summary

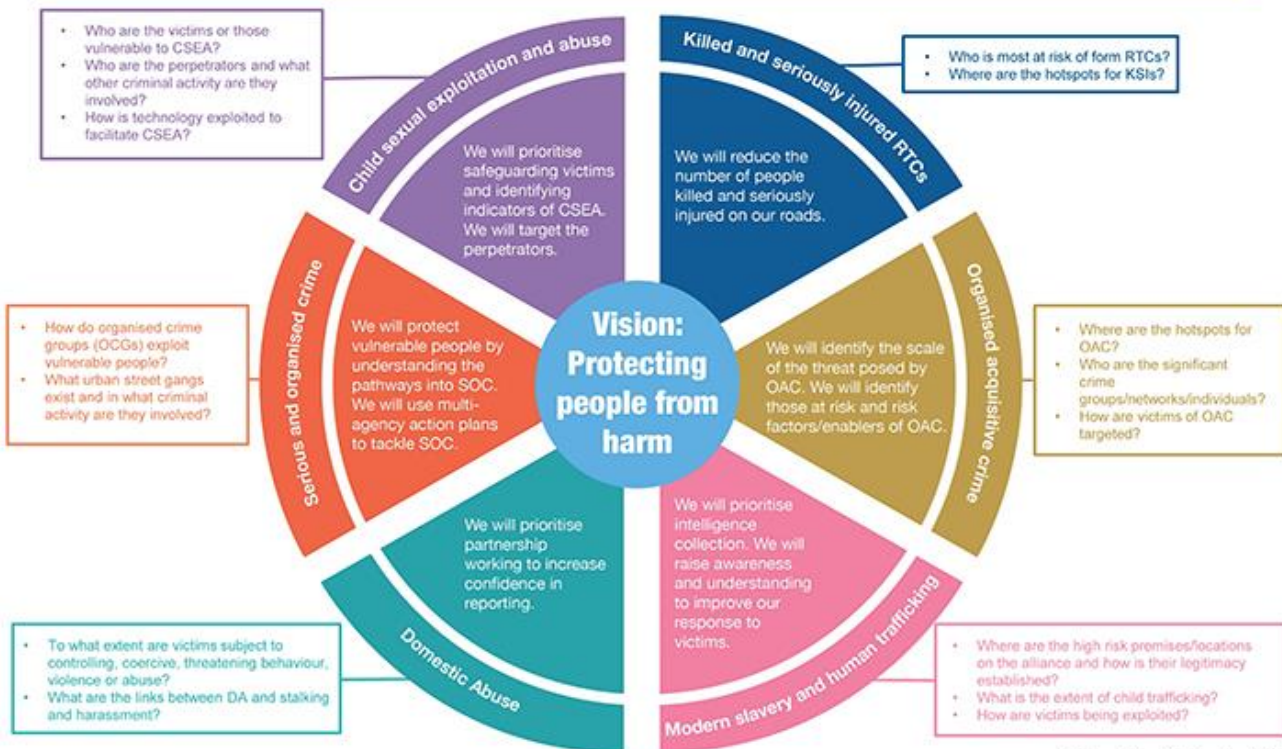
This performance document aims to report on areas of performance that relate to the priorities contained in the Police and Crime Plan and key areas of risk identified in the Alliance Control Strategy.



Alliance Control Strategy 2018/19

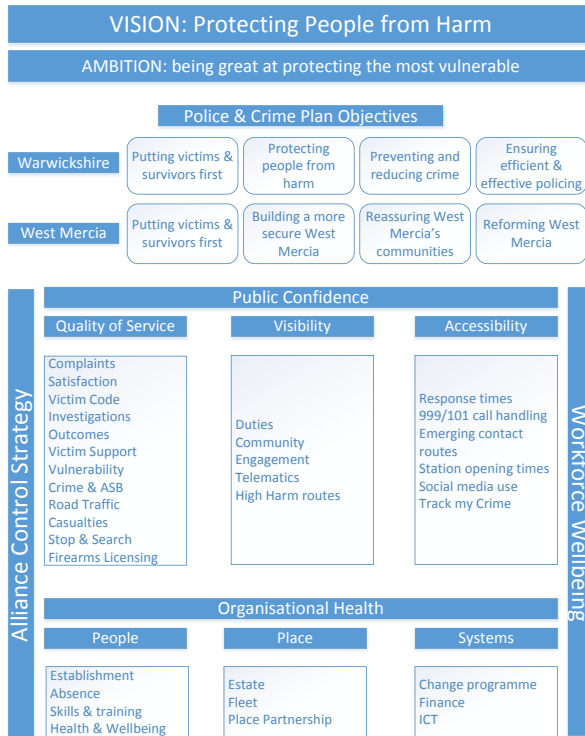
Strategic Policing Requirement

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



Review date – September 2018

Alliance Performance Framework

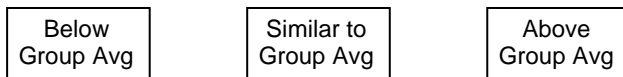


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers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

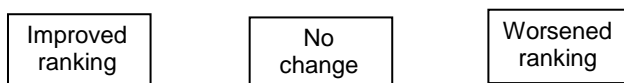
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

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

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



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



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

Putting Victims & Survivors First

Confidence in Police

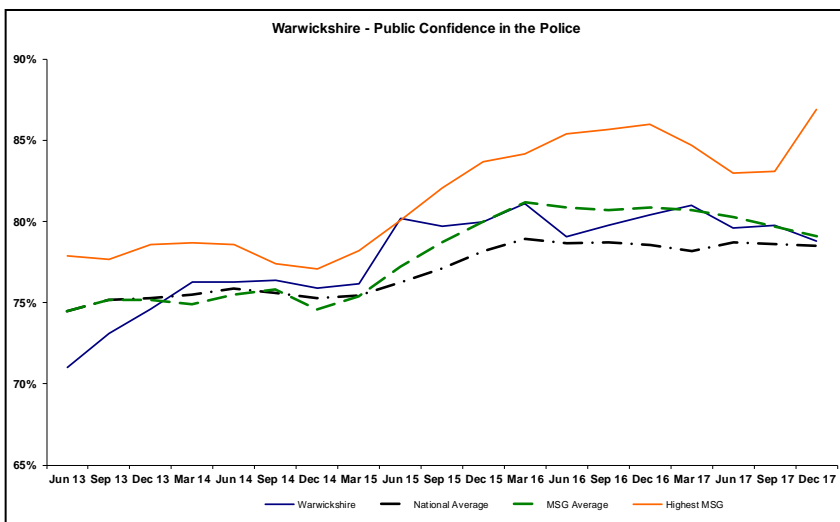
Signs of Improvement would be:

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

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to December 2017.

The force has seen a long term improvement in confidence levels felt by local communities. Latest data shows no significant change, with almost 8 in every 10 (79%) people having confidence in the police in their local area. Performance is in line with the national and MSG average.

Against the Most Similar Group² (MSG) of peer forces, Warwickshire is currently ranked 4th of the 8 forces, comparable to the previous reporting period. The force’s ranking against all forces has moved 1 place from 18th (Sept 17) to 19th (Dec 17).



	Sep-17		Dec-17	
	%	Rank	%	Rank
Warwickshire	79.8%	4	78.8%	4
MSG Average	79.7%		79.1%	

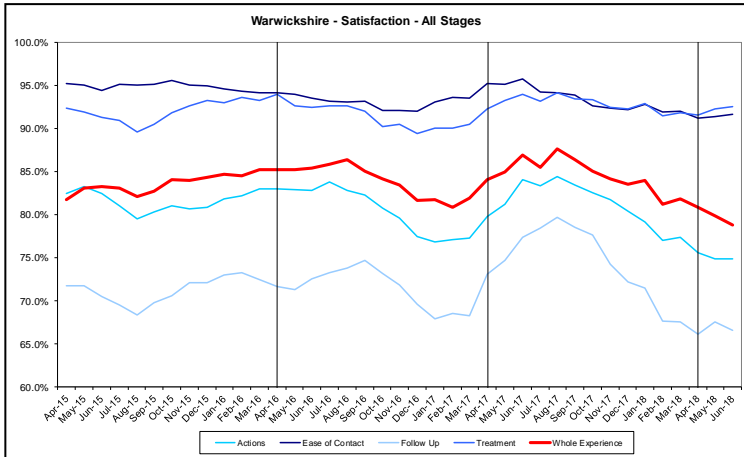
The alliance has recently launched a confidence strategy and this is driving activity from which we expect to see improvements in this area. The strategy is available on the force website.

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

Victim Satisfaction

Signs of Improvement would be:

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

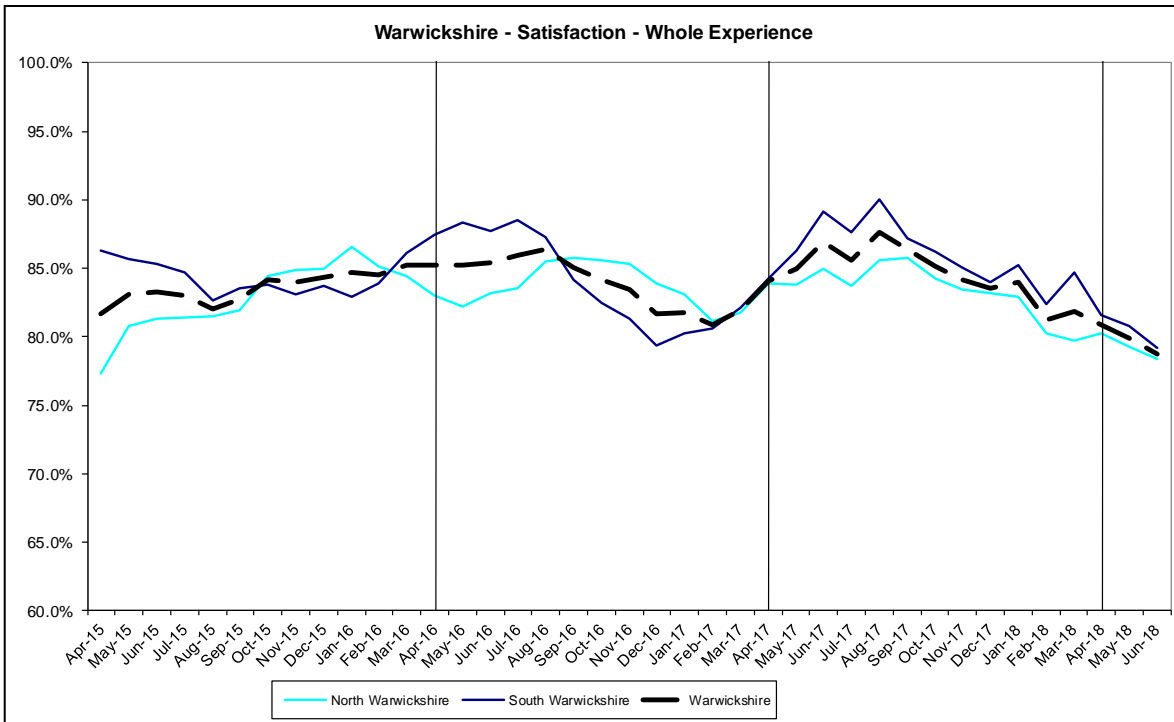


	Apr-18	May-18	Jun-18
North Warwickshire	80.2%	79.2%	78.4%
South Warwickshire	81.6%	80.8%	79.2%
Warwickshire	80.8%	79.9%	78.8%

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

Overall victim satisfaction for 'Whole Experience' saw a small decrease last quarter compared to the previous (80% Apr-Jun 18, compared to 82% Jan-Mar 18 - rolling 6 months). Performance decreased across both policing areas and decreased across each measured stage of satisfaction with the exception of treatment.

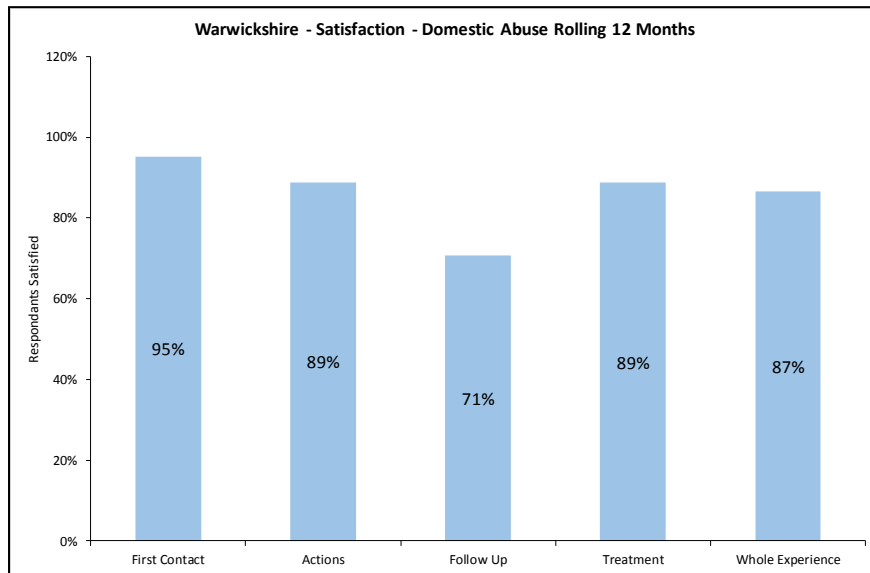
The following chart should be used to indicate longer term trends rather than month on month variation which is often not statistically significant.



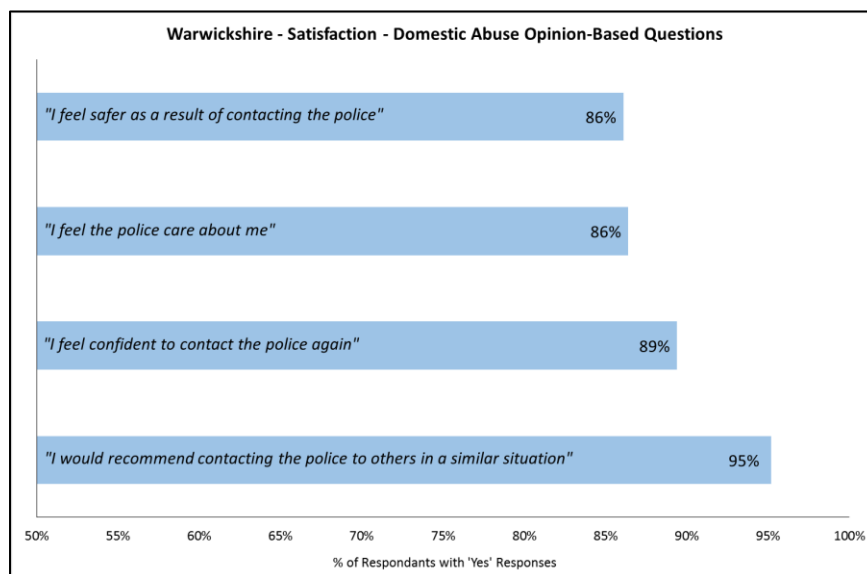
Domestic Abuse

The domestic abuse satisfaction survey aims to gain a better understanding of how police actions affect the victim's experience. As well as measuring the five stages of satisfaction a series of opinion-based closed questions are also included in the survey.

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



	Apr-18	May-18	Jun-18
First Contact	94.9%	95.7%	95.3%
Actions	88.5%	89.0%	88.9%
Follow Up	70.4%	70.7%	70.8%
Treatment	88.2%	88.5%	88.8%
Whole Experience	85.5%	85.1%	86.6%



	Apr-18	May-18	Jun-18
"I feel safer as a result of contacting the police"	82.9%	82.8%	86.1%
"I feel the police care about me"	85.5%	84.8%	86.4%
"I feel confident to contact the police again"	88.8%	88.5%	89.4%
"I would recommend contacting the police to others in a similar situation"	93.3%	93.7%	95.2%

Although further improvements can be made, the results from these surveys show that Warwickshire staff provide a consistently high level of service to victims of domestic abuse. However, follow up continues to be an area where there is most scope for improvement.

Repeat Victims

Signs of Improvement would be:

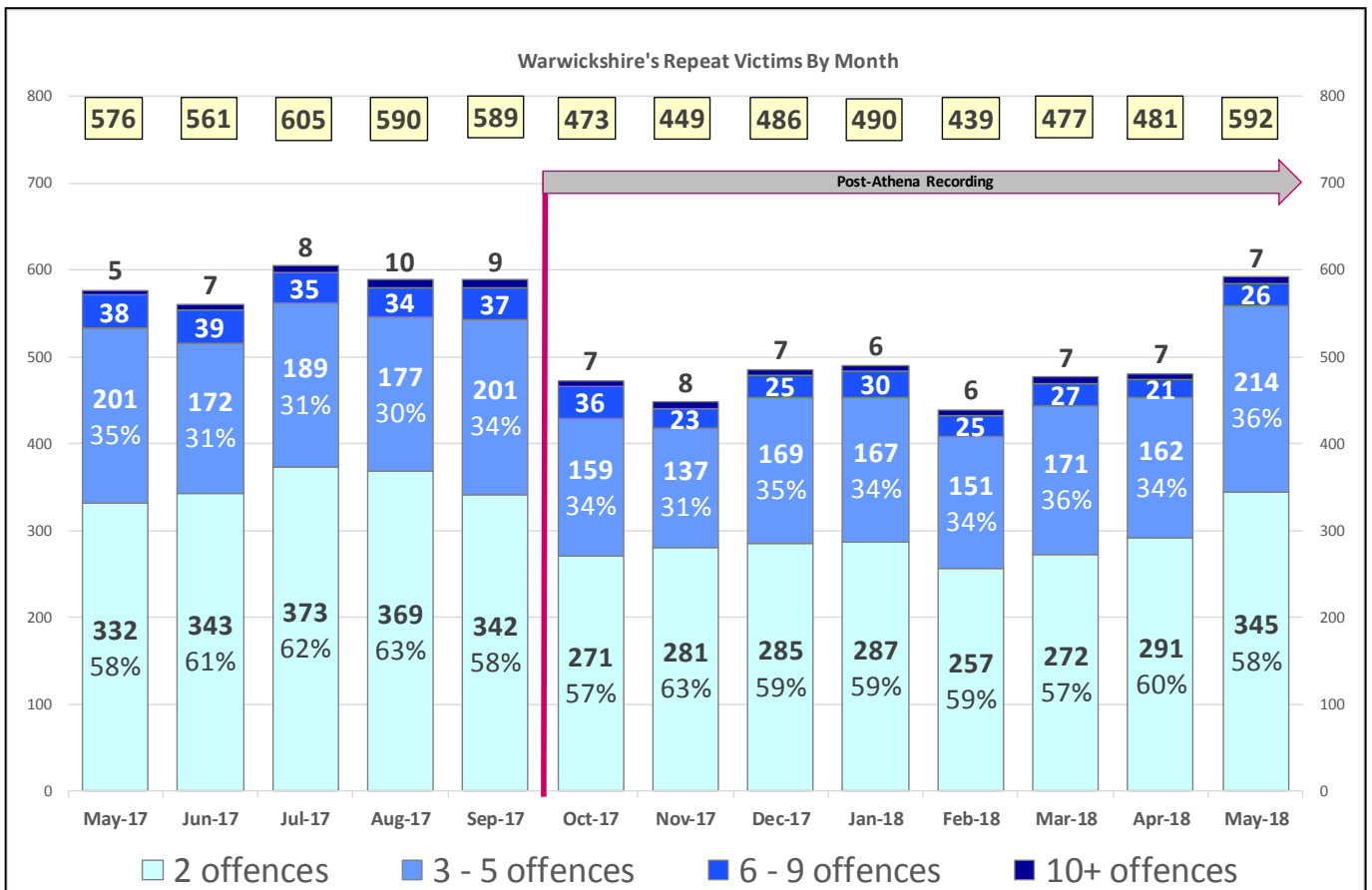
- ❖ Reduction in repeat victims

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

The introduction of ATHENA has meant a change of process and modelling of repeat victims. This means that the data post October may not be directly comparable to previous months.

As noted in previous reports, due to the delay in linking victim information to an offence, the data presented in this report will relate to the previous month (May) to give a more accurate analysis.



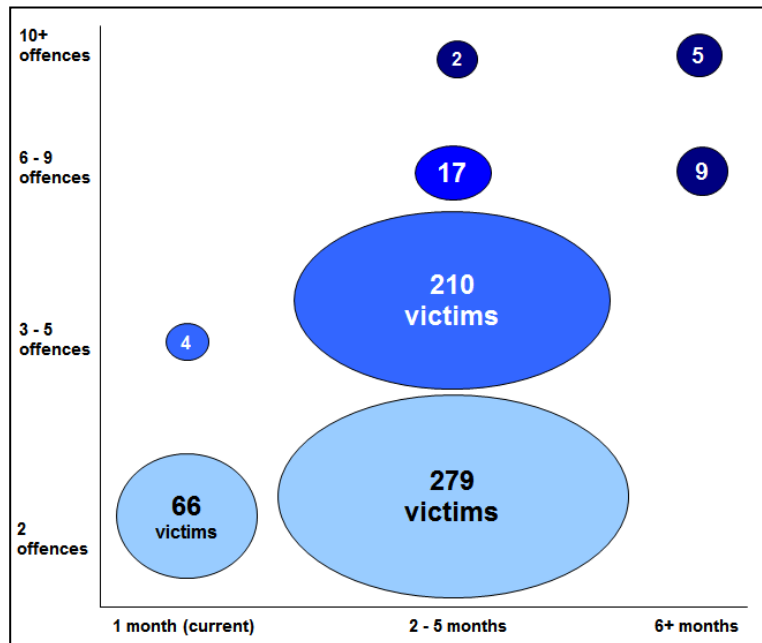
In May, 24% (592) of all victims were repeat victims (subject to at least one further offence in the last 12 months). This is a volume increase from April (481) yet the repeat rate has decreased from 27% to 24% due to more crime victims being recorded in May.

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

7 individuals have been a victim of 10+ offences, representing 77 offences in total.

- 4 in North Warwickshire
- 2 in South Warwickshire
- 1 across both policing areas

Over the last 12 months, 1 of the 10+ victims have each been a victim of 15 offences, of which 2 offences were recorded in May.



These 7 high repeat individuals are specifically highlighted to the Victim Management Unit to ensure the most appropriate action is taken to support them.

Victim Management Unit

The VMU work closely with partner agencies and police colleagues to help identify those victims with complex needs who could benefit from an enhanced level of victim support from both the police and other agencies.

Potential victims for this cohort are sourced from referrals by SNT and local policing colleagues as well as through close working relationships with partners, including local housing associations and council representatives.

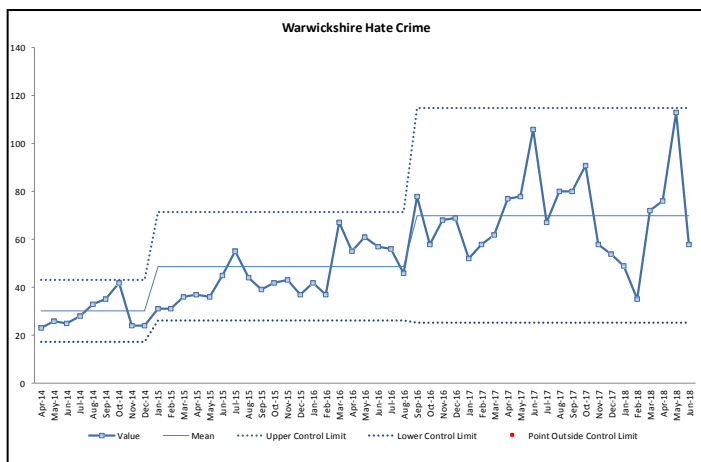
This process is supported by the monthly Repeat Victim analysis developed by ASI which identifies nominals who are experiencing high levels of victimisation or are connected to high levels of crimed incidents at force and policing area levels. These nominals are reviewed and are considered for the VMU cohort. This information is also shared with SNTs and victim satisfaction SPOCs to ensure appropriate contact is made with those individuals who do not form part of the VMU cohort.

Protecting People from Harm

Hate Crime

Signs of Improvement would be:

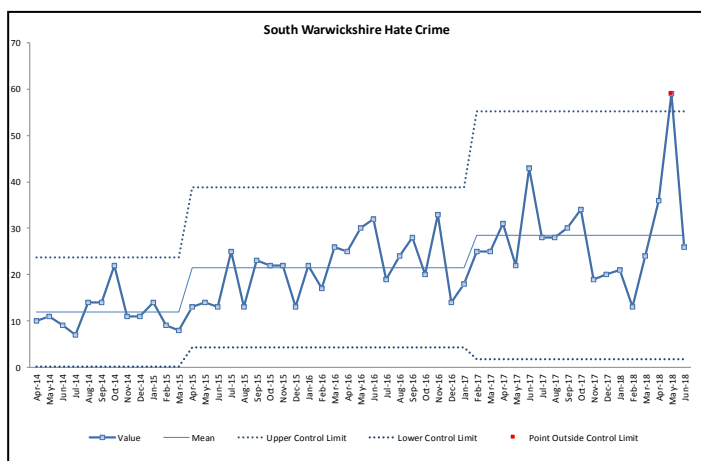
- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Apr-18	May-18	Jun-18
North Warwickshire	40	54	32
South Warwickshire	36	59	26
Warwickshire	76	113	58

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.

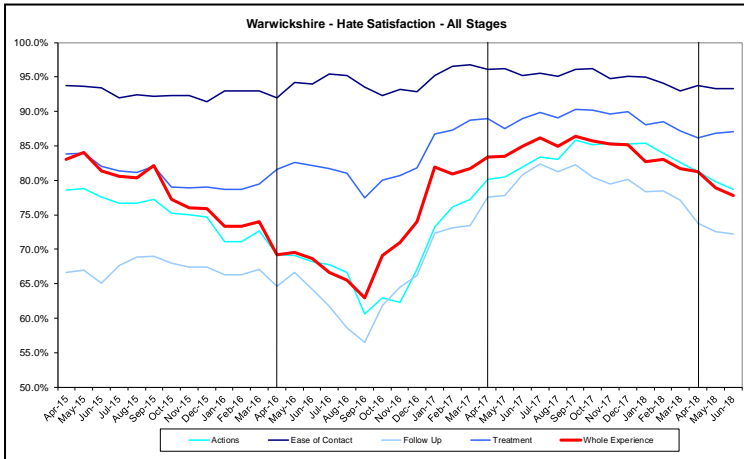
247 offences/ incidents were recorded this quarter. This is a 58% increase compared to the previous quarter (156) and above the quarter average (208). Increased volumes were seen across both policing areas last quarter compared to the previous quarter.



Exceptional volumes were seen across South Warwickshire in May. However, they have now returned to expected levels.

As with the previous quarter, the majority of hate crimes were of a racial nature at both Force and local policing area level.

Hate Crime Victim Satisfaction



	Apr-18	May-18	Jun-18
North Warwickshire	82.2%	80.3%	79.2%
South Warwickshire	80.0%	76.7%	75.6%
Warwickshire	81.3%	78.9%	77.8%

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low. This amounts to an average of only 10 per month at force level and in some months there can be no surveys completed at policing area level. The data is shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations, however the low sample size will still have some bearing on the results.

79% of hate crime victims were satisfied with their overall experience with the police in the last quarter, a slight reduction compared with the previous quarter (83%).

Performance decreased most notably in South Warwickshire, with 77% satisfied last quarter compared with 81% the previous quarter. Performance decreased slightly in North Warwickshire.

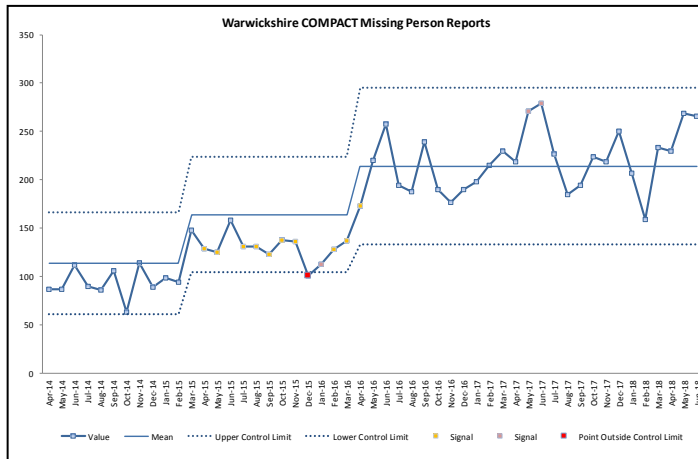
Hate crime satisfaction rates across the force remain an area of concern. Significant activity continues to address the performance in this area, and forms part of the wider review into our approach to victim satisfaction. The strategic equality and diversity advisor has been tasked to engage with a range of victims to get more detailed feedback on the service received from Warwickshire police to identify opportunities for improvements, and scrutiny of each areas response to hate crime continues at the quarterly review meetings.

Missing Persons

Signs of Improvement would be:

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

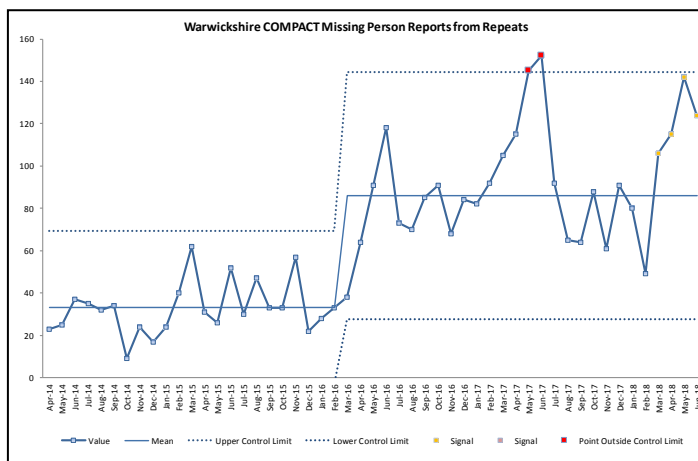
The figures presented in this section relate to data recorded on the force missing persons system (COMPACT).



	Apr-18	May-18	Jun-18
North Warwickshire	135	180	153
South Warwickshire	95	89	113
Warwickshire	230	269	266

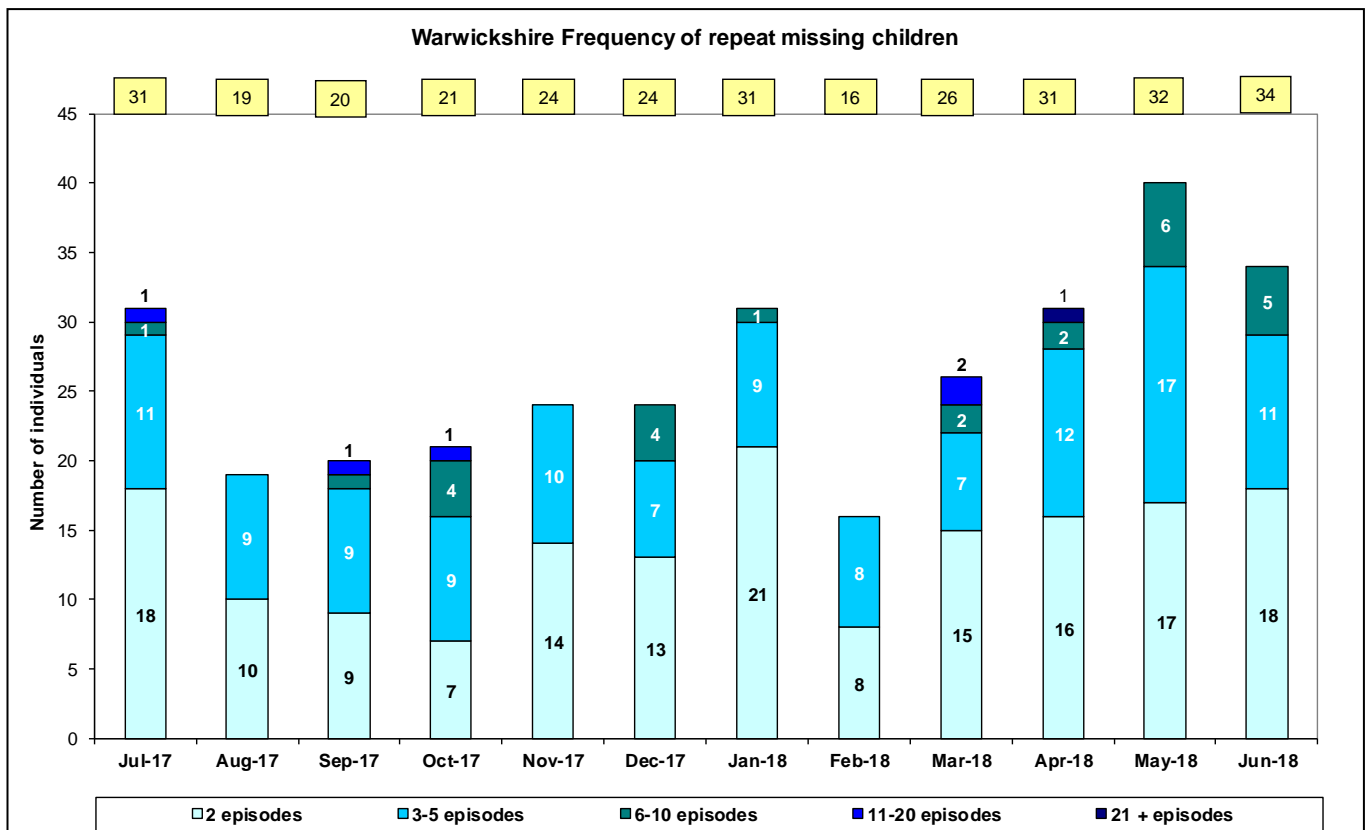
765 missing person reports were recorded during the last quarter. This is a 28% increase compared with the previous quarter (599), but is comparable to the same period last year (769). Volumes typically follow a seasonal pattern with volumes increasing during this period following low volumes during the winter.

The increase has been seen across both policing areas.



The increase was driven largely by an increase in repeat reports. Volumes are 62% higher for this quarter (381) compared with the previous quarter (235).

The number of repeat missing children increased during the last quarter (97) compared with the previous quarter (73) with 15 children going missing more than 5 times in a single month during the quarter compared with 5 during the previous quarter.



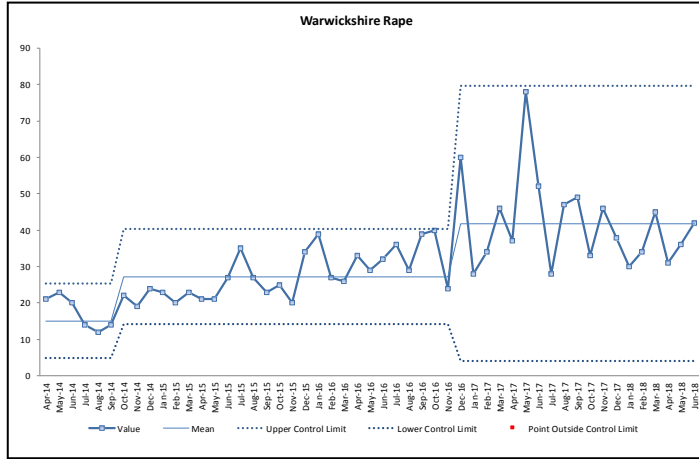
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing problem in Warwickshire.

Sexual Offences

Signs of Improvement would be:

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

Rape



	Apr-18	May-18	Jun-18
North Warwickshire	18	19	20
South Warwickshire	13	17	22
Warwickshire	31	36	42

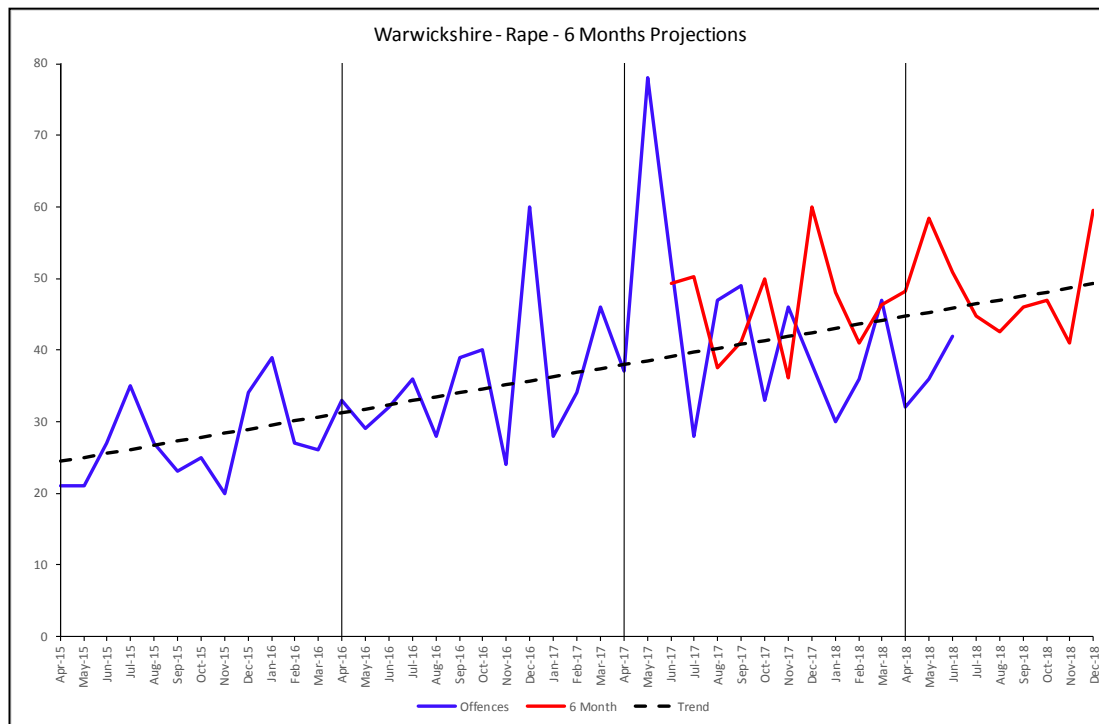
Peer Comparison

Offence Volume	Below Group Avg
Relative Position	No change

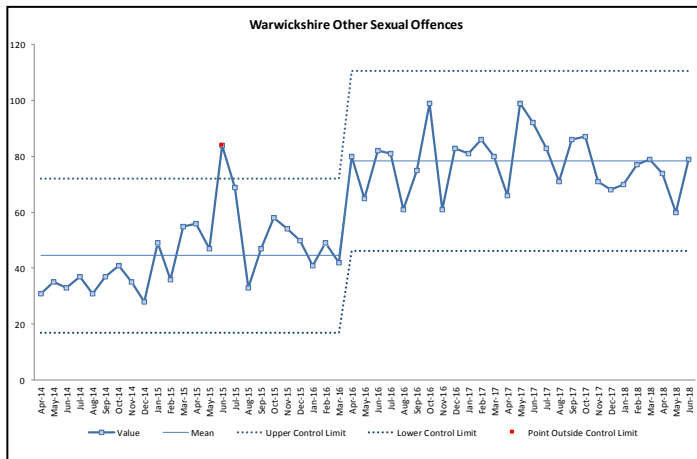
109 rape offences were reported to the police last quarter, comparable to the previous quarter (109) and below the quarter average (115). 49% (54) of offences reported were 'recent' (recorded within 28 days of the offence) – this is in line with the previous quarter.

Volumes for both policing areas remain within the expected range.

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



Other Sexual Offences



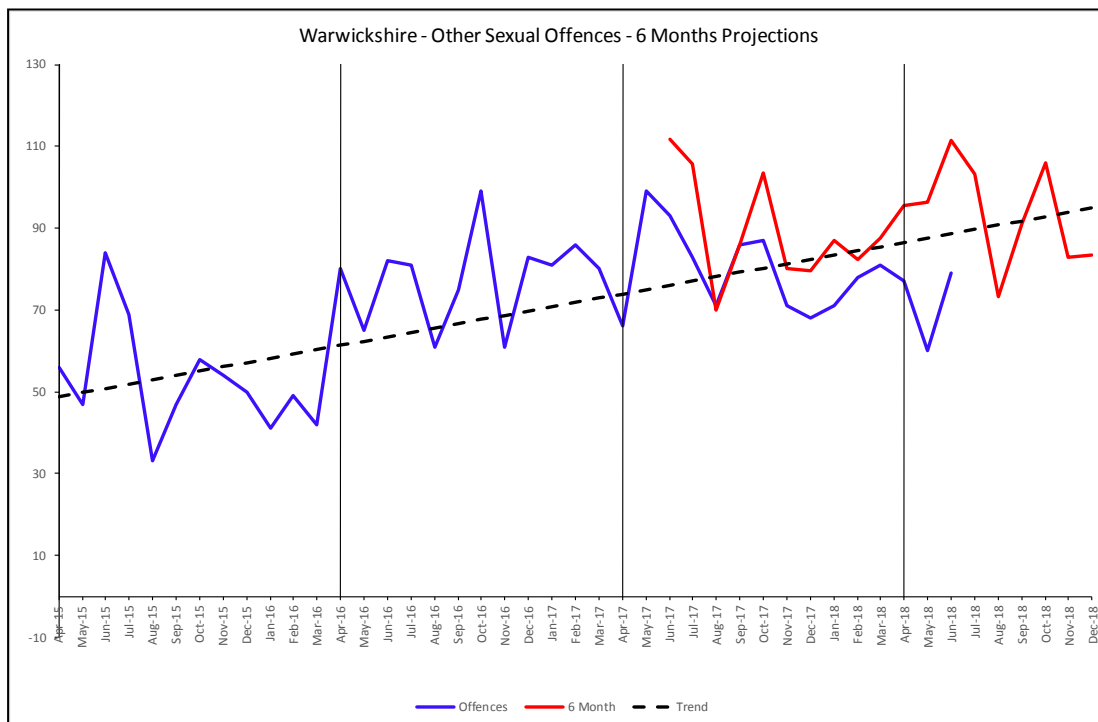
	Apr-18	May-18	Jun-18
North Warwickshire	37	32	48
South Warwickshire	37	28	31
Warwickshire	74	60	79

Peer Comparison	
Offence Volume	Below Group Avg
Relative Position	Improved ranking

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.

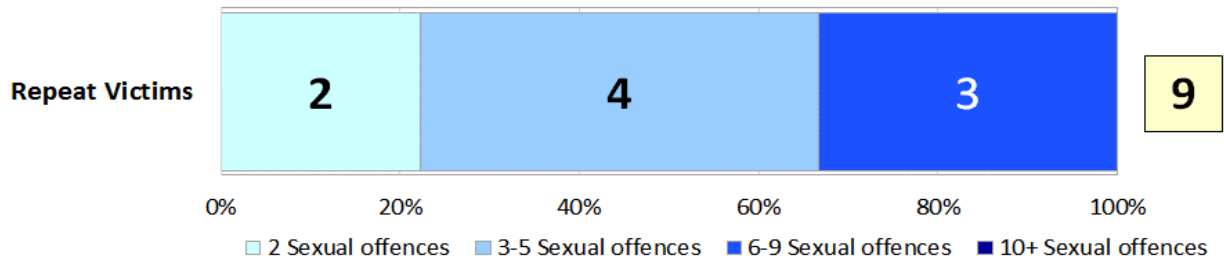
213 other sexual offences were reported to the police last quarter, a reduction compared to the previous quarter (226) and below the quarter average (226). Reduced volumes were seen across both policing areas. 62% (134) of offences reported were 'recent' (recorded within 28 days of the offence) – this volume is in line with the previous quarter.

The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates an increase in offending in the next few months.



Repeat Victims of Sexual Offences

In May (latest available data), 11% (9) of sexual offence victims across Warwickshire were repeat victims of another sexual offence³ in the last 12 months. These figures are a decrease on both the number and rate of repeat victims for the previous month (12, 12%). The following chart provides a breakdown of sexual offence repeat victims by instances of repeat victimisation.



³ This includes both rape and other sexual offences.

Domestic Abuse

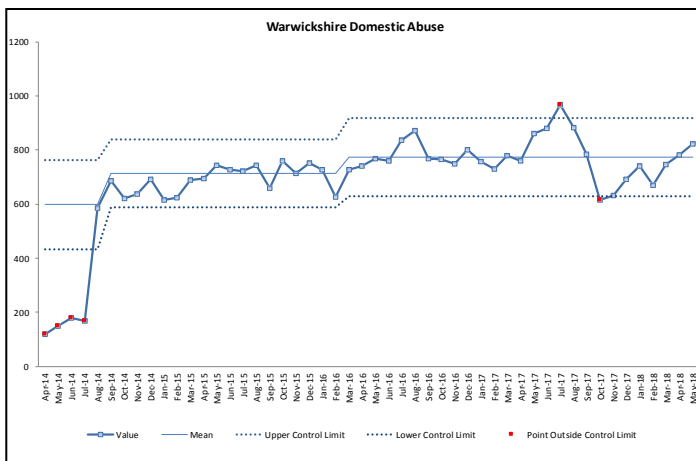
Signs of Improvement would be:

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

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker/ keyword 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.

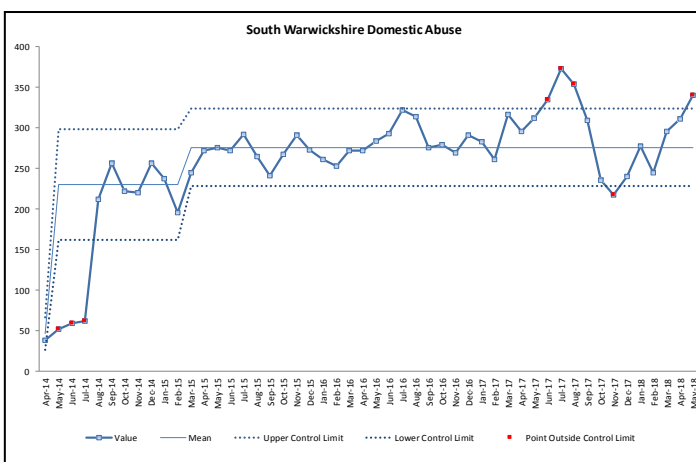
In this report we will continue to report on the volume of domestic abuse offences based on the previous month's data as there continues to be a delay in the application of the keyword due to the quality assurance process.

For reassurance, this delay in reporting for performance purposes does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.

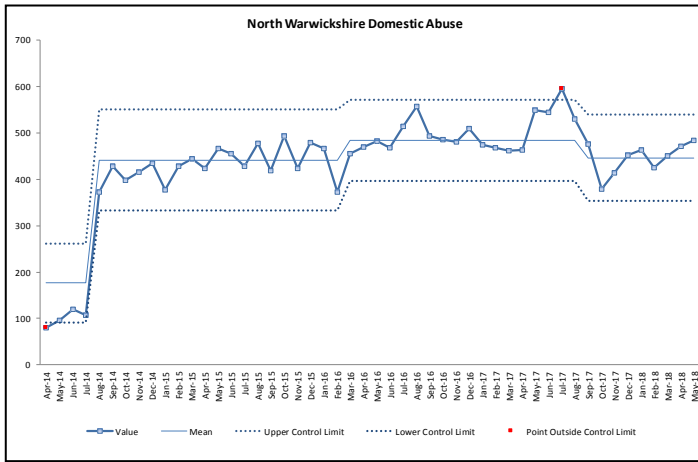


	Mar-18	Apr-18	May-18
North Warwickshire	451	471	484
South Warwickshire	296	311	340
Warwickshire	747	782	824

824 domestic abuse offences & crimed incidents were recorded in May. This is a 5% increase compared to the previous month (782) and above the monthly average (773). This was driven by exceptional volumes across South Warwickshire and increased volumes across North Warwickshire.



340 domestic abuse offences/incidents were recorded in May. An increase compared to the previous month (311) and significantly above the monthly average (276).



Despite the recent increase in offences, volumes across North Warwickshire have been below the monthly average for 8 consecutive months.

The monthly average has now decreased from 484 to 446 domestic abuse offences/incidents per month.

Domestic Violence Protection Notices (DVPNs)

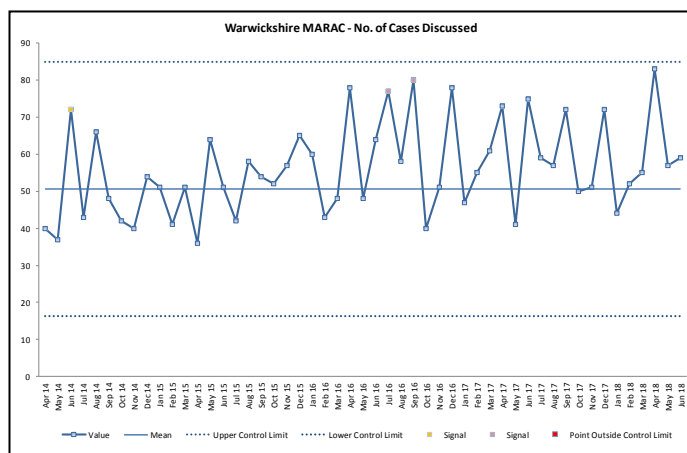
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives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

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Warwickshire	5	6	9	8	5	5	3	7	6	6	1	5	5	6

It is acknowledged that there are a number of other civil orders utilised in relation to Domestic Abuse, and we hope to report on these in future in order that a fuller picture of interventions can be achieved.

MARAC (Multi Agency Risk Assessment Conference) Awaiting updates

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



199 cases were discussed at Warwickshire MARACs last quarter (58 repeat cases). This is an increase compared to the previous quarter (151) and above the quarterly average (178).

Child at Risk / Child Sexual Exploitation

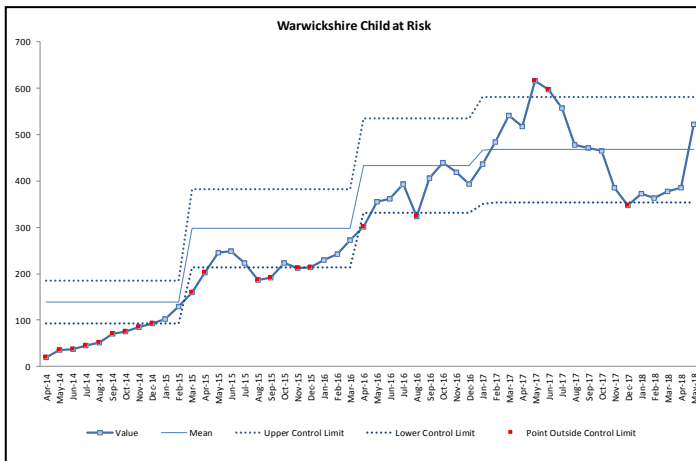
Signs of Improvement would be:

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

Child at Risk and Child Sexual Exploitation offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system.

As noted earlier in this report, due to changes in data processing procedures, we are reporting on the volume of offences based on May data to give a more accurate analysis.

Child at Risk



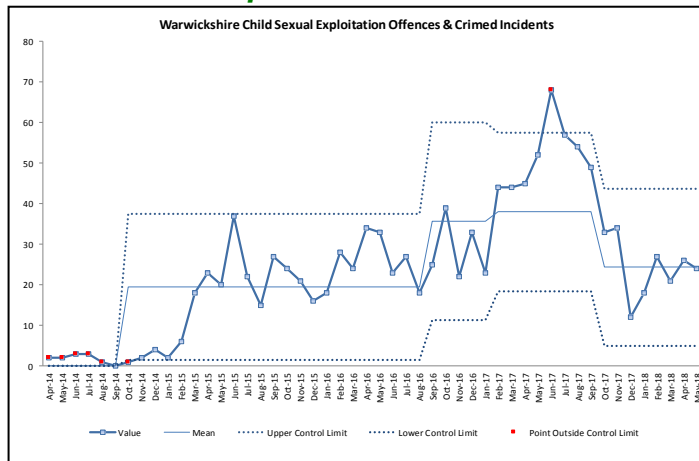
	Mar-18	Apr-18	May-18
North Warwickshire	228	228	322
South Warwickshire	149	158	200
Warwickshire	377	386	522

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

522 ‘child at risk’ markers were applied to offences/incidents in May. This is an increase compared to the previous month (386) and above the monthly average (468). Increased volumes were seen across both policing areas. This is believed to be due to an increase in the application of keywords.

Despite this the use of the Child at Risk marker/keyword has decreased by 15% comparing May to the same period last year.

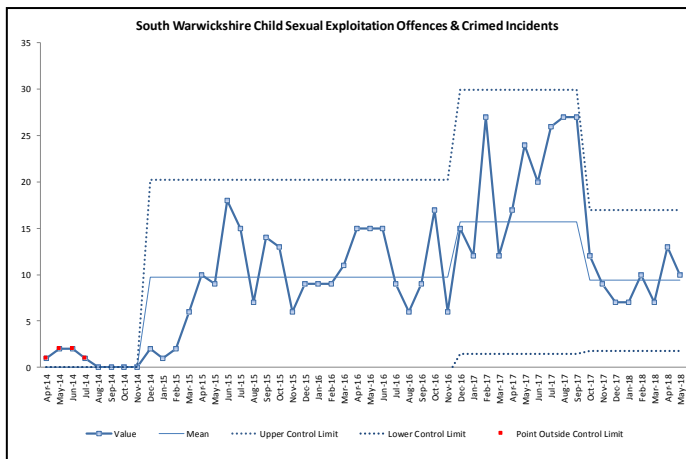
Child Sexual Exploitation



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

24 CSE offences/ incidents were recorded in May, comparable to the previous month (26) and in line with the new monthly average (24).

Over the last 8 months volumes of CSE offences / incidents have been consistently below the monthly average. Therefore this monthly average has now decreased from 38 to 24 offences/ incidents per month. The reduction in the monthly average has been mirrored across South Warwickshire (16 to 9 offences/incidents per month).

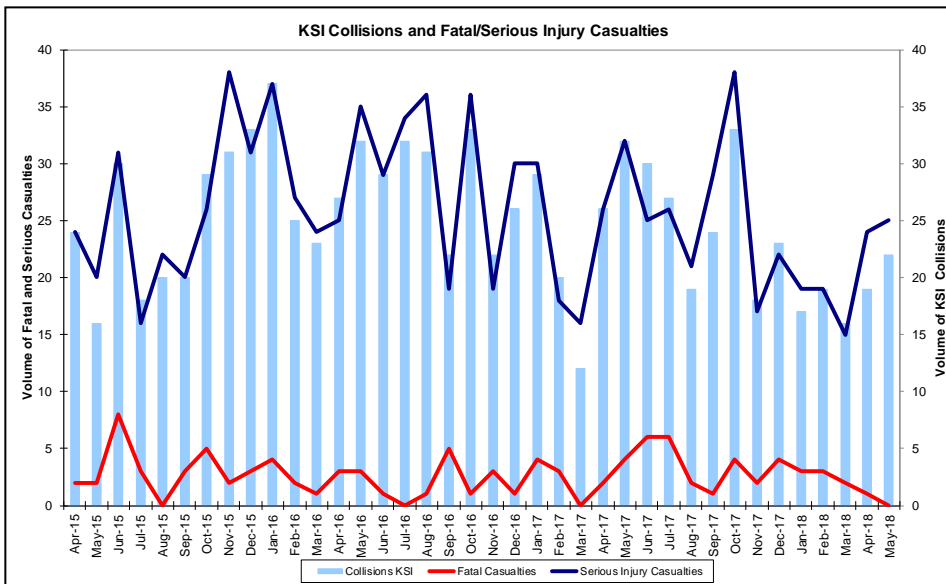
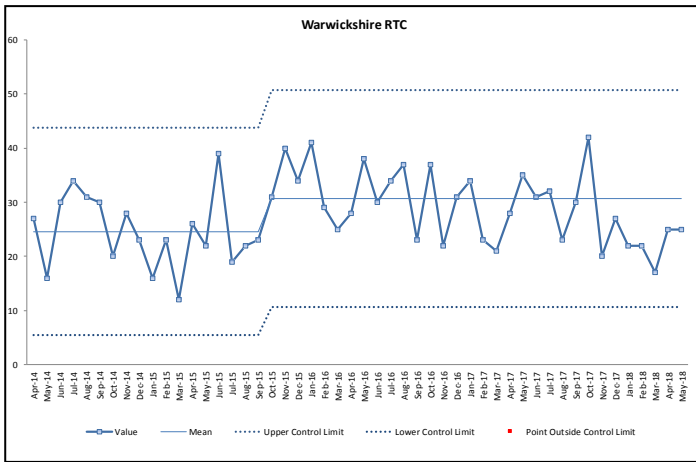


The use of the CSE marker/keyword has decreased by 54% comparing May to the same period last year.

Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



In the last quarter⁴ there was 1 road death – a motorcyclist, the fatality occurred in South Warwickshire.

In April & May over two thirds (66%) of all fatal and serious injury casualties were car drivers or passengers; 16% were motorcyclists and 10% were in goods vehicles.

Speed enforcement operates through fixed and mobile enforcement cameras at 107 sites across Warwickshire and 14,181 offences have been recorded from April to June 2018.

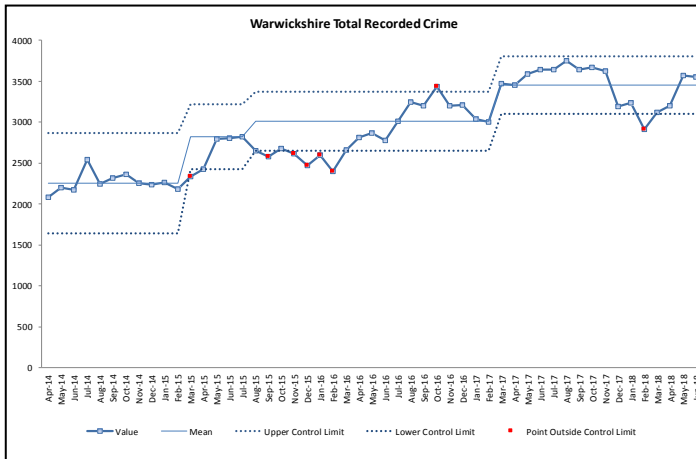
⁴ At the time of publication data regarding serious injury casualties in June is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Preventing & Reducing Crime

Total Recorded Crime

Signs of Improvement would be:

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



	Apr-18	May-18	Jun-18
North Warwickshire	1788	2113	2077
South Warwickshire	1412	1461	1479
Warwickshire	3200	3574	3556

Peer Comparison

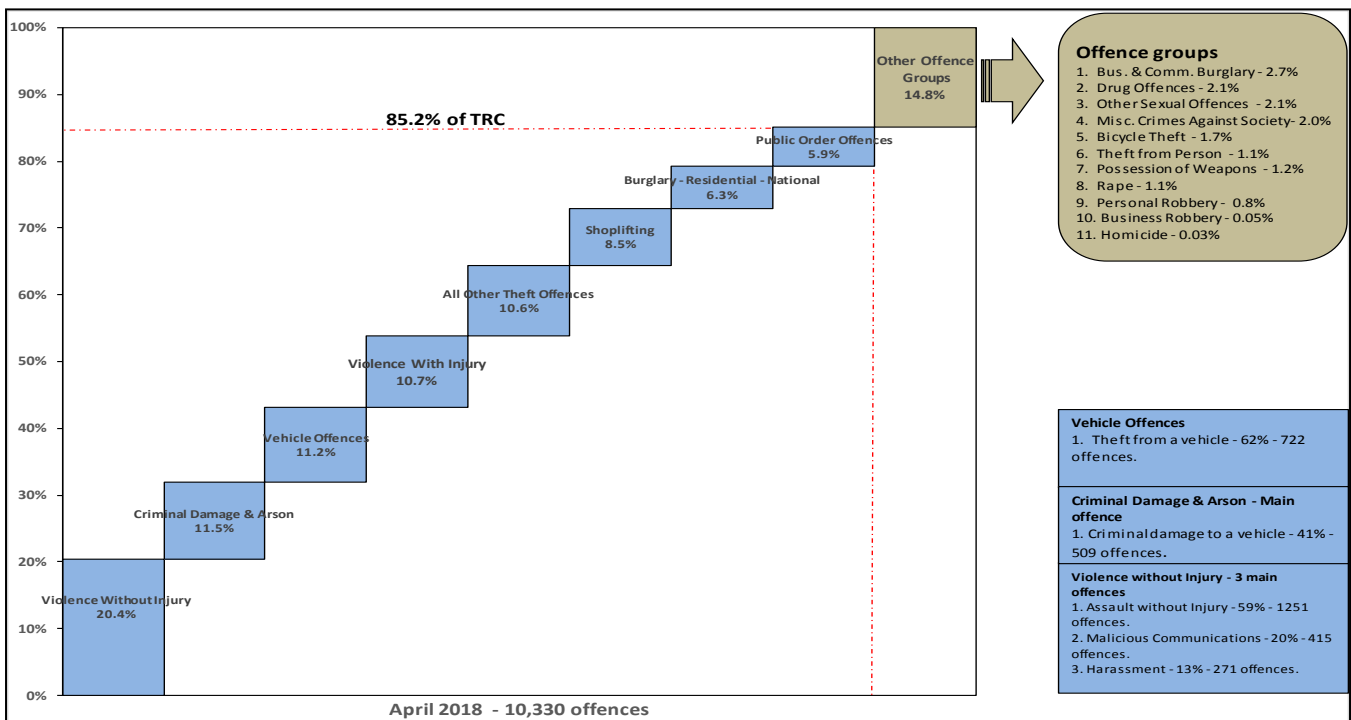
Offence Volume Above Group Avg

Relative Position No change

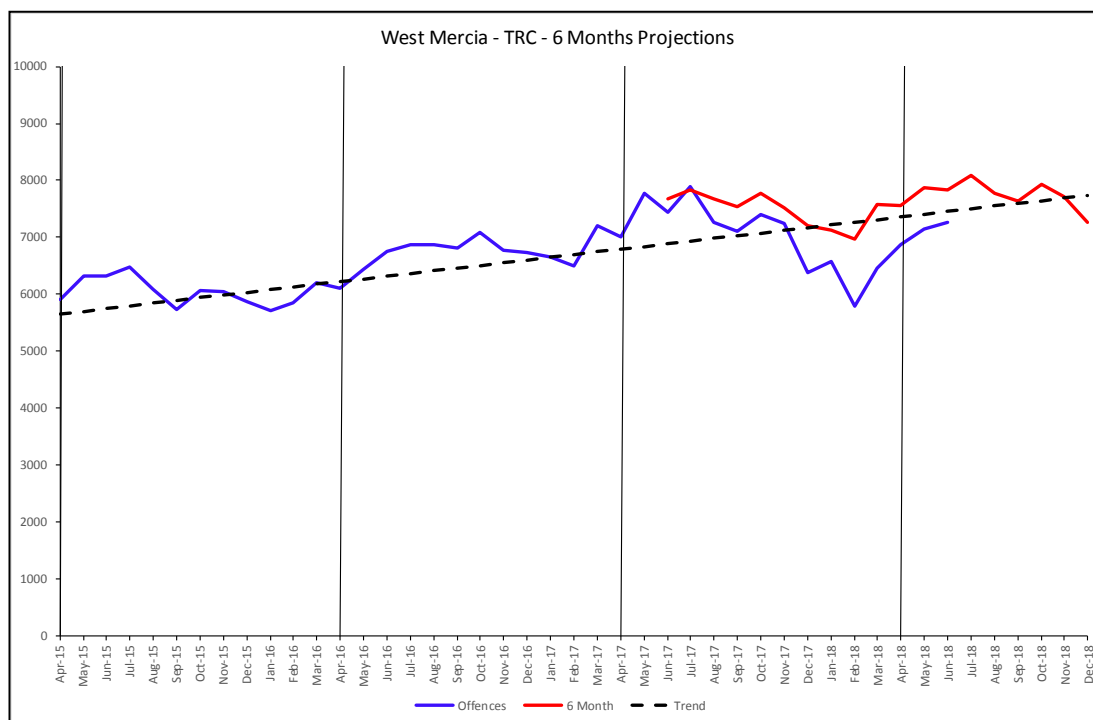
10,330 offences were recorded across Warwickshire last quarter. This is an 11% increase compared to the previous quarter (9,275) and is in-line with the quarter average (10,282).

Increased volumes were seen across both policing areas in the last quarter. Total recorded crime is following a generally seasonal pattern, with the expected volume increases in spring / summer months.

Breakdown of Total Recorded Crime Apr-Jun by proportion



The following chart provides a medium (6 month) projection for total recorded crime offences. At force level, the recorded volumes are below the projection. The projection for the next quarter indicates a possible decrease in recorded volumes.



ASI share projection data for key crime types with policing area commanders on a monthly basis. This allows for the continual evaluation of policing plans and their subsequent adjustment to provide the most effective deployment of resources to reduce and prevent crime.

After only 1 quarter of the performance year, it is early to project forward to the year end. However, the following table provides a very early indication of where crime volumes may be at the end of 2018/19. These projections are based entirely on the recorded crime patterns of the previous 4 years and this year to date and do not take account of any changes to the policing or wider environment.

	17/18 Year End	18/19 Projection	Projected % Change
Total Recorded Crime	41486	44279	7%
Violence with Injury	4422	4806	9%
Violence without Injury	7516	9105	21%
Sexual Offences – Rape	517	530	3%
Sexual Offences – Other	949	1025	8%
Business Robbery	76	53	-30%
Personal Robbery	331	349	5%
Residential Burglary - Dwelling	2209	2238	1%
Business & Community Burglary	2298	2051	-11%
Vehicle	4887	5051	3%
Theft from Person	437	496	14%
Shoplifting	3755	3901	4%
Bicycle Theft	958	933	-3%
All Other Theft	4453	4295	-4%
Criminal Damage & Arson	4615	4681	1%

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. Nuneaton and Bedworth District is clear outliers in terms of Total Recorded Crime.

Policing Area Comparison by Crime Type

	Warwickshire				North Warks District				Nuntn & Bedwt District				Rugby District				Stratford District				Warwick District			
	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop	Last Quarter	Quarter Average	% Total Crime	Per 1,000 Pop
Violence With Injury	1103	1092	11%	1.98	131	126	11%	2.07	349	337	12%	2.75	220	215	11%	2.12	158	156	9%	1.29	245	258	10%	1.74
Violence Without Injury	2104	1914	20%	3.78	205	198	18%	3.24	671	580	23%	5.28	407	381	21%	3.92	313	302	18%	2.56	508	453	20%	3.62
Rape	109	115	1%	0.20	8	13	1%	0.13	35	30	1%	0.28	14	20	1%	0.13	26	22	1%	0.21	26	31	1%	0.19
Other Sexual Offences	213	226	2%	0.38	24	26	2%	0.38	65	61	2%	0.51	28	37	1%	0.27	37	43	2%	0.30	59	59	2%	0.42
Business Robbery	5	15	0%	0.01		1	0%		2	4	0%	0.02	1	3	0%	0.01	1	2	0%	0.01	1	6	0%	0.01
Personal Robbery	81	84	1%	0.15	10	9	1%	0.16	19	30	1%	0.15	18	16	1%	0.17	12	11	1%	0.10	22	18	1%	0.16
Vehicle Offences	1158	1244	11%	2.08	164	187	14%	2.59	354	331	12%	2.79	238	232	12%	2.29	171	201	10%	1.40	231	294	9%	1.65
Theft from Person	116	118	1%	0.21	4	5	0%	0.06	35	31	1%	0.28	18	18	1%	0.17	16	18	1%	0.13	43	46	2%	0.31
Bicycle Theft	179	219	2%	0.32	4	6	0%	0.06	39	49	1%	0.31	64	51	3%	0.62	27	34	2%	0.22	45	79	2%	0.32
Shoplifting	879	924	9%	1.58	49	48	4%	0.77	247	297	8%	1.94	152	159	8%	1.46	106	132	6%	0.87	325	288	13%	2.31
All Other Theft Offences	1099	1077	11%	1.97	160	154	14%	2.53	210	216	7%	1.65	184	177	10%	1.77	290	265	16%	2.37	255	265	10%	1.82
Criminal Damage & Arson	1194	1164	12%	2.14	128	119	11%	2.02	328	319	11%	2.58	216	221	11%	2.08	185	179	10%	1.51	337	327	13%	2.40
Other Crimes Against Society	1154	996	11%	2.07	117	97	10%	1.85	340	320	12%	2.68	241	200	13%	2.32	173	144	10%	1.41	283	235	11%	2.02
Burglary – Business & Community	478	554	5%	2.07	95	99	8%	3.68	114	109	4%	2.16	54	86.25	3%	1.29	136	122	8%	2.62	79	139	3%	1.35
Burglary - Residential (dwelling only)	455	542	4%	1.97	42	64	4%	1.63	106	131	4%	2.01	66	99.25	3%	1.58	123	115	7%	2.37	118	133	5%	2.01
Total Recorded Crime	10330	10285		18.55	1141	1149		18.05	2915	2844		22.95	1922	1918		18.51	1774	1745		14.51	2578	2630		18.36

Data is based on ONS mid-2016 population estimates

Crime Outcomes

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

- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- 'other'*
- '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 (Apr – Jun 2018) compared to the previous quarter (Jan – Mar 2018) and the same period last year.

Over the last year we have seen a reduction in the proportion of offences outcomed as 'action taken'. Also, there is a trend for offences to take longer to be assigned an outcome.

We are therefore doing some further investigation to understand what may be driving this change. Initial analysis suggests this may be linked to a number factors, including:

Administration: the QA & linking process within ATHENA does means that it takes longer to process an investigation. Further work has identified that there are a number of crimes awaiting finalisation within the system workflow. Work is continuing to reduce this backlog.

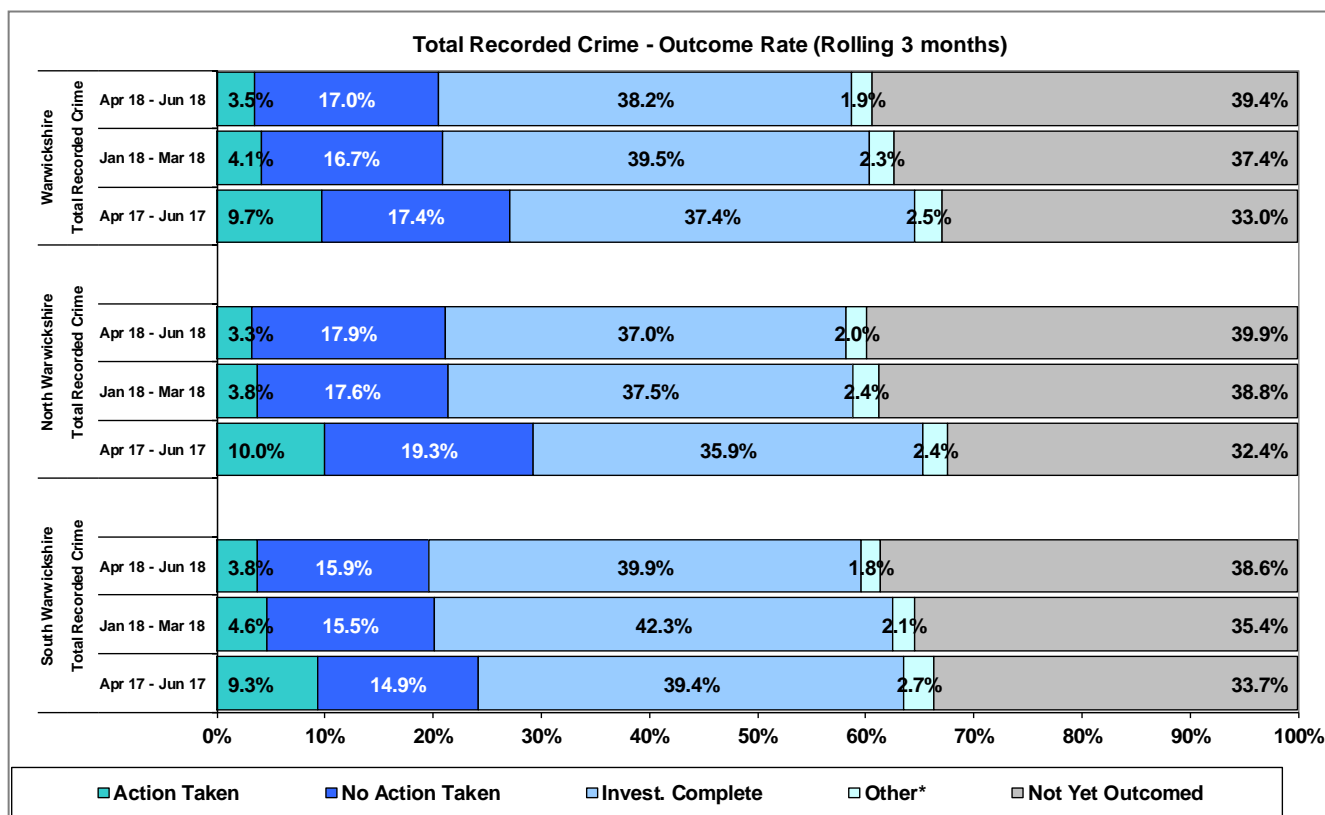
Investigation: an audit in respect of outcome codes was commissioned last month. The final report will be published in August and will therefore be detailed in the next quarter report.

We will provide a more comprehensive report on outcomes when we are more confident on what is driving the change.

* 'Other' outcome category includes: 'further investigation not in the public interest' and 'transferred to external agency'

Outcome Rate

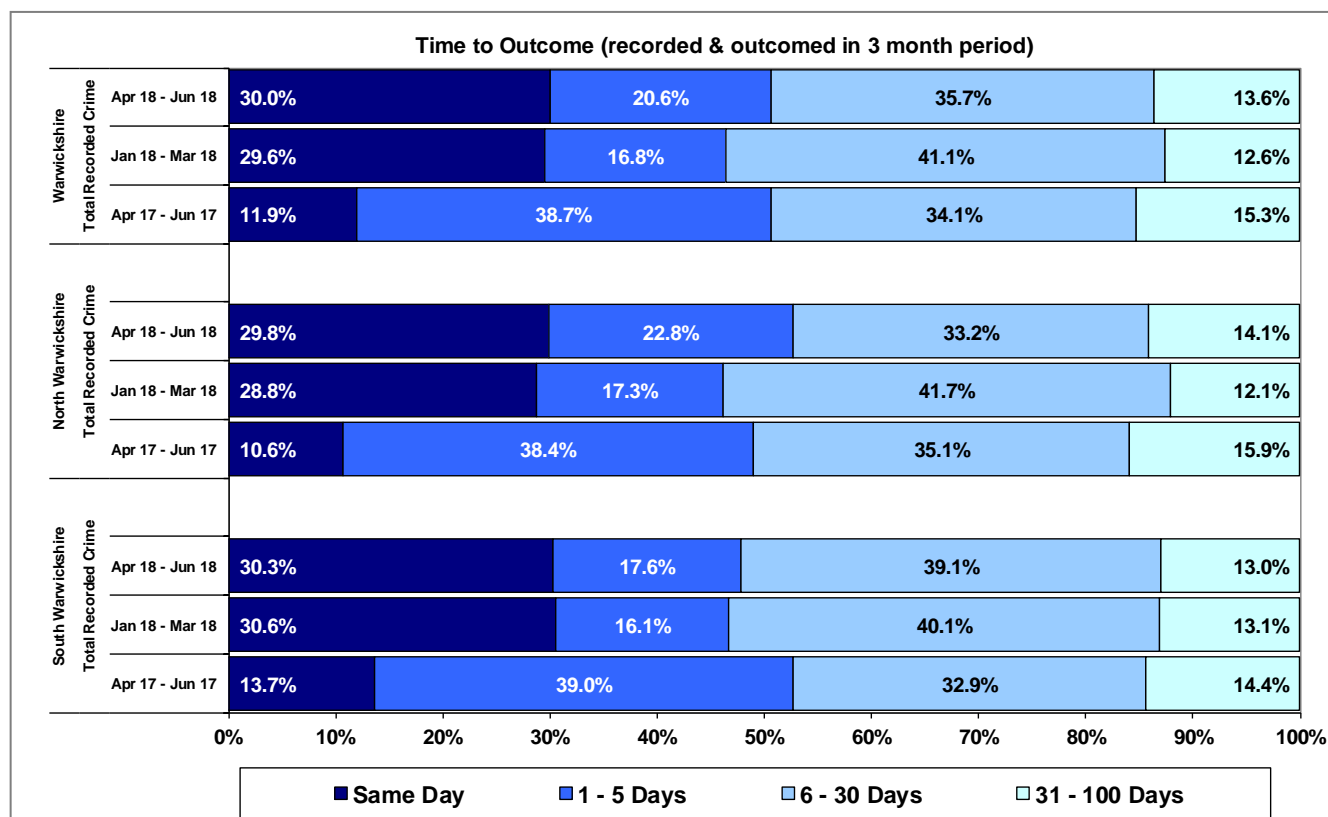
The following chart shows the pattern of outcomes for total recorded crime offences for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



- Across Warwickshire, 61% of offences recorded Apr 18 - Jun 18 were assigned an outcome within the same 3 month period. This is a lower rate compared to the previous quarter Jan 18 – Mar 18 (63%) and a decrease compared to the same period last year (67%).
- 3.5% of offences recorded Apr 18 - Jun 18 were assigned an ‘action taken’ outcome within the same 3 month period. This is a decrease compared to the previous quarter Jan 18 – Mar 18 (4.1%) and a substantial decline compared to last year’s quarter (10%, Apr 17 - Jun 17).
- Total outcome rates across North Warwickshire and South Warwickshire have decreased compared to the previous quarter and against the equivalent quarter last year.
- The ‘action taken’ rates across both policing areas have reduced in Apr 18 - Jun 18 compared to the previous quarter and have greatly decreased since last year.

Time to Outcome

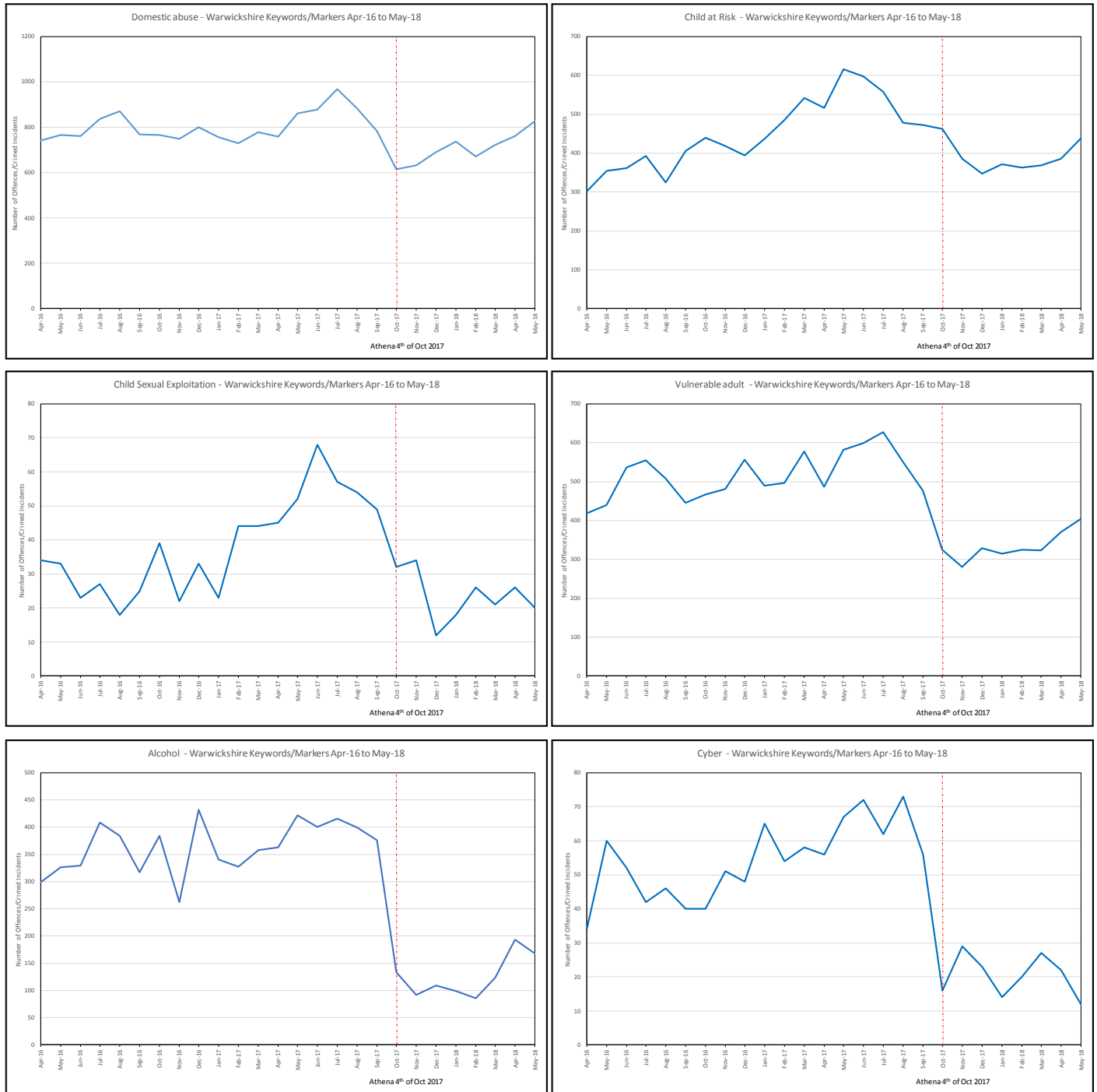
The following chart shows the time taken to assign the outcome after the offence is recorded for this quarter, the previous quarter and same period last year. The proportions relate to those offences recorded and outcomed in each three month period.



- Across Warwickshire, 51% of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is an increase compared to the previous quarter (46%) and is the same rate as the equivalent quarter last year (53%).
- For the last 3 months, the proportion of offences assigned an outcome on the same day as being recorded has stayed the same (30%, Apr 18 - Jun 18) when compared to the previous quarter (29.6%).
- The difference increases to 18 percentage-points when compared to last year (12%).
- As a result, a greater proportion of offences are now being outcomed on the same day as being recorded compared to '1-5 day' category. It is believed the Incident Progression Team (IPT) have impacted upon this area.

Vulnerability Factors

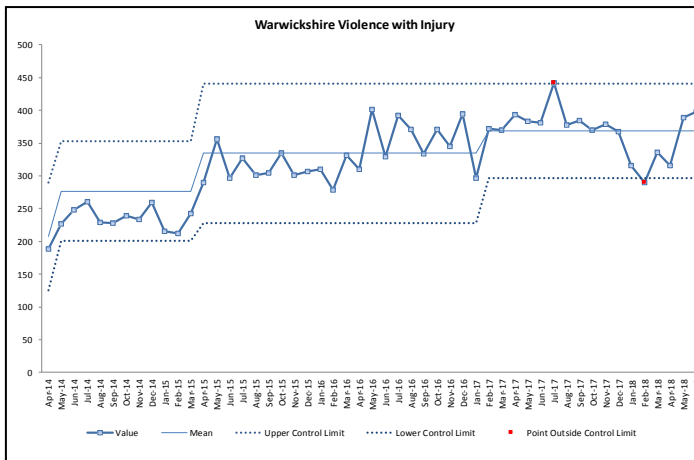
The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Following a notable drop in the identification of these offences in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months. We will be engaging our corporate communications team to develop suitable internal communication to help improve the application of the keywords, particularly around alcohol and cyber crime.



Violence with Injury⁵

Signs of Improvement would be:

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



	Apr-18	May-18	Jun-18
North Warwickshire	207	225	268
South Warwickshire	109	164	130
Warwickshire	316	389	398

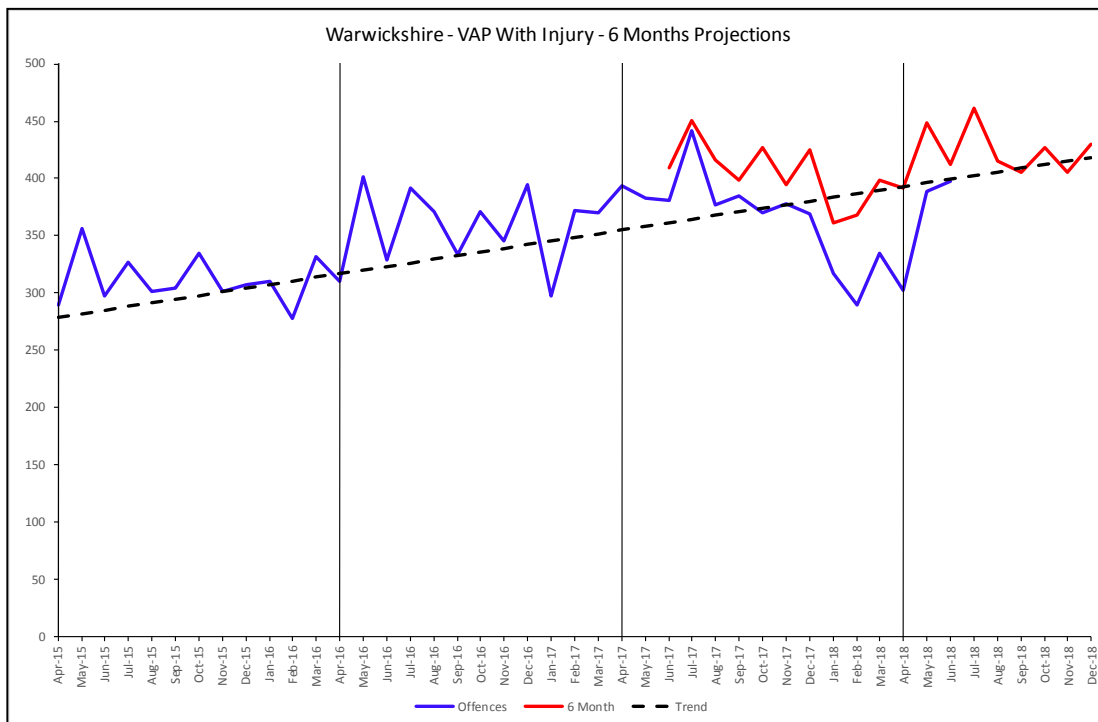
Peer Comparison

<p style="text-align: center;">Offence Volume</p> <p style="text-align: center;">Below Group Avg</p>	<p style="text-align: center;">Relative Position</p> <p style="text-align: center;">Improved ranking</p>
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1,103 violence with injury offences were recorded in the last quarter; a 17% increase on the previous quarter (942) and in-line with the quarter average (1,091). Increased volumes were seen across both policing areas, although volumes remain within the expected range.

The increase is driven by higher volumes of ABH offences in this quarter.

The following chart provides a medium (6 month) projection for violence with injury offences. At force level, the projection indicates an increase in recorded offences in the next few months.

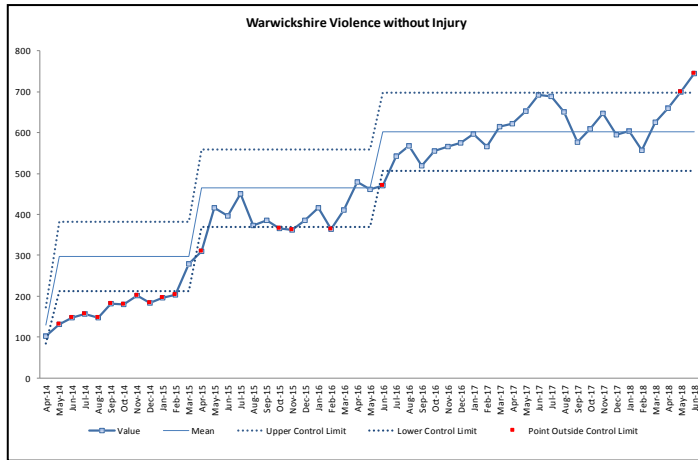


⁵Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Violence without Injury

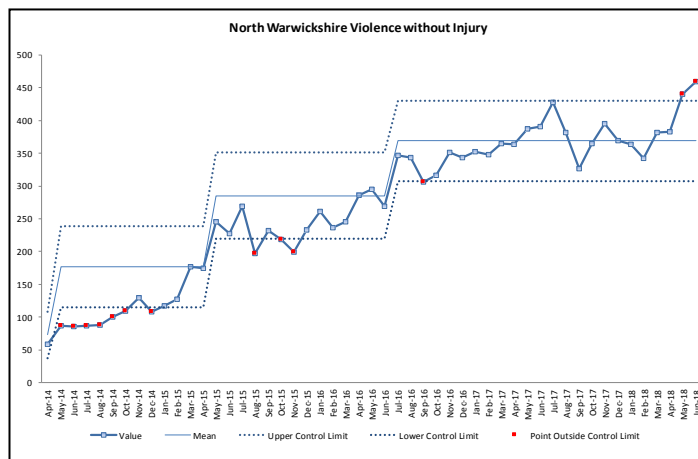
Signs of Improvement would be:

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



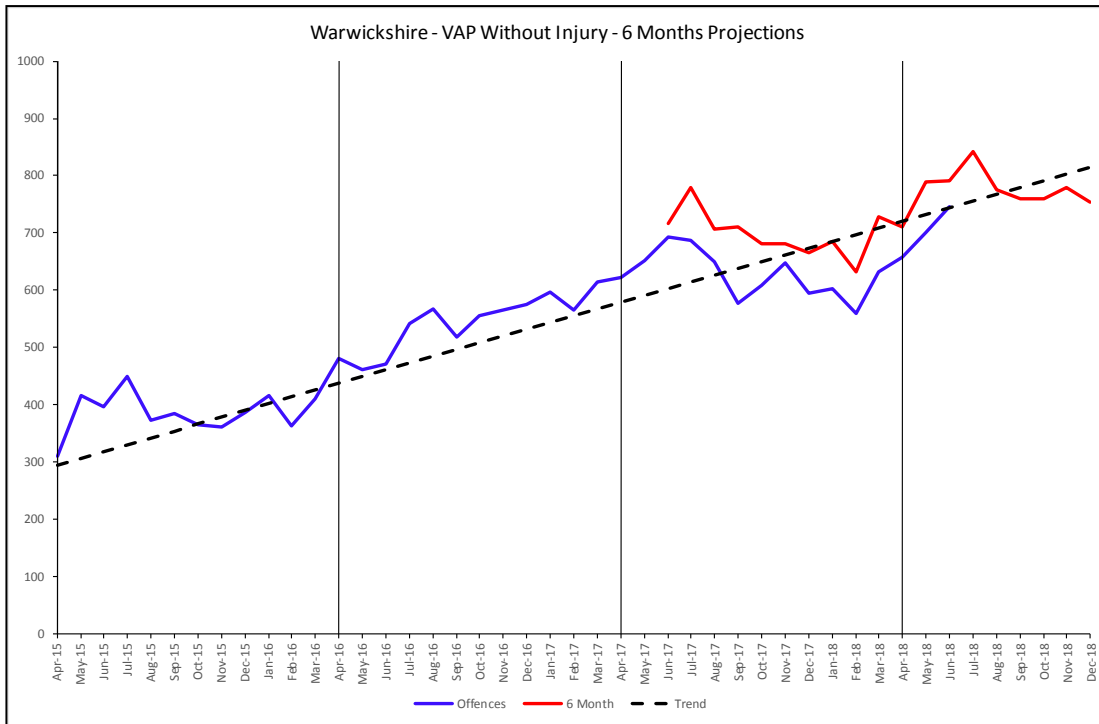
	Apr-18	May-18	Jun-18
North Warwickshire	383	440	460
South Warwickshire	276	260	285
Warwickshire	659	700	745

2,104 violence with injury offences were recorded in the last quarter; an 18% increase on the previous quarter (1,785) but below the quarter average (1,914). This is driven by an increase in common assault and, to a lesser extent, harassment offences.



Exceptional volumes were seen in North Warwickshire in May and June.

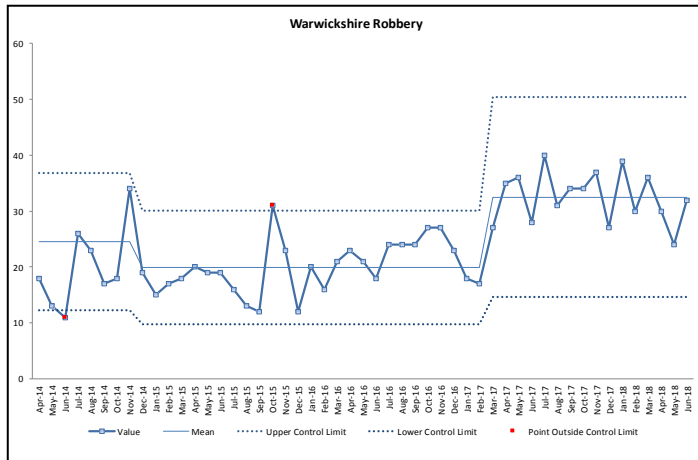
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates an increase in recorded offences over the next quarter.



Robbery

Signs of Improvement would be:

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



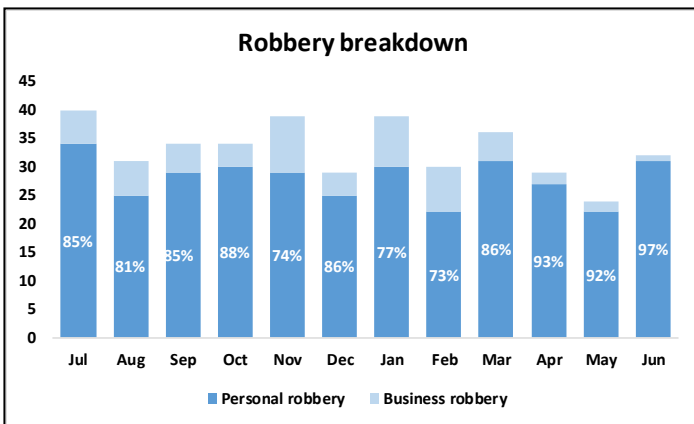
	Apr-18	May-18	Jun-18
North Warwickshire	14	14	22
South Warwickshire	16	10	10
Warwickshire	30	24	32

Peer Comparison

<p>Offence Volume</p>	<p>Above Group Avg</p>
<p>Relative Position</p>	<p>No change</p>

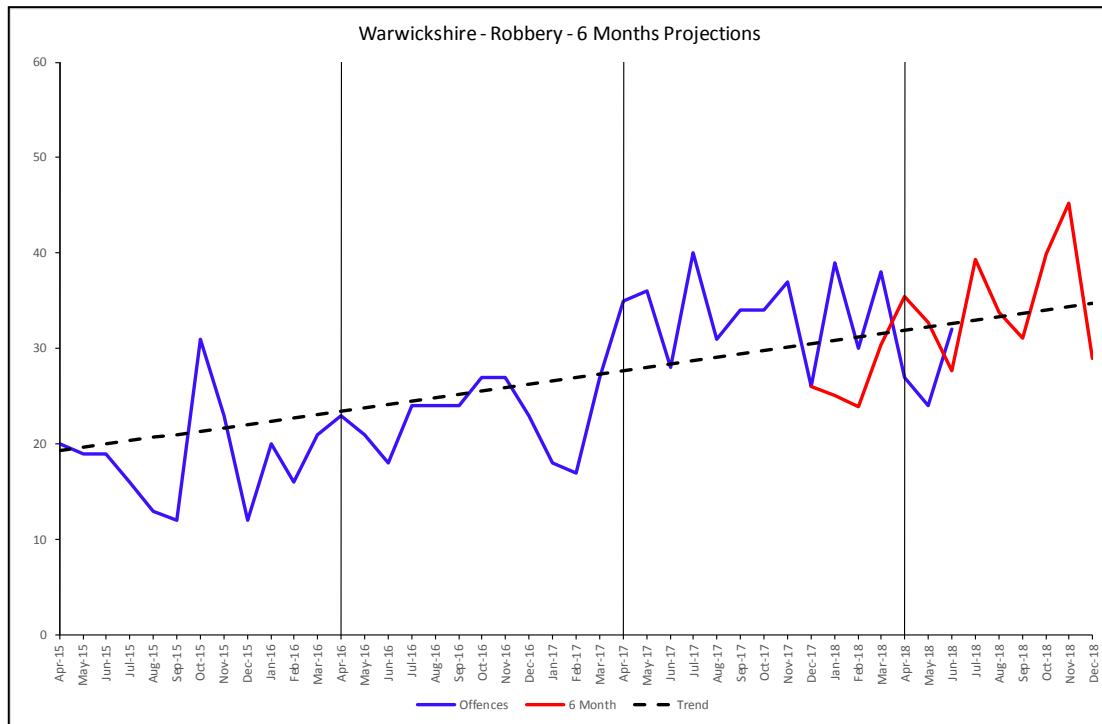
86 offences were recorded in the last quarter. This was an 18% reduction compared to the previous quarter (105) and below the quarter average (98).

Reduced volumes were seen across North Warwickshire last quarter. However volumes for both policing areas remain within the expected range.



More than 90% of offences throughout the quarter were personal robbery. There were only 6 business robbery offences over the quarter.

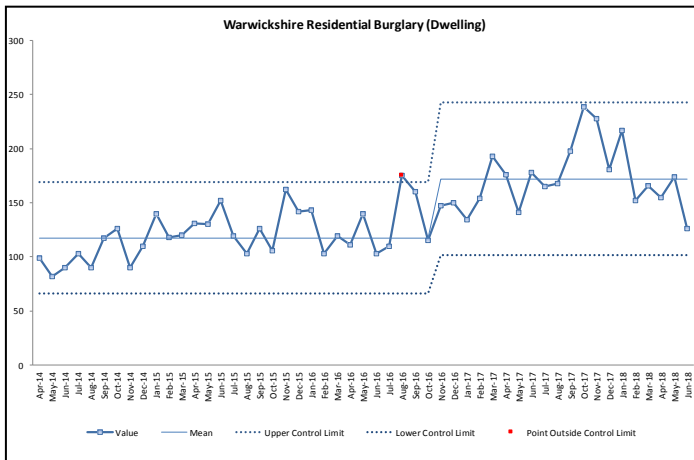
The following chart provides a medium (6 month) projection for robbery offences. At force level, the recorded volumes have been below the projection overall for the last quarter but volumes are expected to continue on an upward trend.



Residential Burglary - Dwelling

Signs of Improvement would be:

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



	Apr-18	May-18	Jun-18
North Warwickshire	79	83	52
South Warwickshire	76	91	74
Warwickshire	155	174	126

Peer Comparison

Offence Volume: Above Group Avg

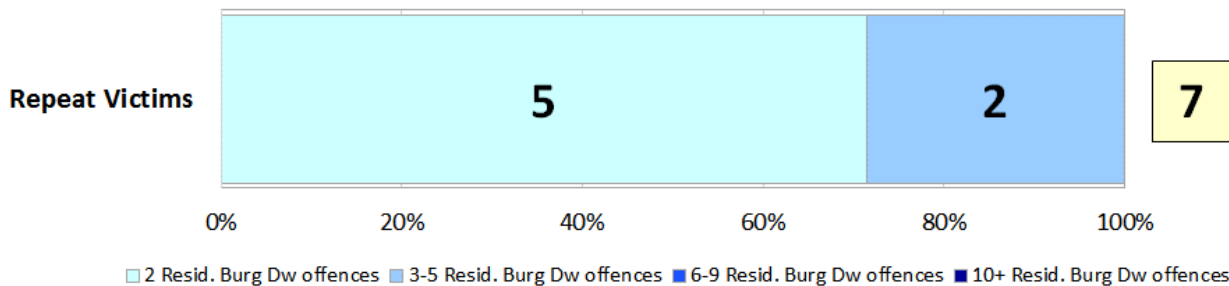
Relative Position: No change

This data is a subset of residential burglary offences, excluding those offences targeting sheds and outbuildings, so that it remains consistent with the previous domestic burglary classification.

455 residential burglary-dwelling offences were recorded in the last quarter. This is a 19% reduction compared to the previous quarter (535) and below the quarter average (542). Reduced volumes have been seen across North Warwickshire but volumes remain within the expected range.

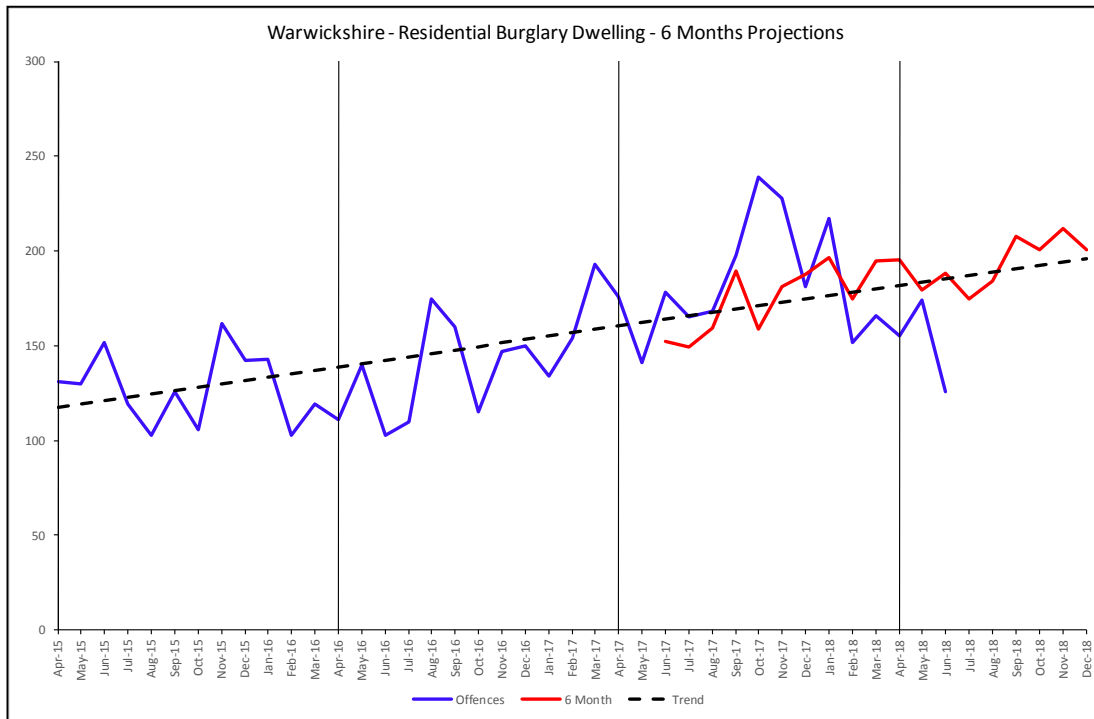
Repeat Residential Burglary-Dwelling

In May (latest available data), 4% (7) of residential burglary-dwelling victims across Warwickshire were repeat victims of another residential burglary-dwelling offence in the last 12 months. These figures are a decrease on both the number and rate of repeat victims for the previous month (11, 7%). The following chart provides a breakdown of residential burglary-dwelling repeat victims by instances of repeat victimisation.



Over the last 12 months, 1 North Warwickshire repeat victim has been a victim of 4 residential burglary-dwelling offences, of which 1 offence was recorded in May.

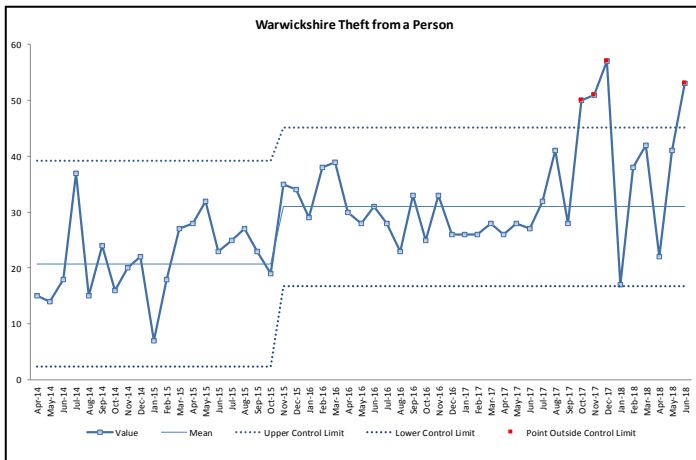
The following chart provides a medium (6 month) projection for residential burglary-dwelling offences. At force level, the recorded volumes have been below the projection but volumes are expected to continue on a slow upward trend.



Theft from Person

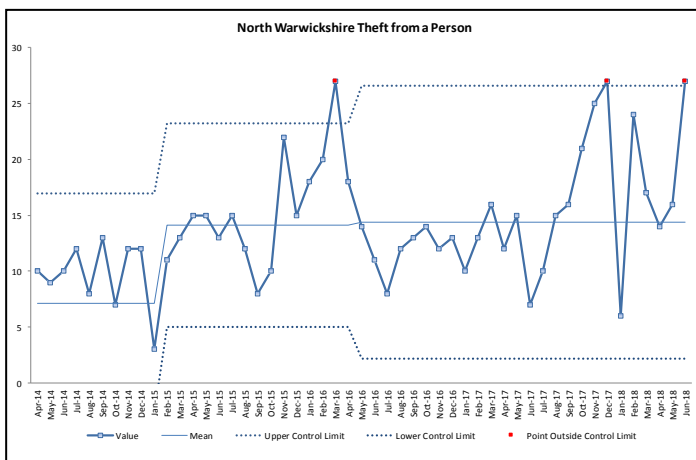
Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

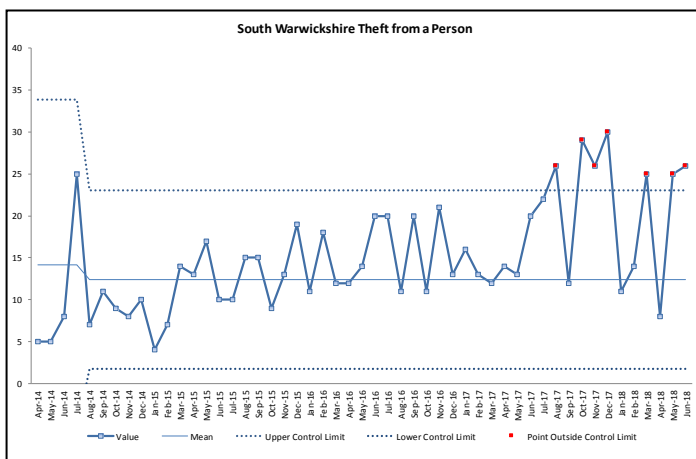


	Apr-18	May-18	Jun-18
North Warwickshire	14	16	27
South Warwickshire	8	25	26
Warwickshire	22	41	53

116 theft from a person offences were recorded in the last quarter, an increase of 20% on the previous quarter (97) and above the quarter average (93). Exceptional volumes were recorded across North Warwickshire (June) and South Warwickshire (May & June). Further analysis is being undertaken to understand the pattern of offences and produce an action plan to address the issue.

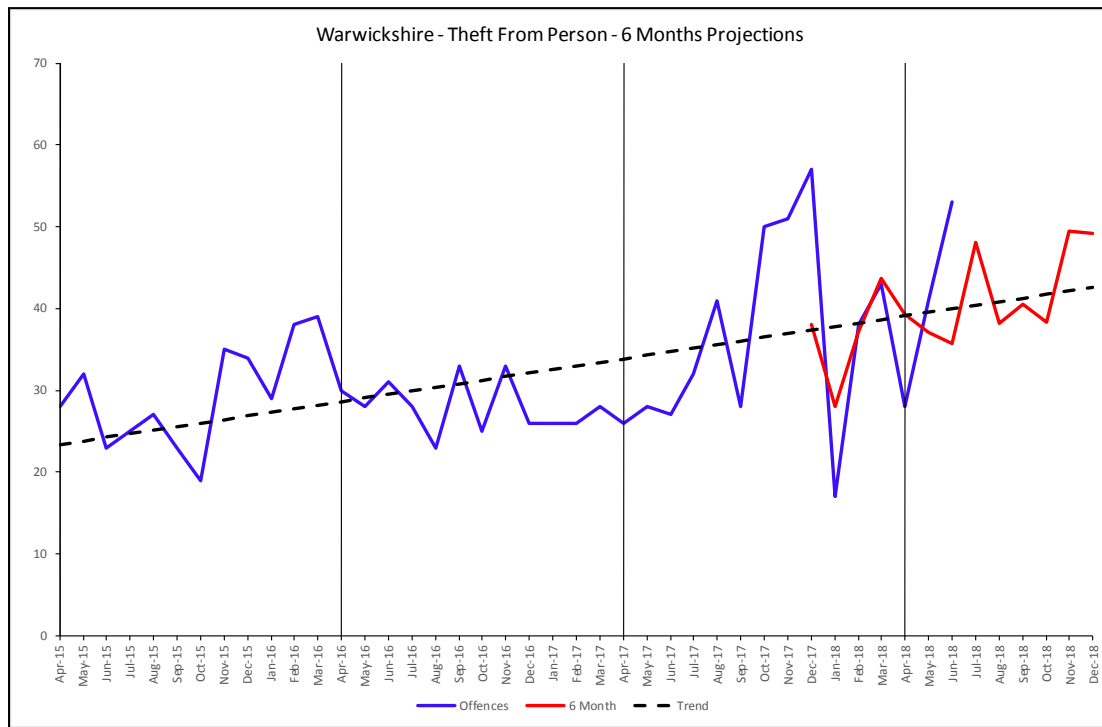


57 offences were recorded across North Warwickshire in the last quarter; a 21% increase compared with the previous quarter (47) and comparable with the quarterly average (55). Exceptional volumes were record in June.



59 offences were recorded across South Warwickshire in the last quarter; an 18% increase compared with the previous quarter (50) and below the quarterly average (118). Exceptional volumes were record in May and June.

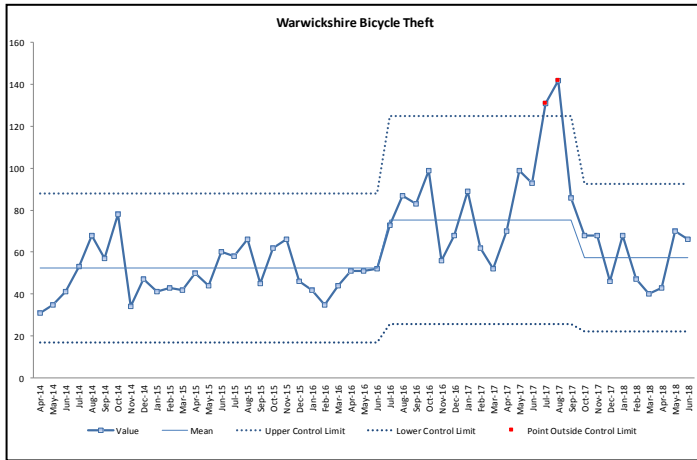
The following chart provides a medium (6 month) projection for theft from person offences. At force level, the recorded volumes are above the projection, however volumes are projected to decrease in the next quarter.



Bicycle Theft

Signs of Improvement would be:

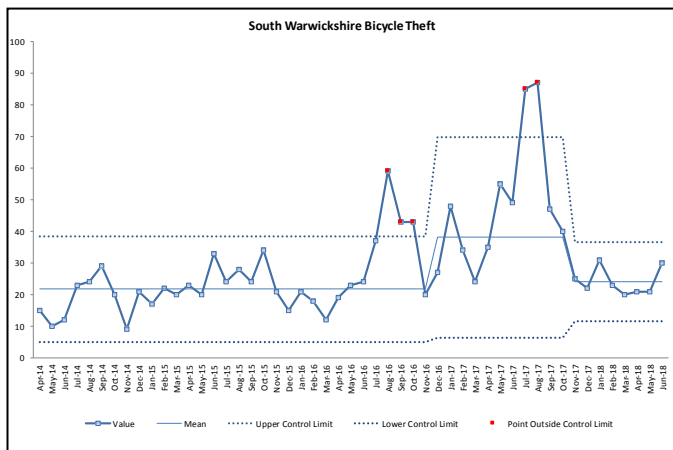
- ❖ Stable volumes of recorded crime



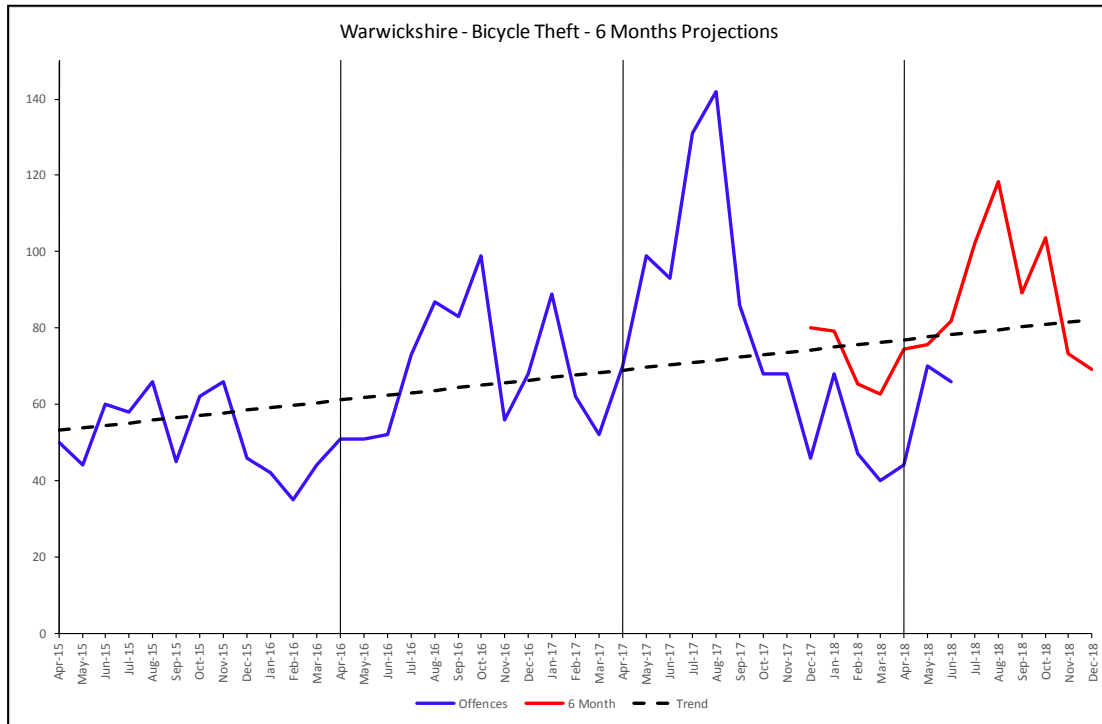
	Apr-18	May-18	Jun-18
North Warwickshire	22	49	36
South Warwickshire	21	21	30
Warwickshire	43	70	66

179 bicycle theft offences were recorded in the last quarter, an increase of 15% on the previous quarter (155) but below the quarter average (219). This was driven by increased volumes across North Warwickshire in the last quarter.

Despite this recent increase, volumes have been consistently below the monthly average for the past 8 months, therefore the monthly average has now decreased from 75 to 57 bicycle thefts per month. The reduction in the monthly average has been mirrored across South Warwickshire (38 to 24 offences per month).



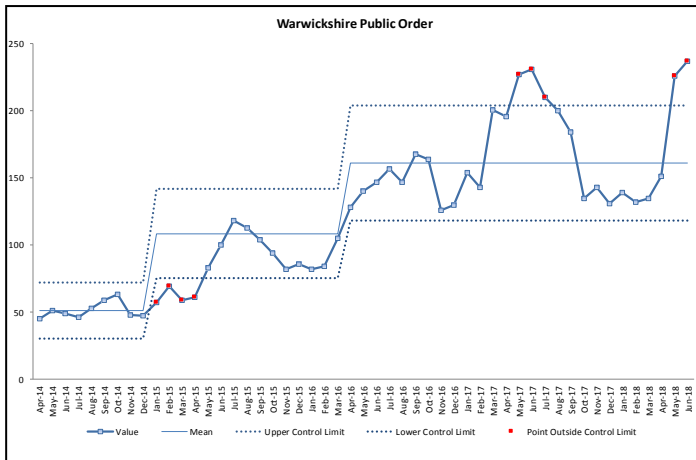
The following chart provides a medium (6 month) projection for bicycle offences. At force level, the recorded volumes have been below the projection but volumes are expected to increase in the next quarter.



Public Order

Signs of Improvement would be:

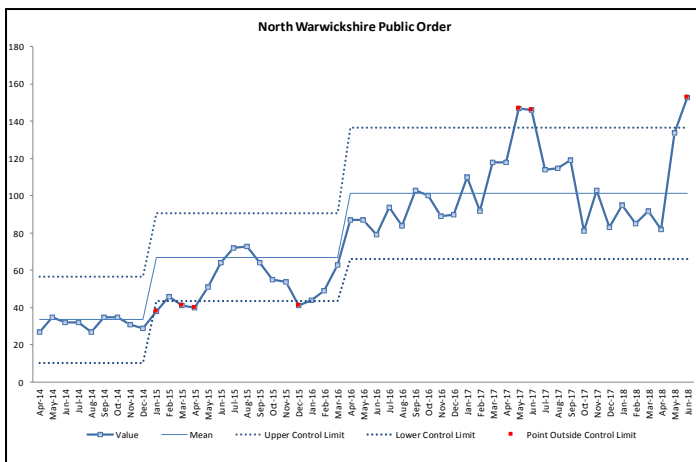
- ❖ Stable volumes of recorded crime



	Apr-18	May-18	Jun-18
North Warwickshire	82	134	153
South Warwickshire	69	92	84
Warwickshire	151	226	237

614 public order offences were recorded in the last quarter, an increase of 34% on the previous quarter (406) and significantly above the quarter average (506). Exceptional volumes were seen in May and June. Volume increases were seen across both policing areas.

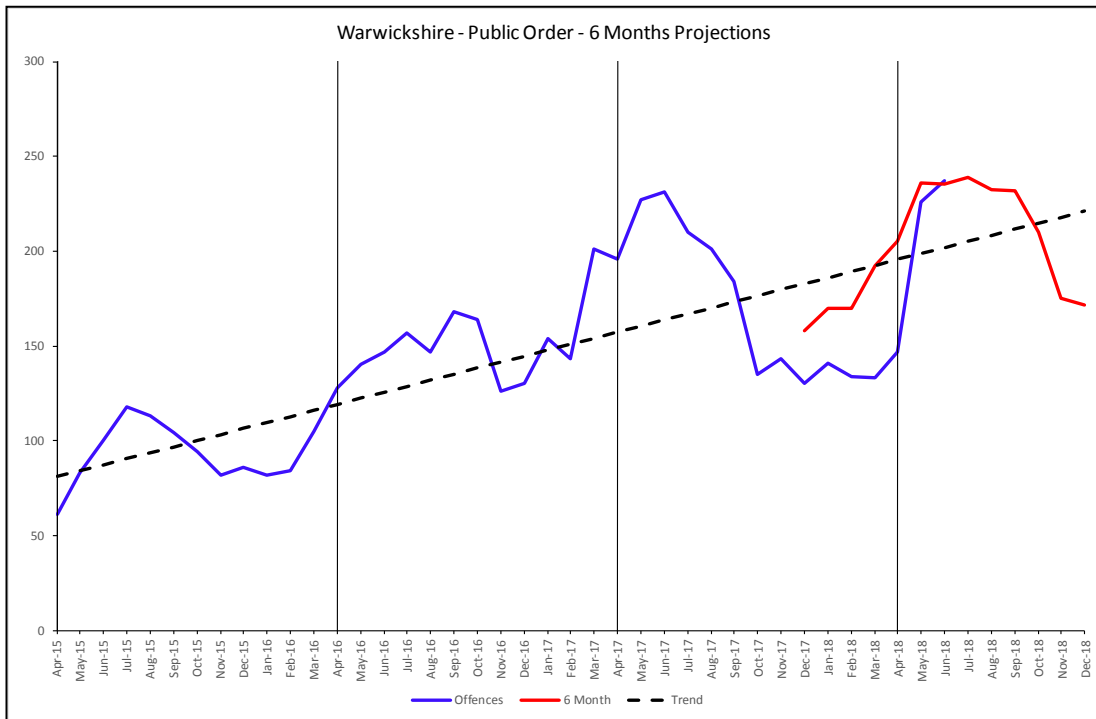
Public order offences predominantly consist of public fear/ harassment, affray and breaches of criminal orders. Exceptional volumes in May were driven by an increase in public fear and harassment offences. In July volumes were further compounded by a series of bomb hoax calls to schools.



369 offences were recorded across North Warwickshire in the last quarter; a 26% increase compared with the previous quarter (272) and significantly above the quarterly average (101).

Exceptional volumes were record in June.

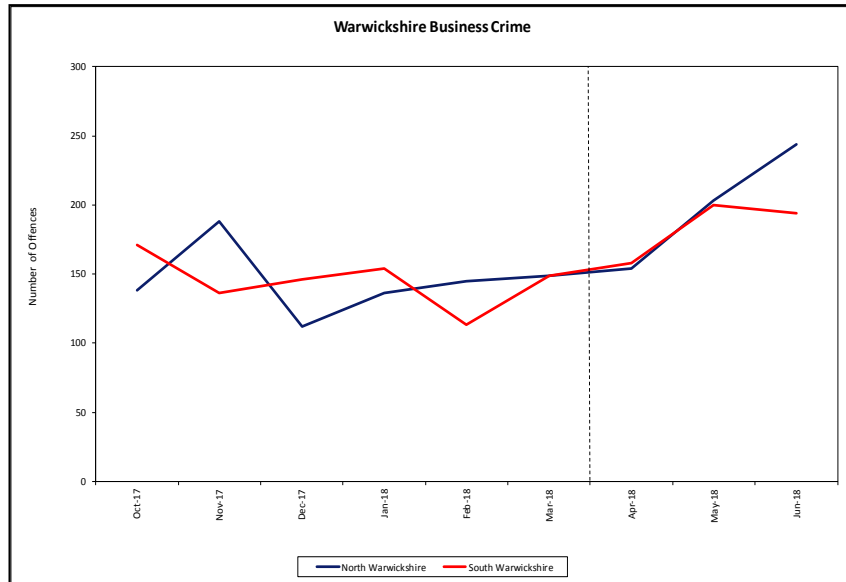
The following chart provides a medium (6 month) projection for public order offences. At force level, volumes are projected to decrease from current volumes in the next quarter but continue an upward trend.



Business Crime

Signs of Improvement would be: Stable volumes of recorded crime

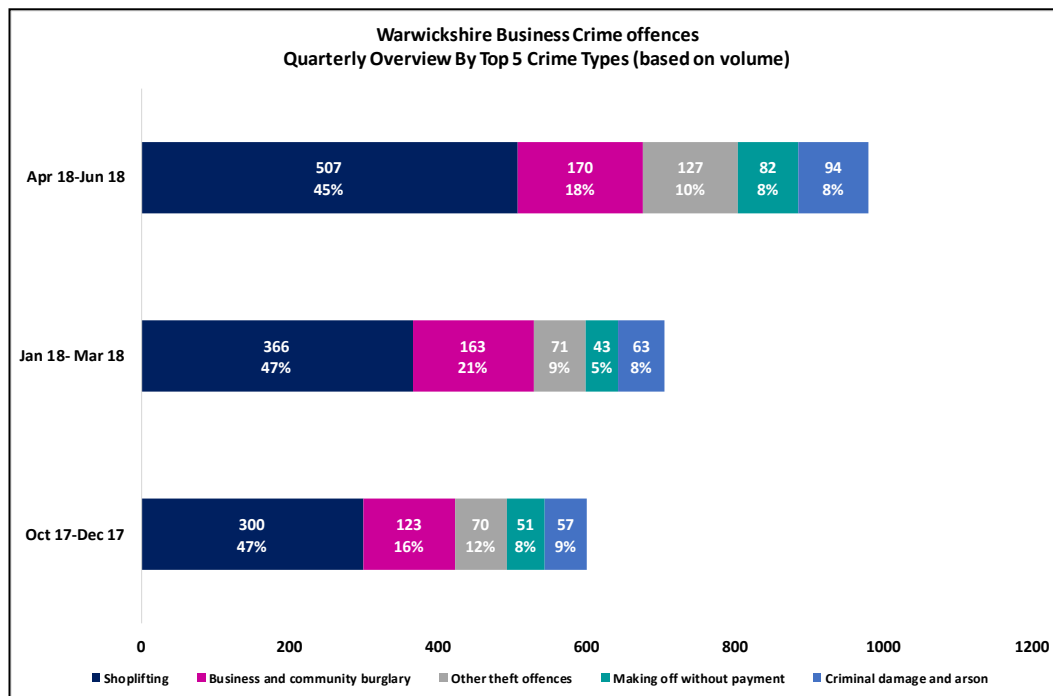
Business crime is now identified by the application of a keyword. The following chart only shows data from October 2017 as data prior to this is not directly comparable.



	Apr-18	May-18	Jun-18
North Warwickshire	154	203	244
South Warwickshire	158	200	194
Warwickshire	319	363	438

1,120 business crimes were recorded in the last quarter, a 43 % increase on the previous quarter (784). Increased volumes were seen across both policing areas.

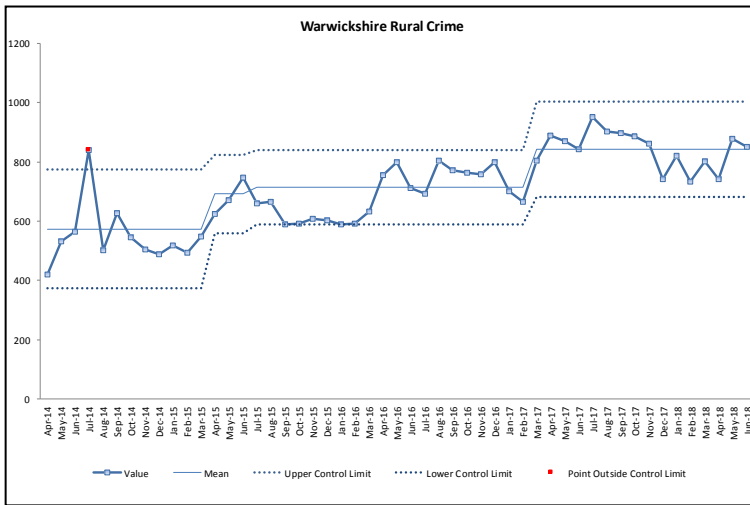
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by quarter. Over the last 6 months volumes have increased across each crime type with a notable increase in shoplifting offences.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

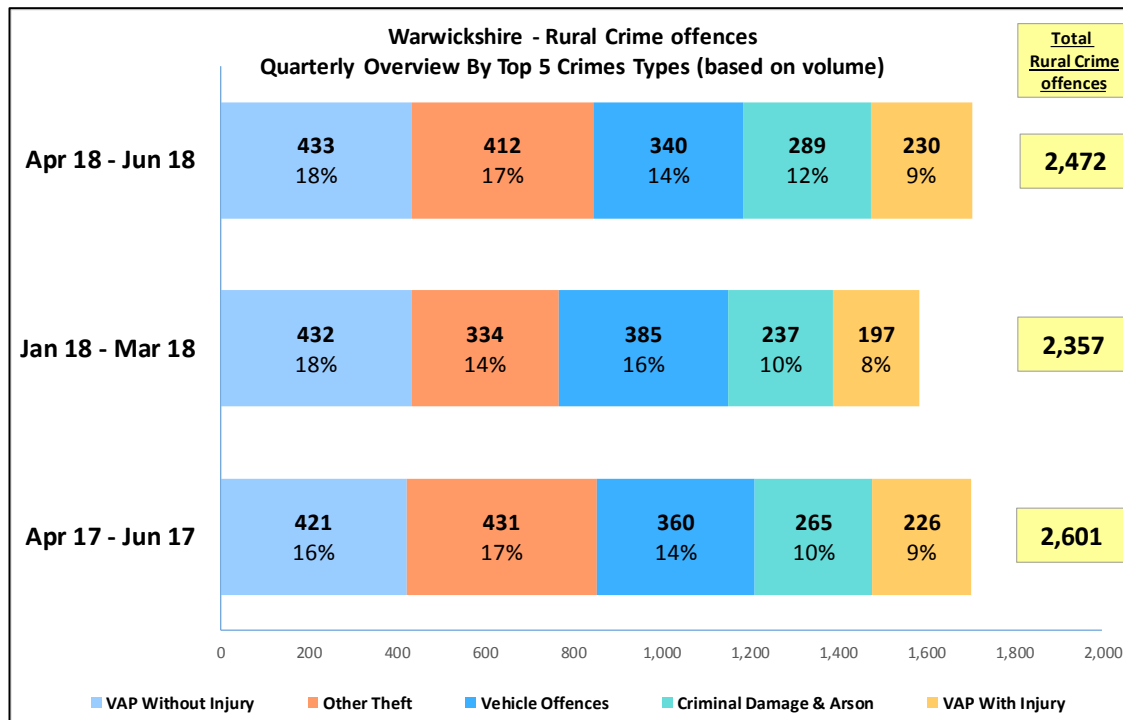


	Apr-18	May-18	Jun-18
North Warwickshire	332	405	381
South Warwickshire	410	474	470
Warwickshire	742	879	851

Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁶.

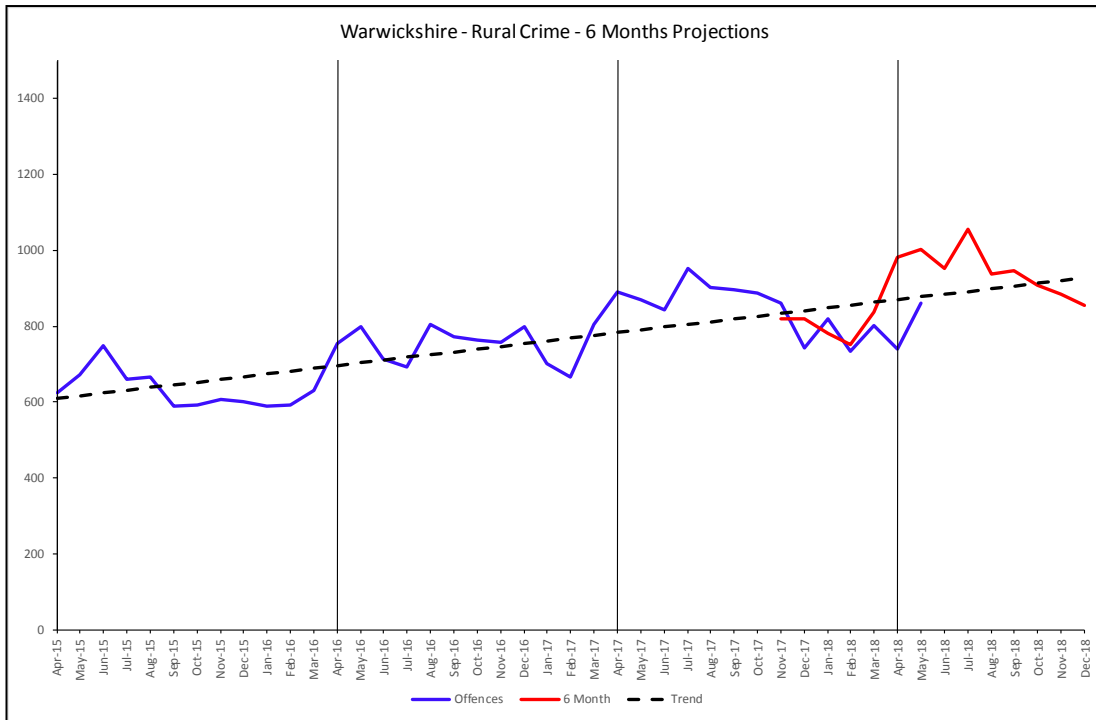
2,472 offences were recorded across Warwickshire last quarter. This is a 5% increase on the previous quarter (2,359) and is lower than the quarter average (2,518). This increase was driven by higher volumes in South Warwickshire (6% decrease).

This chart shows the top 5 'rural crime' offence types for Warwickshire ranked by number of offences with percentage share of total rural crime broken down by policing area for the last quarter compared to previous quarter and previous year.



⁶ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes have been below the projection and volumes but expected to increase in the next quarter.



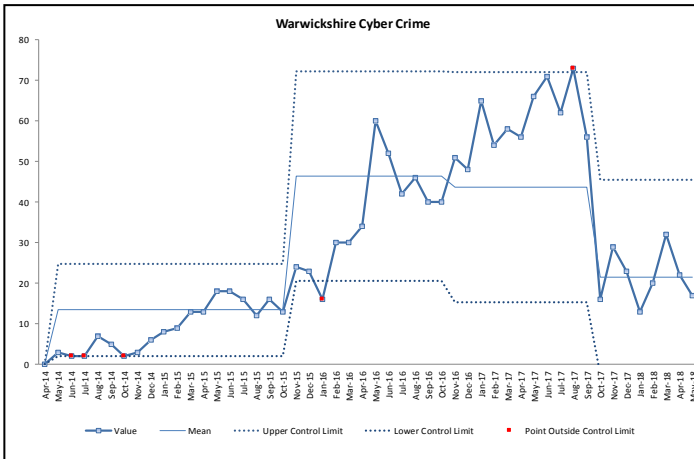
Cyber/ On-line Crime

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

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 (harassment) offences.

As noted earlier in this report, due to changes in data processing procedures, we are reporting on the volume of offences based on May data to give a more accurate analysis.



	Apr-18	May-18	Jun-18
North Warwickshire	16	15	6
South Warwickshire	6	2	6
Warwickshire	22	17	12

12 offences were flagged as cyber crime in May. This was a decrease compared to the previous month (17) and below the new monthly average (20).

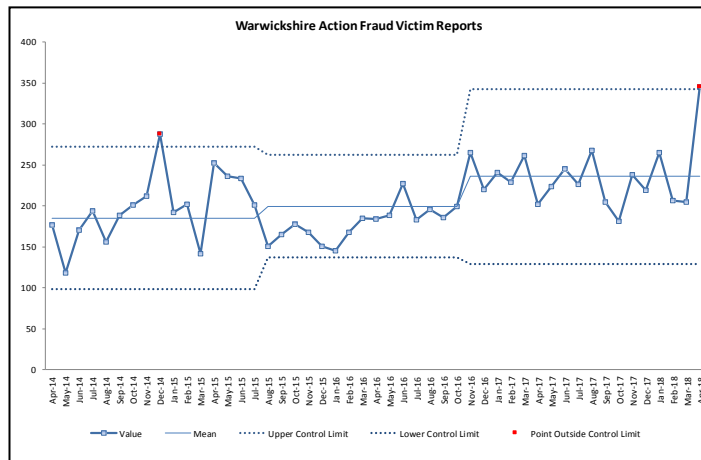
Volumes have been below the monthly average for the last 8 months and therefore the monthly average has now decreased from 42 to 20 cyber offences per month.

We anticipate that this decrease is driven by the limited application of keywords in ATHENA. The use of the cyber/ online marker/keyword has decreased by 188% post ATHENA when comparing Feb-17 to Sep 17 and Oct-17 to May-18.

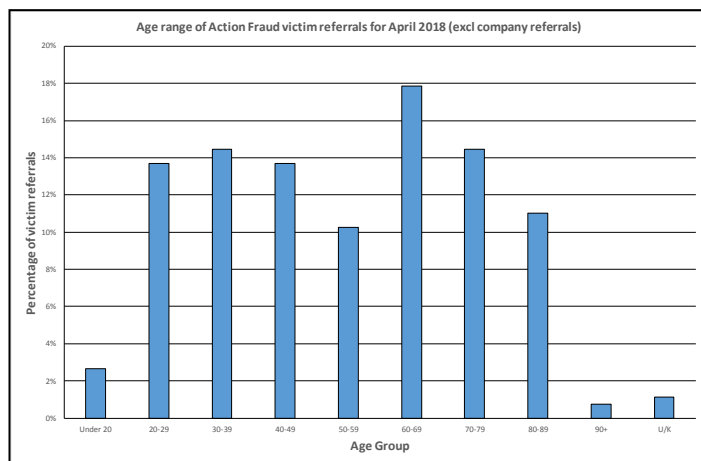
There is a national recognition that there is some confusion over the appropriate use of the cyber/ on-line crime keyword. We will engage our corporate communications team to develop advice and guidance on its appropriate use.

Action Fraud

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



345 Action Fraud victim reports (which exclude company referrals) were recorded in April 2018⁷. This was an exceptional increase compared to March 2018 (205) and is significantly above the monthly average (236).



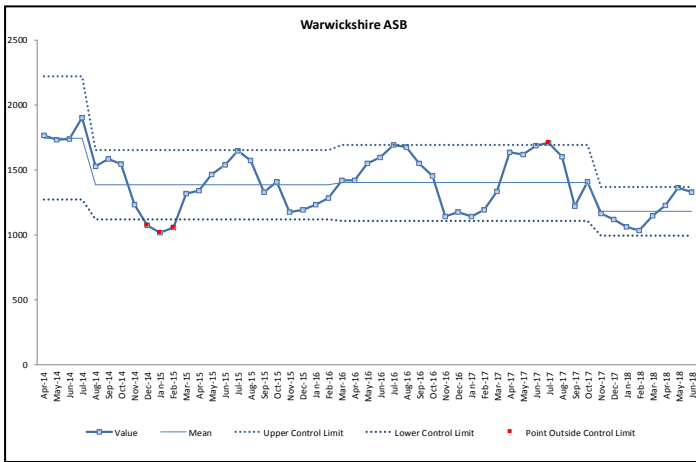
Victims aged 60-69 accounted for almost 1 in 5 Action Fraud victim reports (18%) in April 2018.

⁷ Data is only available to April 2018 due to the delay in receiving and processing the data from Action Fraud.

Anti-Social Behaviour

Signs of Improvement would be:

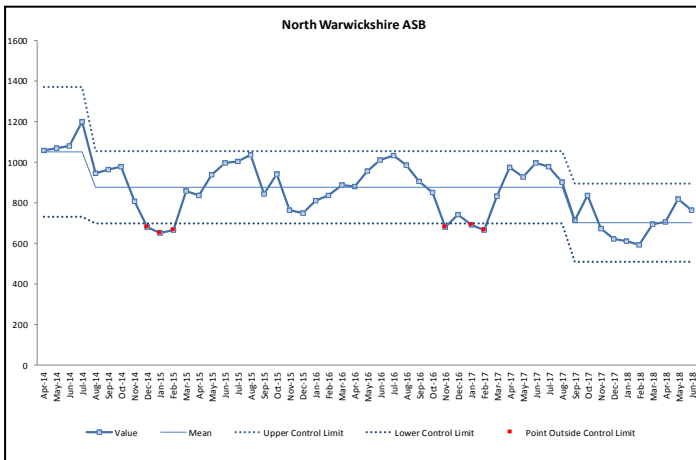
- ❖ Accurate reporting and risk assessing of ASB incidents



	Apr-18	May-18	Jun-18
North Warwickshire	706	818	763
South Warwickshire	519	545	566
Warwickshire	1225	1363	1329

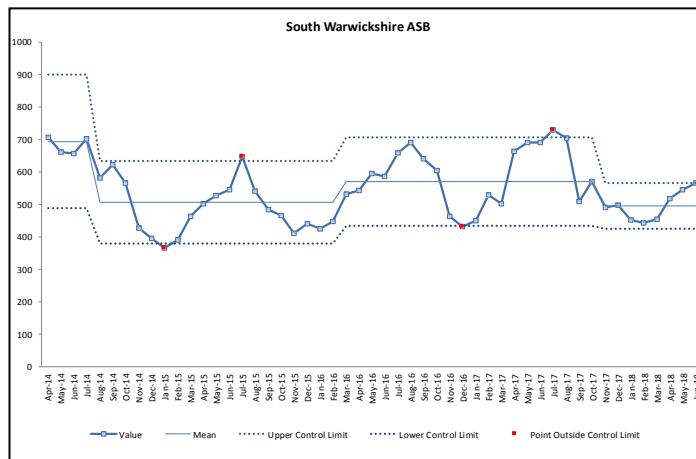
3,917 ASB incidents were recorded in the last quarter. This was a 21% increase compared to the previous quarter (3,249) and above the quarter average (3,848). Increased volumes were seen across both policing areas.

Despite this recent increase, volumes across Warwickshire have remained below the monthly average for 8 consecutive months. The monthly average has now decreased from 1,401 to 1,181 ASB incidents per month.



Volumes have remained below the monthly average for 8 consecutive months.

The monthly average has now decreased from 878 to 703 ASB incidents per month.

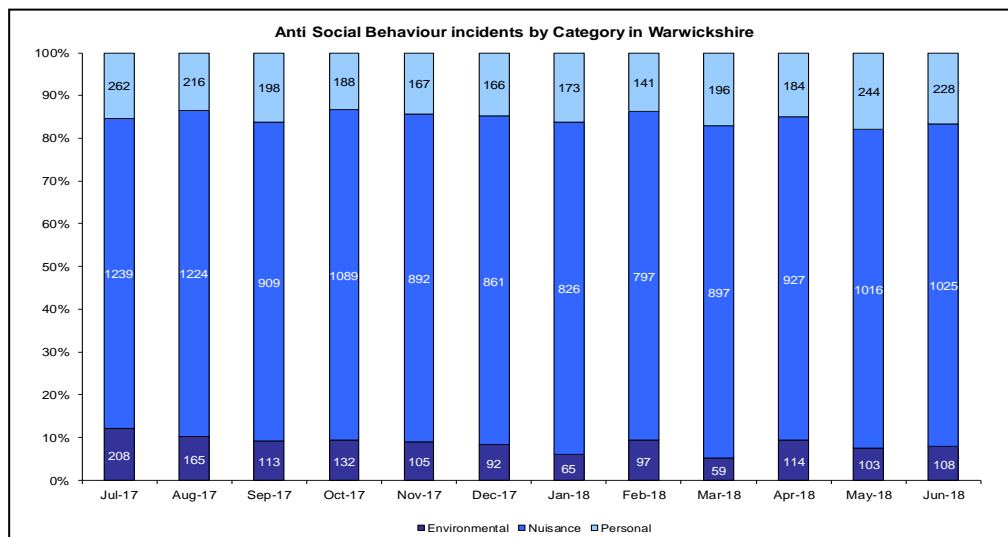


Volumes have remained below the monthly average for 8 consecutive months.

The monthly average has now decreased from 570 to 496 ASB incidents per month.

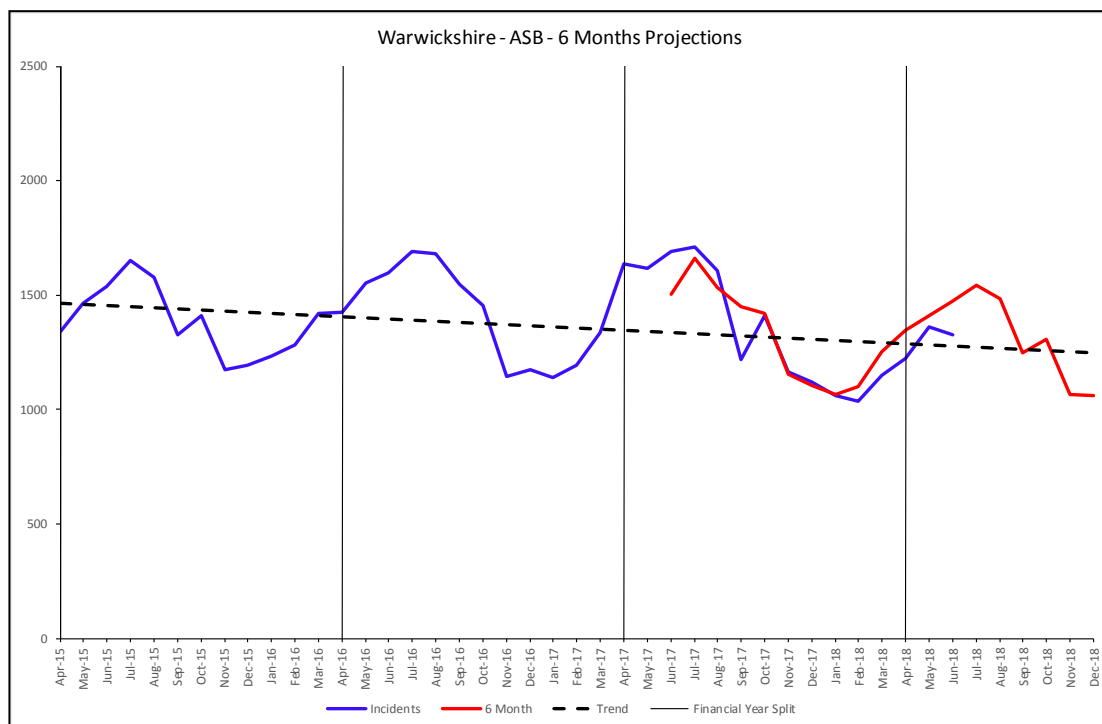
ASB is following the expected seasonal trend. The spring/summer months are expected to show an increasing volume of incidents with volumes at their highest during the summer and with reduced volumes during the autumn/winter months.

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



In the last quarter, 75% of all ASB incidents were nuisance, 17% personal and 8% environmental. This is comparable to the previous quarter.

The following chart provides a medium (6 month) projection for ASB incidents. At force level, the projection indicates volumes will continue to increase on a seasonal upward trend.



Ensuring Efficient & Effective Policing

Response Times to Emergency Incidents

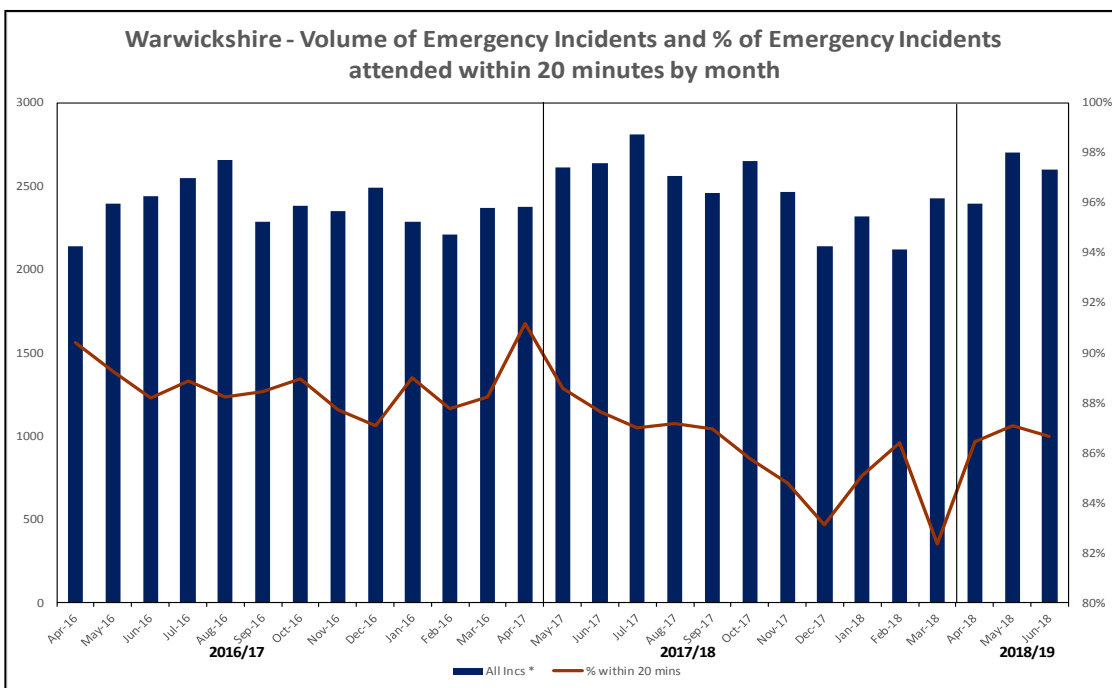
Signs of Improvement would be:

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

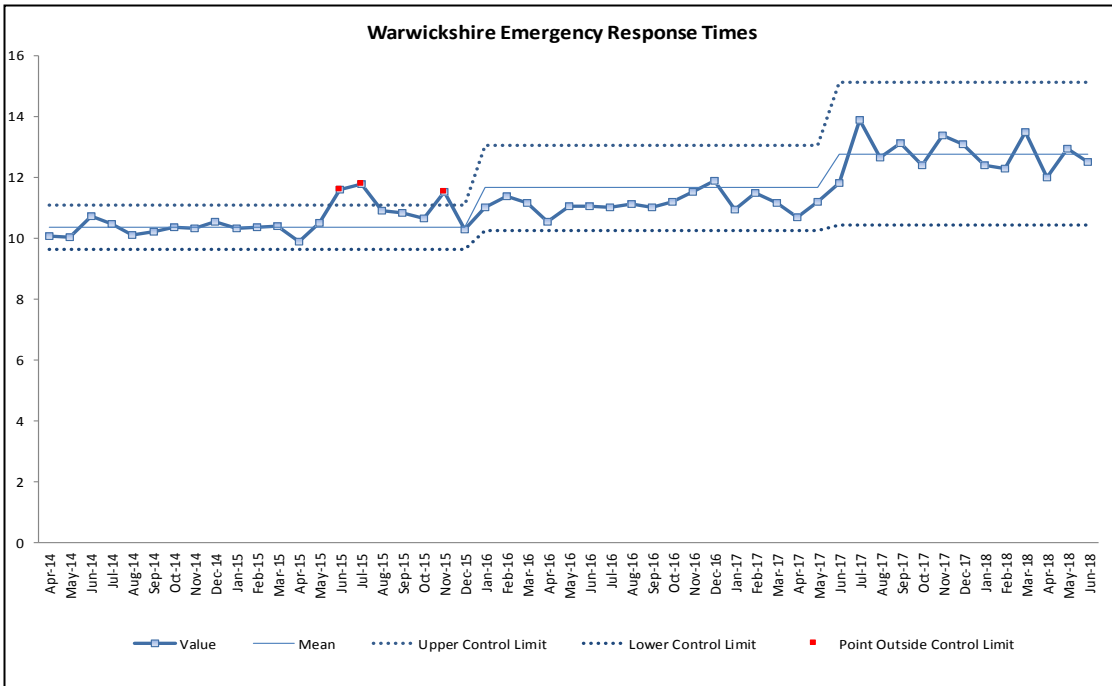
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

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

7,690 emergency incidents were recorded in the last quarter, a 12% increase compared to the previous quarter (6,865). The proportion of incidents attended within 20 minutes (87%) is comparable with the previous month.



The current average response time for emergency incidents is 12 mins 30 seconds - this is a decrease compared to the previous month (12 mins 56 seconds) and is below the monthly average (12 mins 48 seconds).



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

Criminal Justice – File Quality

Signs of Improvement would be:

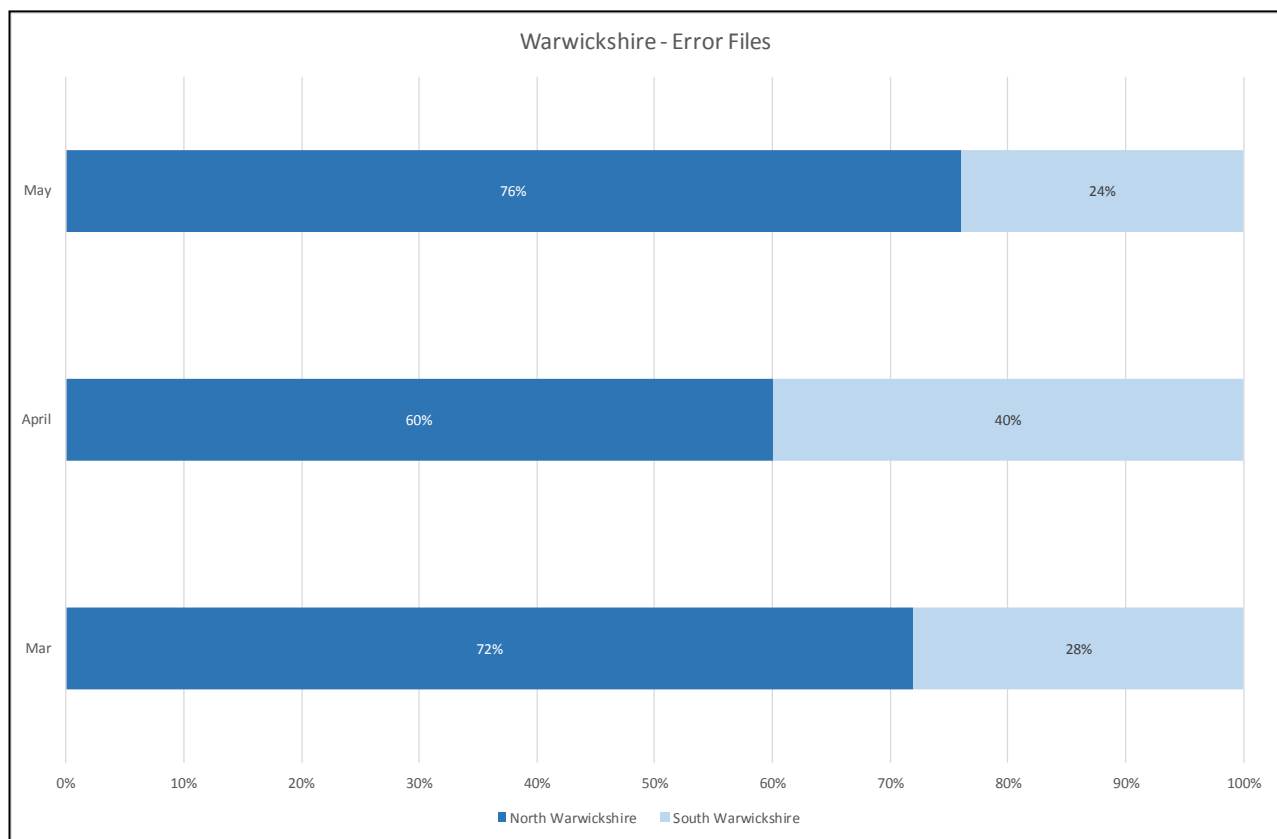
- ❖ Improved performance against MSG forces

With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance is provided in this report. An additional stand alone CJ report will be published alongside this report, providing greater detail across performance measures.

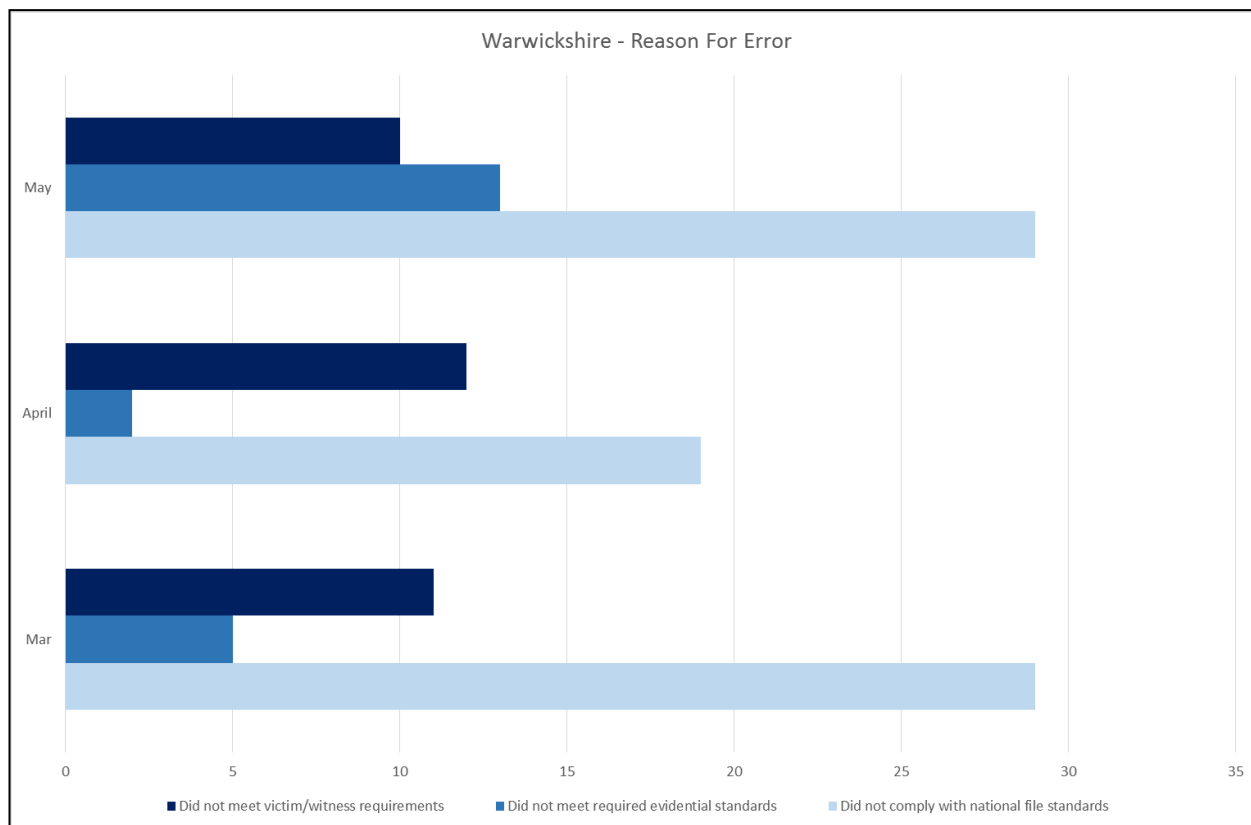
Case File Quality Assessment (CFQA)

The quality of case files is assessed monthly by CPS, with assessment criteria including complying with national file standards, meeting required evidential standards and meeting victim/witness requirements.

The following chart shows the volume of files that were reviewed by CPS which they deemed to have errors. In each month, the largest proportions were in North Warwickshire.



Most of the errors were identified as non-compliance with national file standards.



Discontinuance

The number of cases that are discontinued are monitored monthly by our local CPS Team, along with the reasons given as to why the case was discontinued.

32 cases were discontinued across Warwickshire in May 2018.

Policing Area	Cases discontinued (%)	Rank
North Warwickshire	17 (56%)	2nd
South Warwickshire	14 (44%)	1st
Warwickshire	32	

CPS discontinued these cases for 15 reasons. The following chart shows the top 3 reasons.

Main Reasons for Discontinued Cases - Warwickshire



Sickness

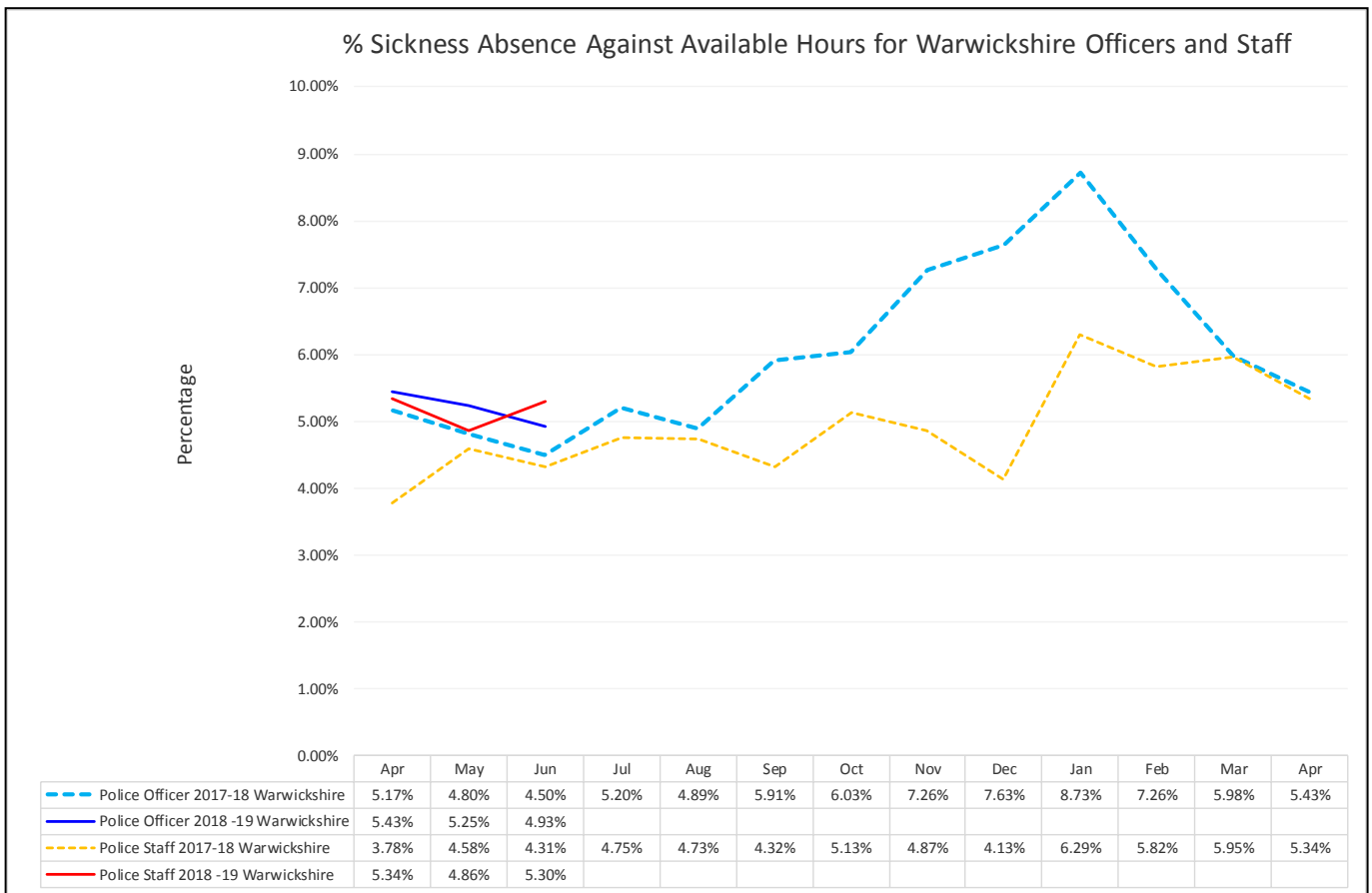
Signs of Improvement would be:
 ❖ Improved staff wellbeing – improving levels of attendance

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

The average percentage of hours lost to sickness for Officers in June is 4.93%, which is a decrease from 5.25% in May and the 5th consecutive monthly decrease since January 2018. For Staff, the average percentage of hours lost in June is 5.30% which is an increase from 4.86% in May.

Over the quarter as a whole Officer sickness has decreased compared the previous quarter (5.20% compared to 7.32%) but is higher than the same period last year (4.82%). Staff sickness shows a similar pattern, with a decrease compared the previous quarter (5.17% compared to 6.02%) but is higher than the same period last year (4.22%).

This situation will continue to be scrutinised through the workforce management group.



Health & Wellbeing Board

The Health & Wellbeing Board is held quarterly and is chaired, on behalf of both Forces, by Chief Constable Martin Jelley.

- **The Sickness Absence Profile** - The profile detailing the high level trends for absence, was completed by A&SI and presented at the July meeting. Further detailed analysis has been commissioned by the board to look in particular at the causes of absence due to psychological issues.
- **2017/18 staff survey** - The initial high level results of the survey were shared with the board and communicated to the wider workforce via the intranet on the same day.
- **Health checks** - A series of health checks were carried out across the alliance in June with just under 500 officers and staff taking up the opportunity for a series of checks including blood pressure and cholesterol. 55 people have been referred to their GP based on the results of the checks.
- **Blue Light Framework** - The alliance's self-assessment against the framework has been completed so that the results can be included in the national gap analysis. The results of the assessment will feed into other forums where relevant actions can be progressed and fed back to the Health and Wellbeing Board.
- **Trauma management** - The alliance will be taking part in a pilot survey as part of national research by the Police Dependents' Trust and Cambridge University into trauma management in policing. A benefit of this participation will be a bespoke report regarding our trauma management services.

The next meeting will be held in October 2018.

Complaints

Signs of Improvement would be:

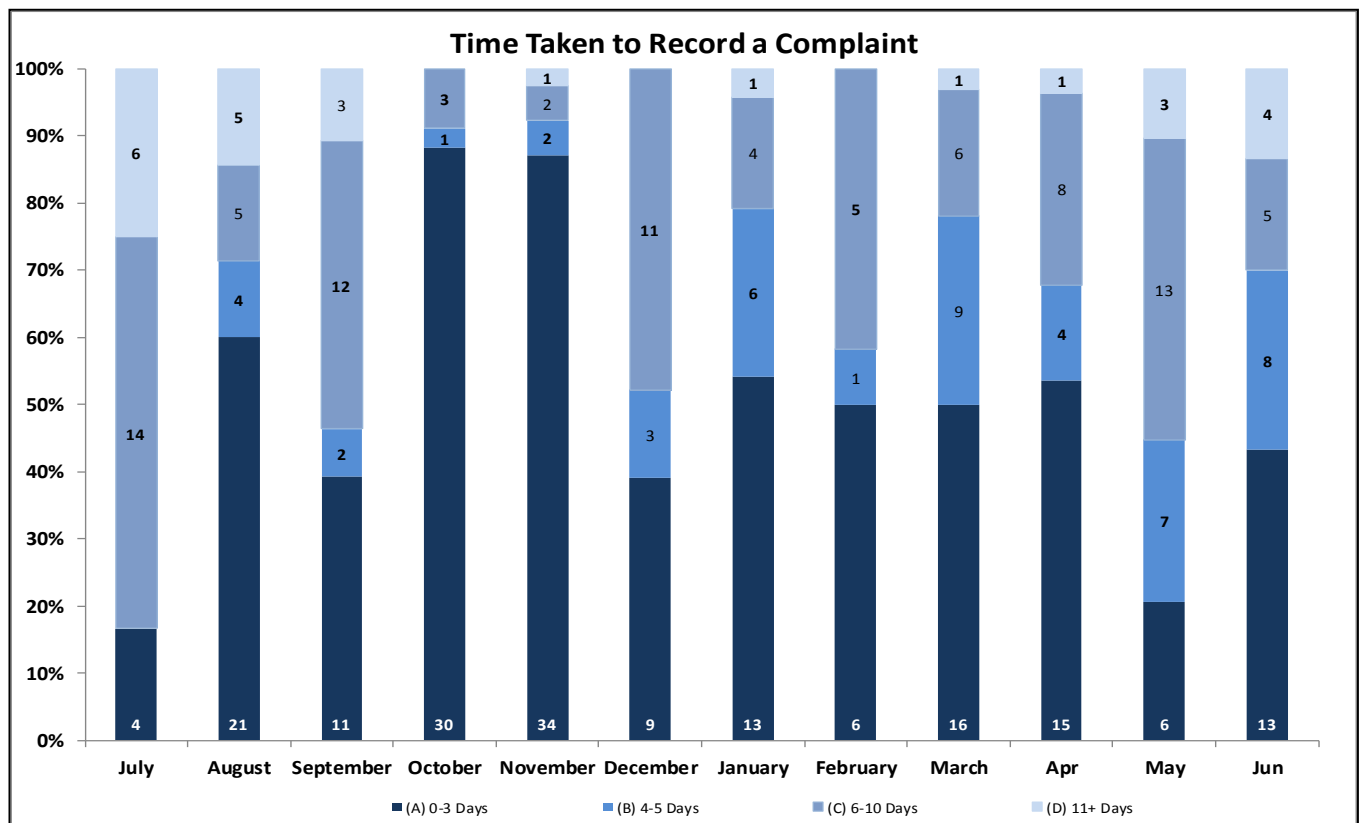
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for July 2017 to June 2018.

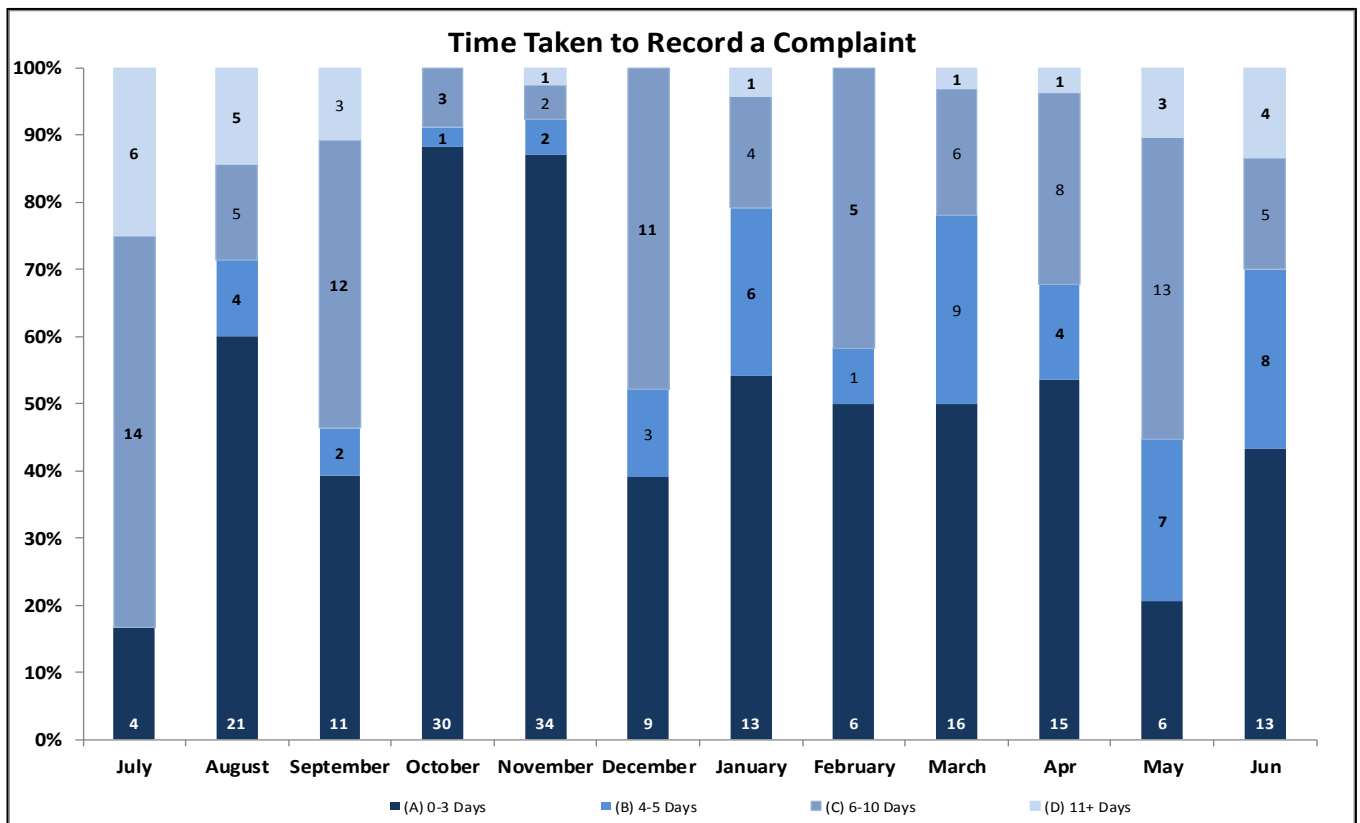
Timeliness to Record & Finalise

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

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. In the last quarter only 39% of complaints were recorded in 3 days, well below this 80% aspiration. However 91% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 82% of cases were finalised in 120 days, an increase compared to the previous quarter (68%).



Call Handling

Signs of Improvement would be:

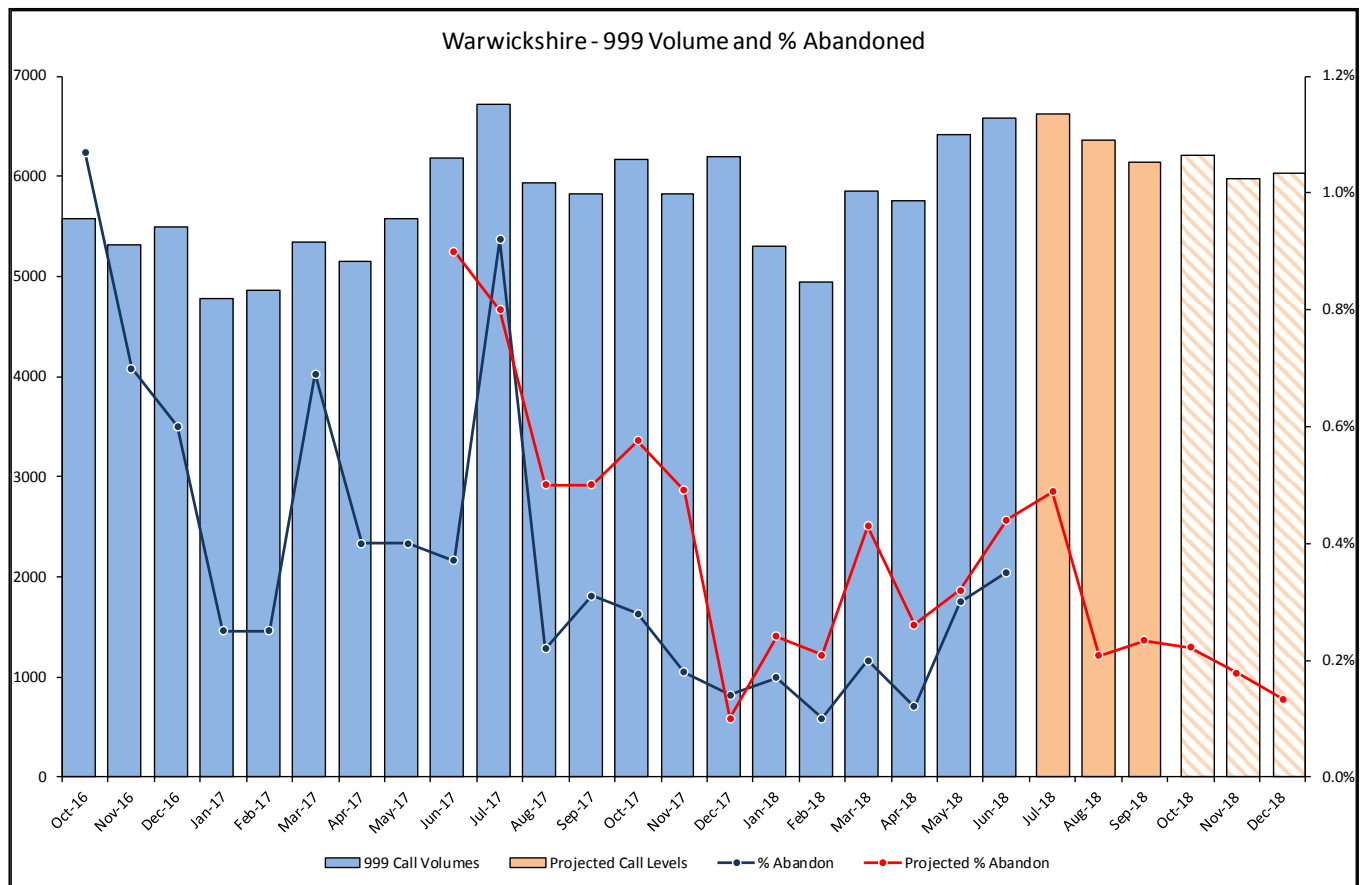
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

Calls on the 999 system

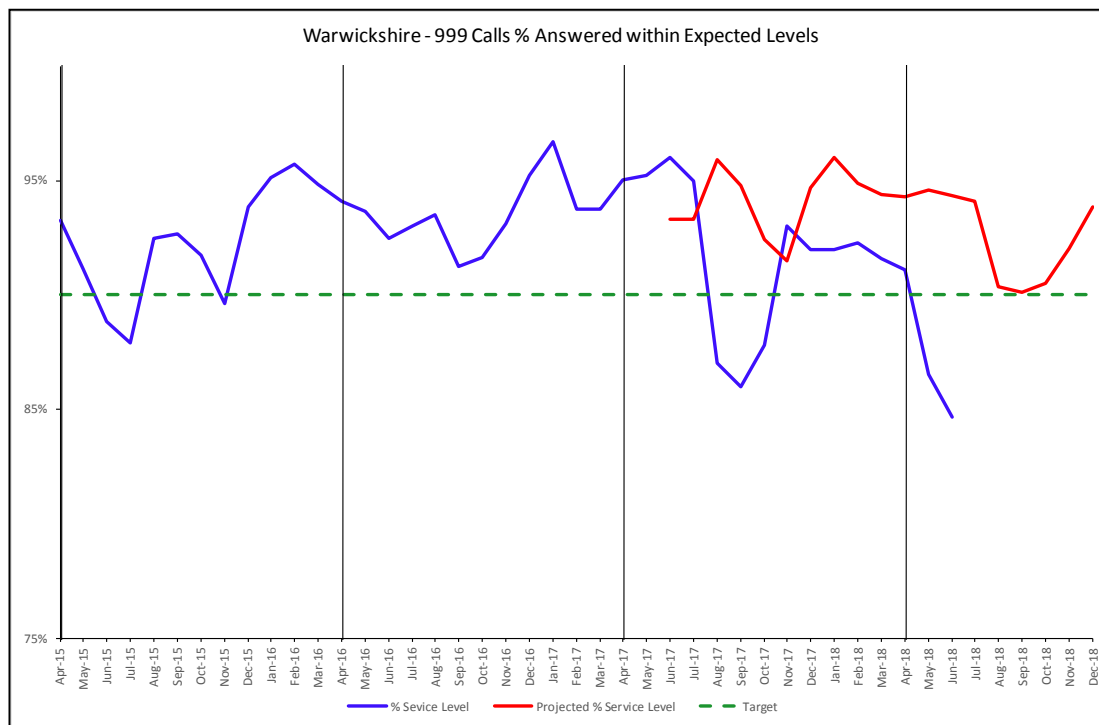
18,760 calls on the 999 system were received last quarter, an increase compared to the previous quarter (16,090). The percentage of abandoned 999 calls increased last quarter (0.3%) compared to the previous quarter (0.2%).

The following chart shows the trend in call volumes and abandon rate, along with a short (3 month) and medium (6 month) term projection of how this performance may change. The projections (red line) are based entirely on previous performance and demand.

Actual performance for the abandoned rate has been better than projected position. The goal is for OCC performance to remain better than then projection data.



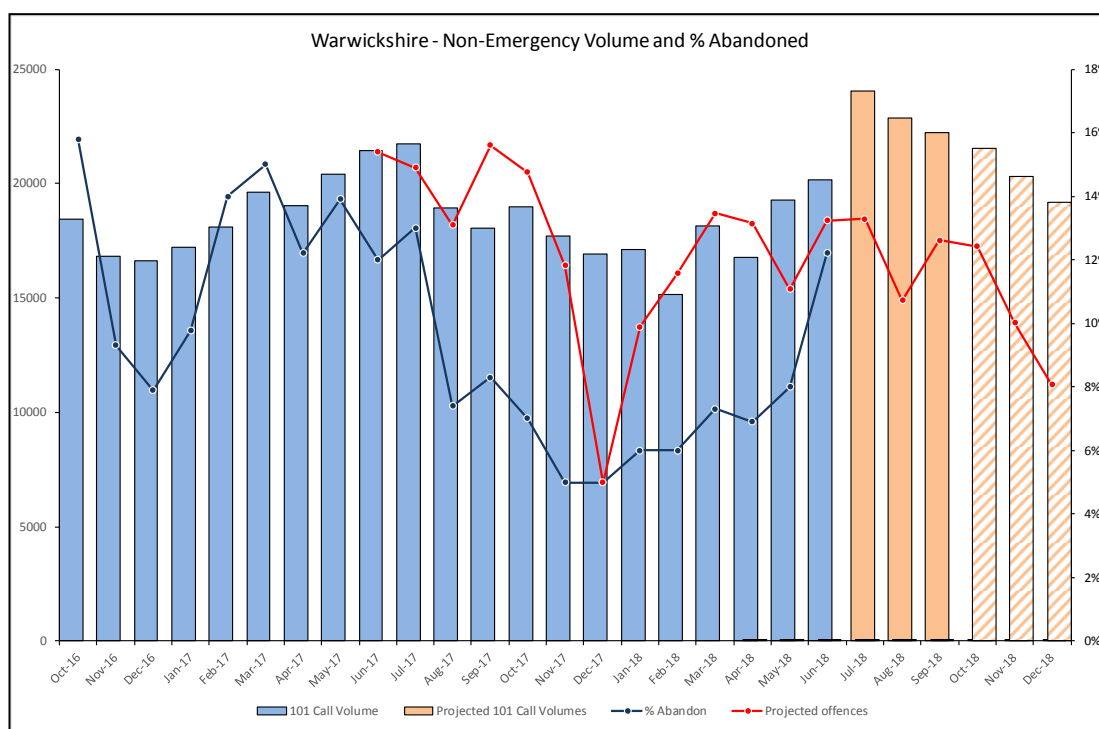
The proportion of 999 calls answered within 10 seconds decreased for the last quarter compared to the previous quarter and was lower than the 90% target. Again, the goal is for OCC performance to be better than then projection data.



Non-Emergency Calls

56,222 non-emergency calls were received last quarter; an increase compared to the previous quarter (50,420). There has been an increase in the non-emergency calls abandoned rate last quarter (9%) compared to the previous quarter (6%).

The following chart shows the trend in call volumes and abandon rate, along with a projection of future performance. As with the 999 chart, the projections (red line) are based entirely on previous performance.



The % of calls answered in 30 seconds decreased for the last quarter compared to the previous quarter and was lower than the 80% target. Performance is below the projected levels for June and the goal is to reverse this trend.

