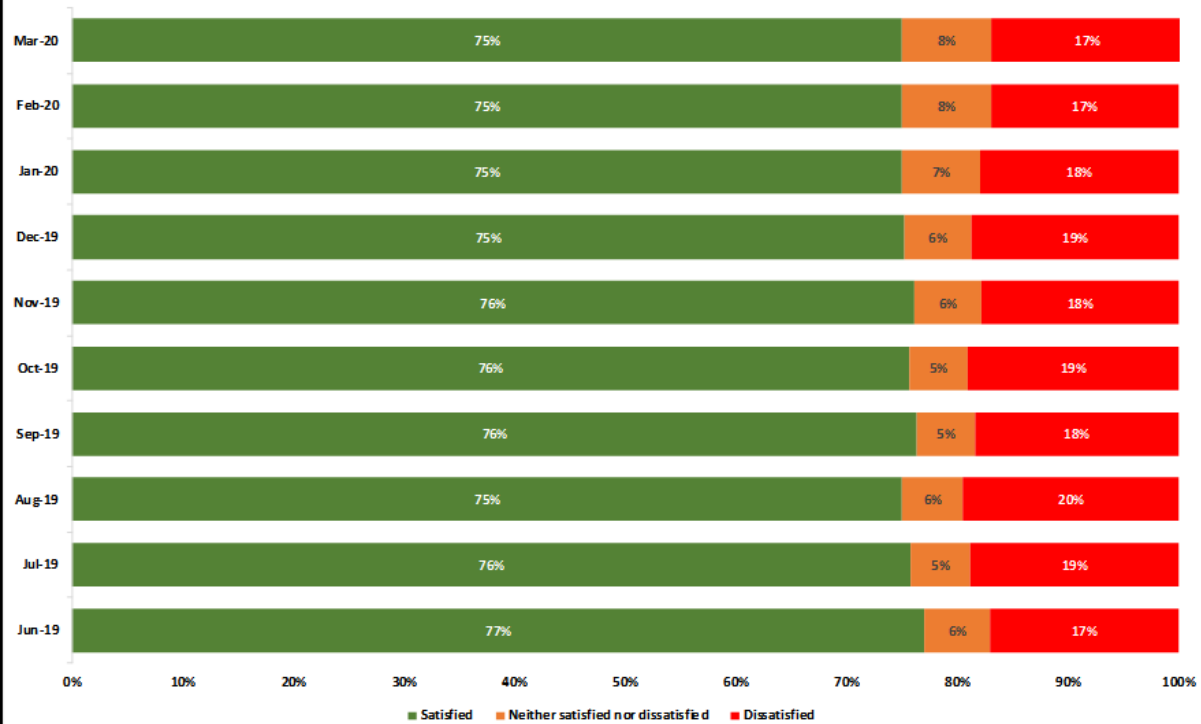




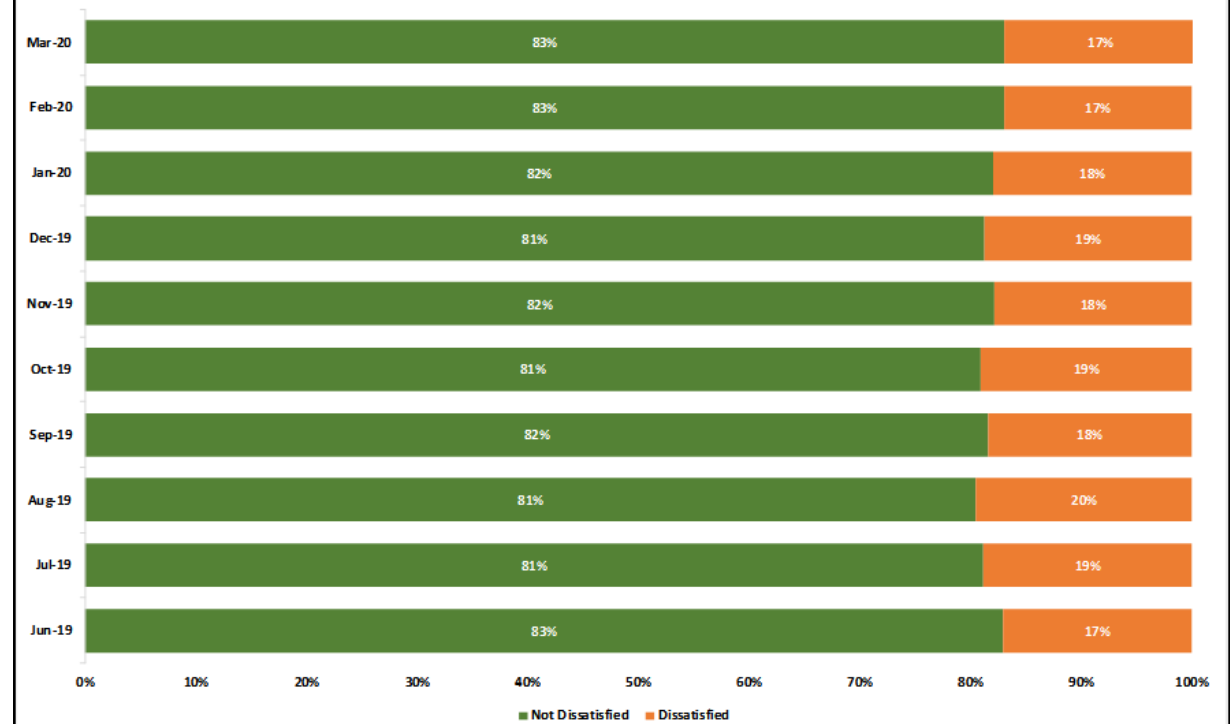
**Warwickshire
Monthly Performance Report
March 2020**

Overall Victim Satisfaction

Whole Experience - Rolling 6 months

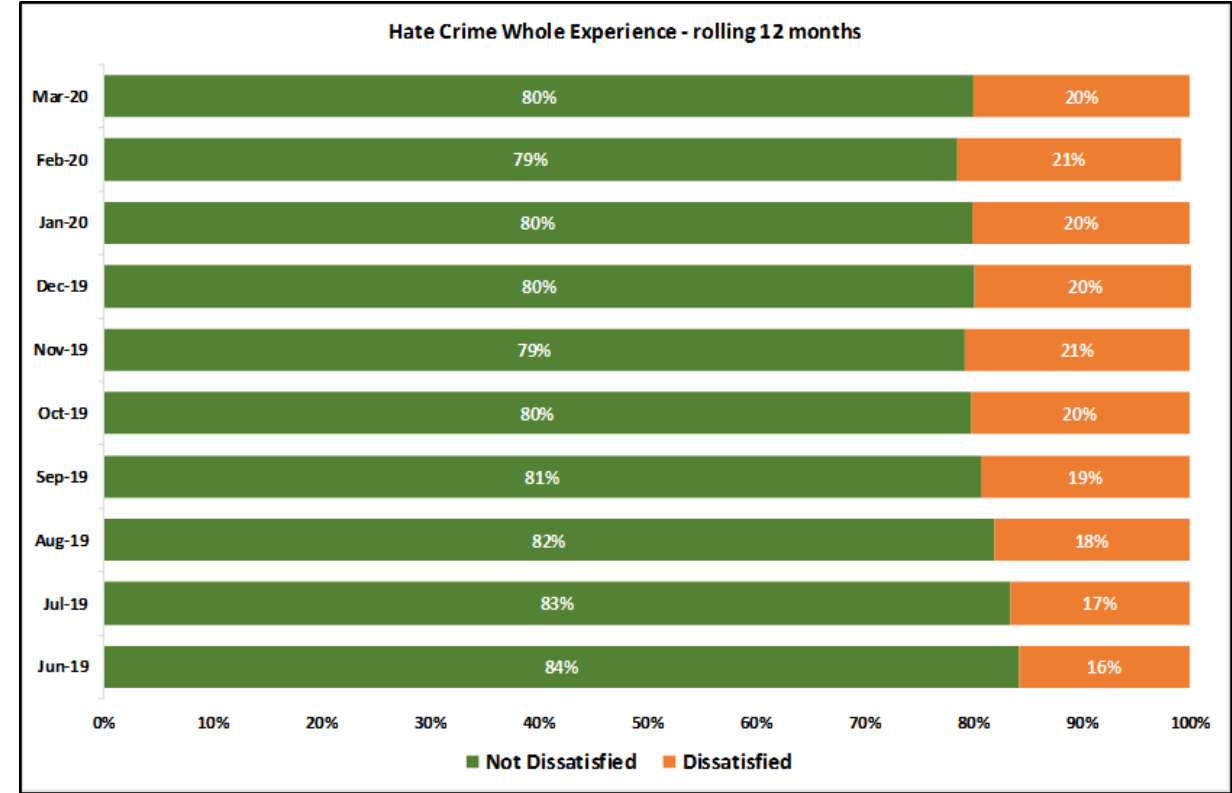
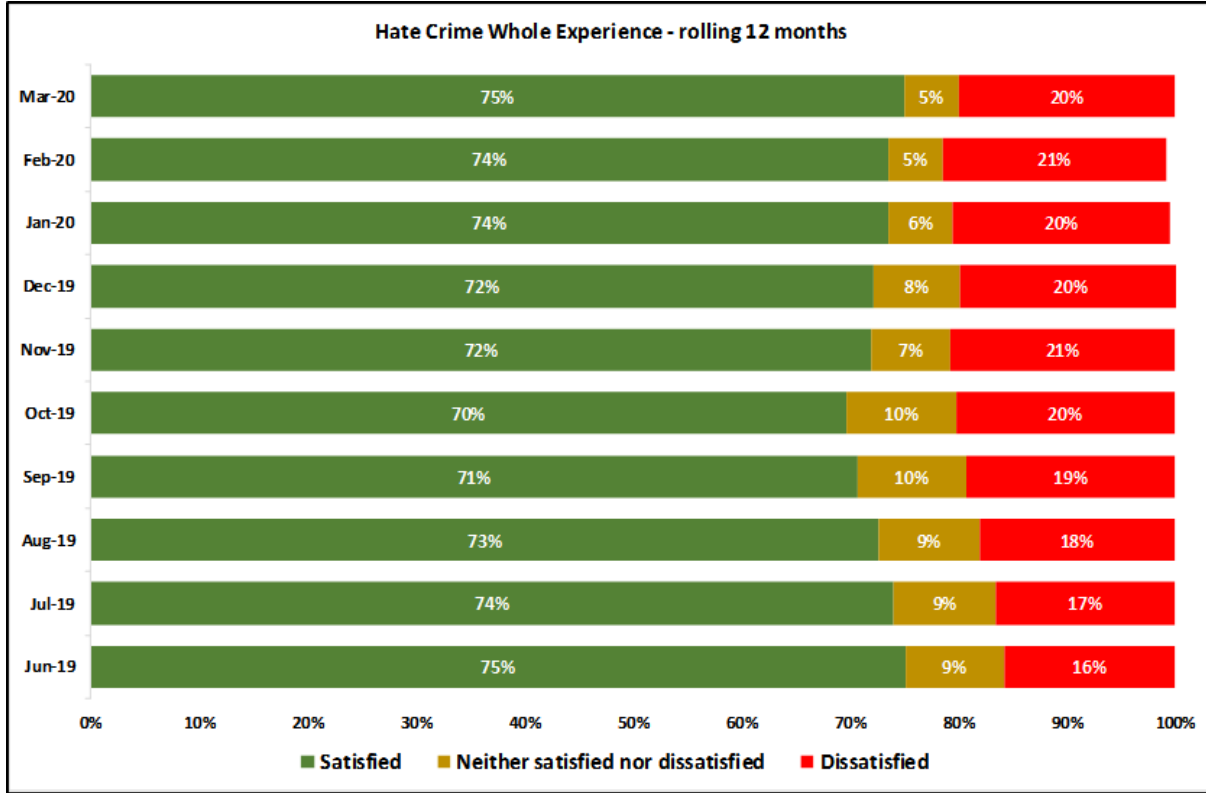


Whole Experience - Rolling 6 months



Overall victim satisfaction with 'Whole Experience' across Warwickshire was 75% in March, consistent with the previous 2 months.

Hate Crime Satisfaction

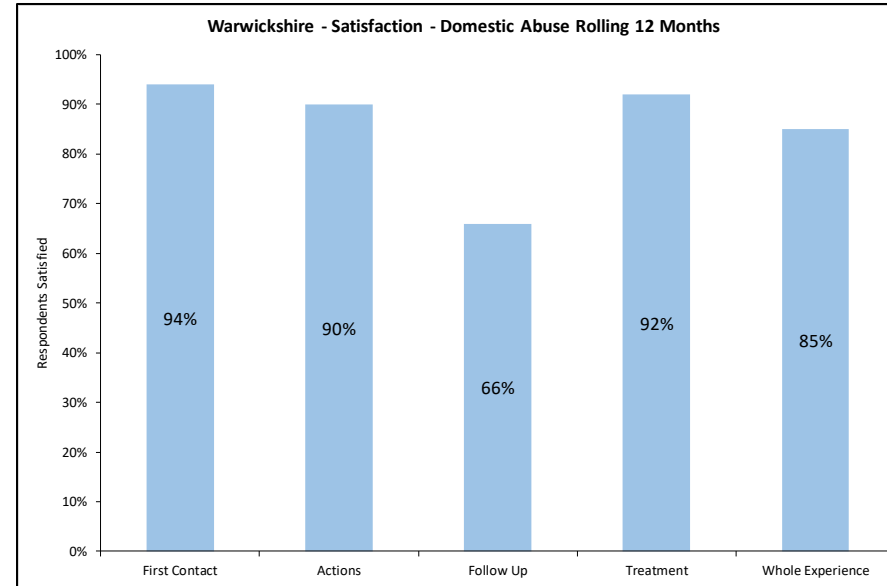


In March 75% of respondents were satisfied, an increase in comparison to the previous month. Levels of satisfaction have improved since October where the figure was at 70%.

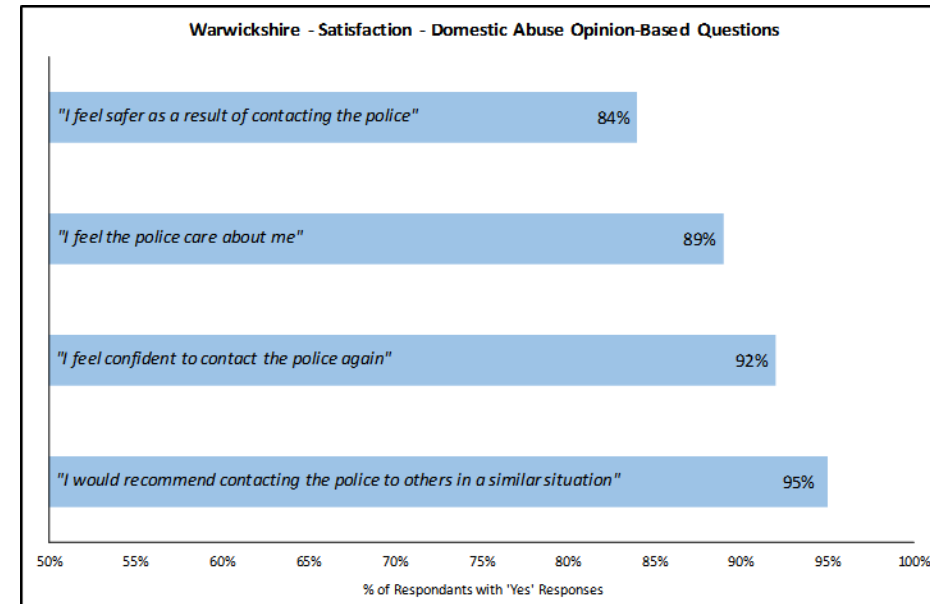
Domestic Abuse Satisfaction

The results of these surveys continue to be stable.

	Jan-20	Feb-20	Mar-20
First Contact	95%	94%	94%
Actions	90%	91%	90%
Follow Up	65%	65%	66%
Treatment	91%	91%	92%
Whole Experience	85%	85%	85%



	Jan-20	Feb-20	Mar-20
"I feel safer as a result of contacting the police"	82%	84%	84%
"I feel the police care about me"	88%	89%	89%
"I feel confident to contact the police again"	92%	92%	92%
"I would recommend contacting the police to others in a similar situation"	94%	95%	95%

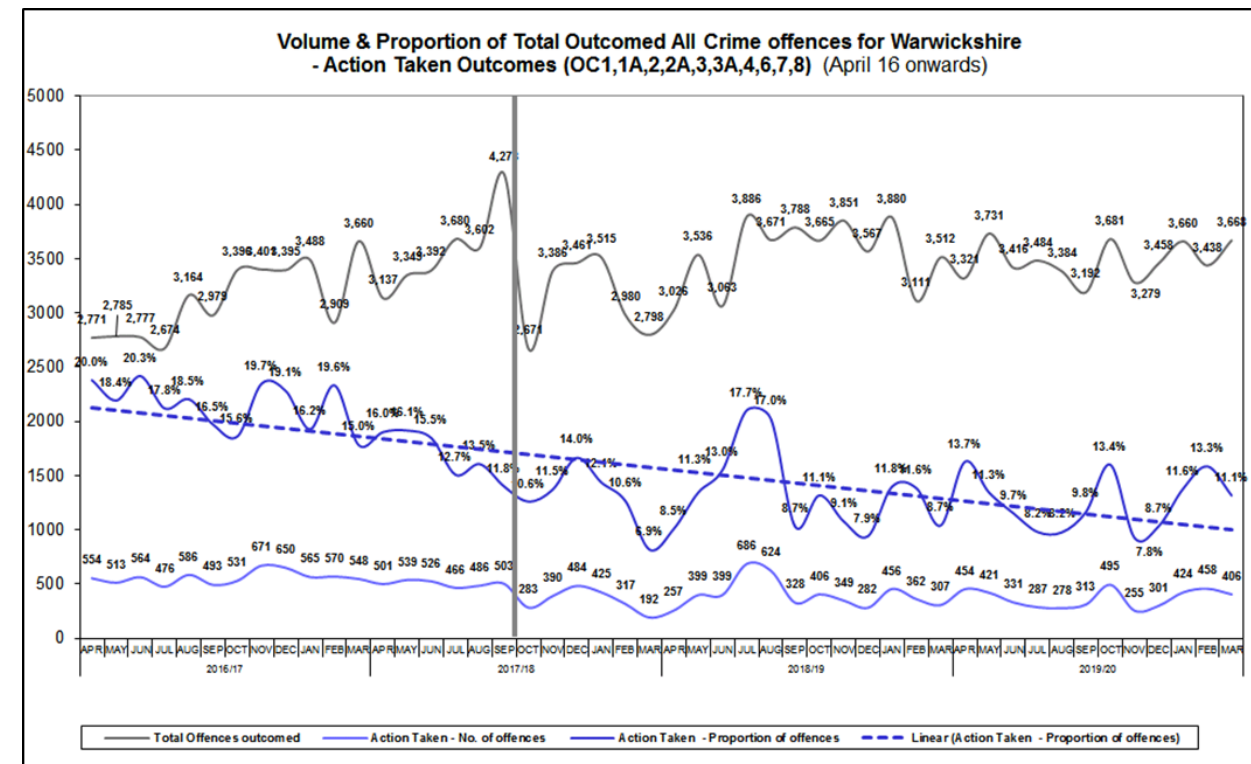


Overall Outcomes

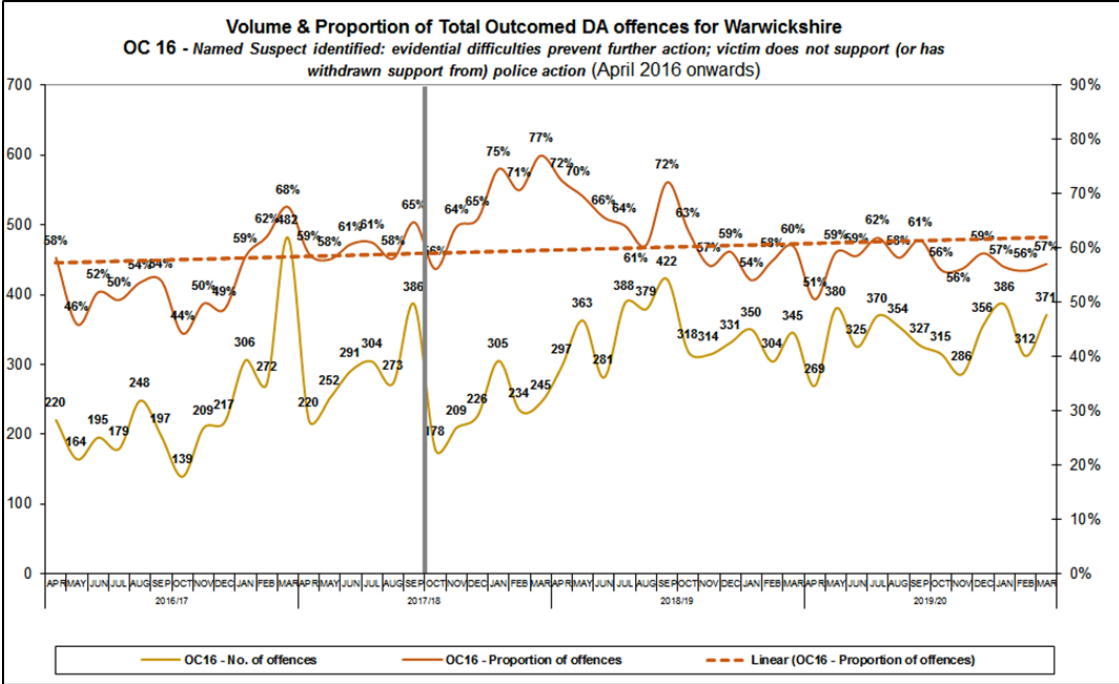
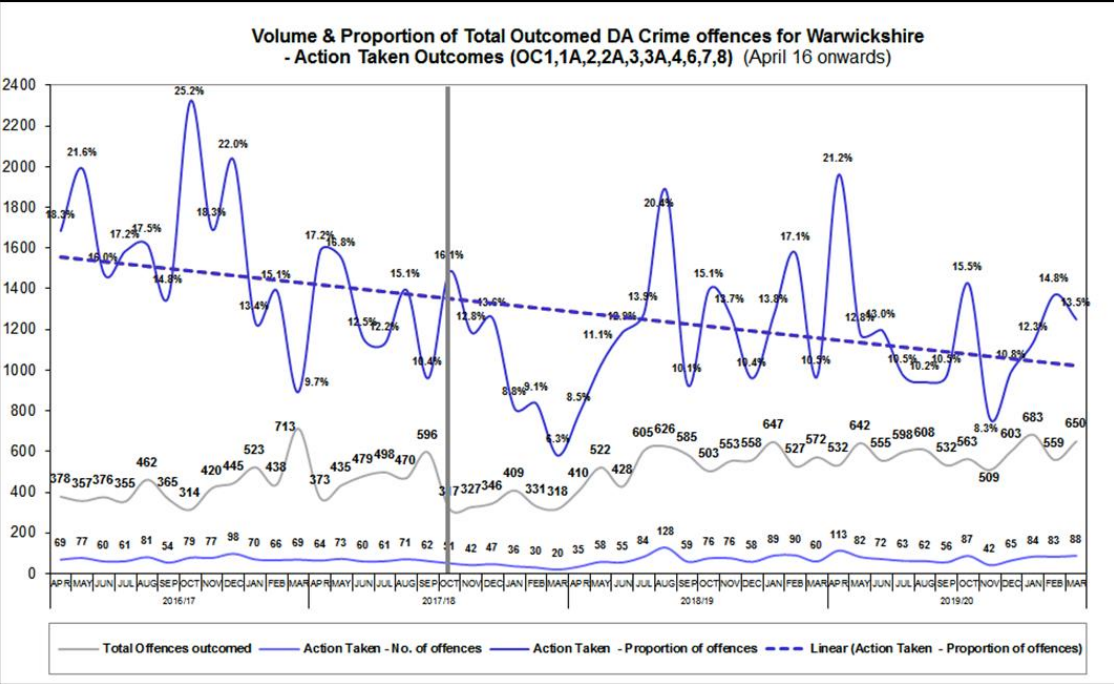
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	Outcomed Volumes and % Outcomed			
		Apr 18 - Mar 19		Apr 19 - Mar 20	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	3,648	9.6%	3,376	9.0%
No Action Taken	OC5,9,10,11,12,13,15,16,17	12,608	33.3%	13,321	35.4%
Investigation complete - no suspect identified	OC14,18	20,331	53.7%	19,491	51.7%
Other*	OC20,21,22	1,307	3.4%	1,495	4.0%
Total Recorded and Outcomed		37,894	100%	37,683	100%
Total Recorded		42,055		42,190	
Outcome Rate		90.1%		89.3%	

9% (3,376) of offences recorded during 2019/20 (37,683) were assigned an 'action taken' outcome within the period. This is a slightly lower proportion compared to 2018/19 (9.6%).

Out of the 3,668 offences outcomed in March, 406 (11.1%) resulted in an 'action taken' outcome. Whilst lower than the previous month, the overall trend for the past few months is higher than the yearly average.



Outcomes - Domestic Abuse



During 2019/20, 11.7% (736) of recorded/ outcomed DA offences (6,269) were assigned an ‘action taken’ outcome within the same 12 month period.

The outcome 16 proportion rate continues to remain stable within a range of 56% to 62% since May 19.

Outcomed DA Volumes and % Outcomed

		Apr 18 - Mar 19		Apr 19 - Mar 20	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	729	12.3%	736	11.7%
No Action Taken	OC5,9,10,11,12,13,15,16,17	4,781	80.9%	5,209	83.1%
Investigation complete - no suspect identified	OC14,18	269	4.5%	164	2.6%
Other*	OC20,21,22	134	2.3%	160	2.6%
Total Recorded and Outcomed		5,913	100%	6,269	100%
Total Recorded		6,703		7,274	
Outcome Rate		88.2%		86.2%	

