Warwickshire POLICE

Philip Seccombe
Police and Crime Commissioner
for Warwickshire

WARWICKSHIRE POLICE AND CRIME PLAN
2016 – 2021

Performance Summary

October - December 2017

Protecting people from harm

Preventing and reducing crime

Putting victims and survivors first

Ensuring efficient and effective policing

A SAFER, MORE SECURE WARWICKSHIRE

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims and Survivors First				
Confidence	Quarter report	Decreased on previous period but above the national average.	Confidence will be next be updated in late-January 2018.	4
Victim Satisfaction	Month & quarter	Decrease compared to previous quarter	Positive results from domestic abuse victim survey	5
Repeat Victimisation	Month & quarter	Reduction in the volume of repeat victims.	'Repeats' data shared with policing area commanders.	7
Protecting People from Harm				
Hate Crime	Month & quarter	Decrease on previous quarter. Satisfaction – stable compared to previous quarter.	Subject to discussion at PMG	8
Missing Persons Reports	Quarter unless exceptional	Increase in missing person reports compared to previous quarter.		10
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter.	Volumes in expected range	12
Sexual Offences – Other	Month & quarter	Decrease on previous quarter.	Volumes in expected range	13
Domestic Abuse	Quarter unless exceptional	Decrease on previous quarter.	Application of keywords in ATHENA has affected volumes	16
Child at Risk / CSE	Month & quarter	CAR - decrease on previous quarter. CSE - decrease on previous quarter.	Application of keywords in ATHENA has affected volumes	18
Road Traffic Casualties	Quarter unless exceptional	10 road deaths in the last quarter.	Winter Drink/Drug driving campaign led to 80 arrests.	20
Preventing & Reducing Crime				
Total Recorded Crime	Month & quarter	Decrease on previous quarter.	Year end projections will be discussed at PMG.	22
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter.	Decreases across both policing areas.	25
Residential Burglary-Dwelling	Quarter unless exceptional	Increase on previous quarter.	Increases across South Warwickshire.	26
Business and Community burglary	Exceptional	Increase on previous quarter.	Exceptional volumes across Warwickshire in Oct & Nov.	27
Robbery	Quarter unless exceptional	Decrease on previous quarter.	Increase in the monthly average in October.	28
Vehicle Crime	Additional	Decrease on previous quarter	Exceptional volumes in October	29
Theft from Person	Additional	Increase on previous quarter	Report commissioned to understand trends	30
Criminal damage	Additional	Increase on previous quarter		31
Business Crime	Quarter unless exceptional	**Not included this month due to Athena data issues.**	**We hope to have this available in the near future.**	
Rural Crime	Quarter unless exceptional	Decrease on previous quarter.		32
Cyber Crime	Month & quarter	Decrease on previous quarter.	Application of keywords in ATHENA has affected volumes	33
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	Decrease on previous quarter.	Report commissioned to understand trends in personal ASB.	35
Ensuring Efficient and Effective Policing				
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in emergency incidents compared to the previous quarter.	Exceptional avg emergency response times in November and December.	37
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards		39
Sickness	Month & quarter	Increase in Officer sickness rate; decease in Staff sickness rate compared to previous quarter	Health & Wellbeing activity ongoing	41
Complaints	Quarter report	Recording complaints below target and finalising complaints above.	Command team addressing issues	42
Call Handling	Month & quarter	Reduction in call volumes and abandoned rate.		44
Firearms Licensing	Additional	Pending applications at manageable levels		47

Performance Summary

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

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

Strategic Policing Requirement

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

priorities represent the highest risk, taking account of our capacity and capability

Cyber crime	Focussing on cyber dependent crime and the impact on our communities. Maximising evidential opportunities to benefit investigations and address knowledge gaps.
Child sexual exploitation and abuse	Knowing the signs of CSE&A and safeguarding victims remains a priority. Targeting the perpetrator.
Serious and organised crime	Understanding the pathways into serious and organised crime and the exploitation of vulnerable people. Using local multi-agency action plans to tackle the threat from OCGs and 'county lines'.
Rape and sexual assault	Safeguarding and recognising victims remains a priority.
Domestic abuse	Promoting partnership working and increasing confidence in reporting.
Modern slavery and human trafficking	Increasing threat with significant intelligence gaps. Raising awareness and understanding to improve response and identification of victims.
Killed and seriously injured RTCs	Supporting the work of the Safer Roads Partnership to reduce the number of people killed and seriously injured on our roads.

Daily business
courier fraud
homicide
drugs
burglary
firearms
vehicle crime
rural crime
business crime
corruption in public office

Intelligence requirement represents what we need to know more about

|	
Organised immigration crime	Increase intelligence gathering, understand the link between clandestine entrants as victims of OIC.
FGM, HBA and FM	Engage with partners and local communities to improve confidence in reporting of female genital mutilation, honour based abuse and forced marriage.
Foreign national offenders	Targeted operations with partners, understand the impact of the UK leaving the European Union.
Terrorism and violent extremism	Early identification of significant changes in behaviour/attitude or lifestyle of individuals who may be self radicalised. Maximising opportunities for intelligence capture at events to inform threat picture.
Stalking and harassment	Need to understand the threat, harm and risk.

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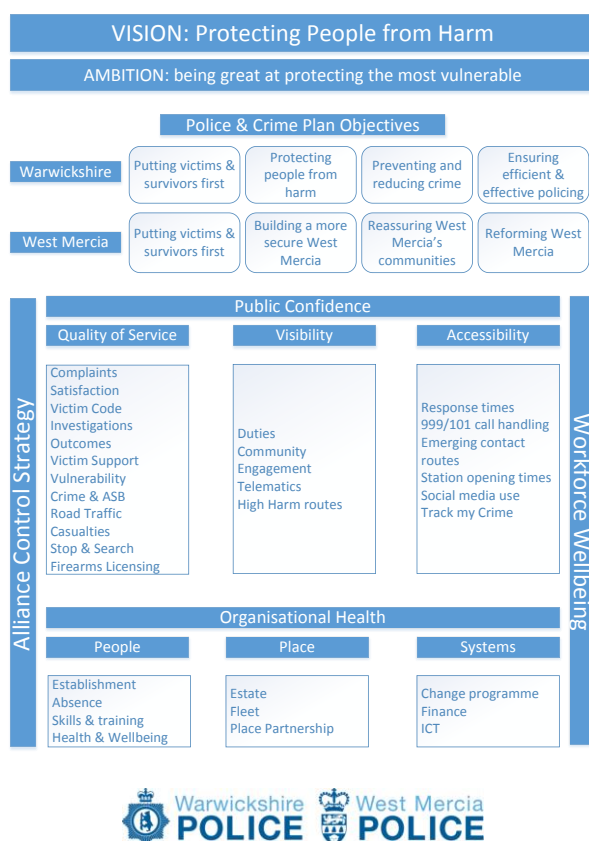
The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers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

This report 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]. Unfortunately, for this period, this comparative data is not available. Following the introduction of ATHENA as the force's crime recording tool in October 2017, there has been a short term disruption to how we provide data to the Home Office and therefore we do not have accurate force comparisons.

This quarter report also typically includes detail of recorded crime outcomes. Following the introduction of ATHENA we are continuing to develop processes to extract accurate data to identify these details. The data is not included in this report, however we hope to have a headline report available by the end of January.

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[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 June 2017. The next data set will be published at the end of January 2018.

The force has seen a long term improvement in confidence levels felt by local communities. Latest data shows a slight reduction in confidence, however levels continue to be above the national average (79%), with almost 8 in every 10 (80%) people having confidence in the police in their local area.

The national trend shows an improvement in confidence compared to the previous quarter, although the longer term trend (Mar-16 to Jun-17) has remained static. Most forces have seen an improvement in performance for the latest quarter.

Against the Most Similar Group[2] (MSG) of peer forces, Warwickshire is currently ranked 6th of the 8 forces, compared to 3rd in the previous reporting period. The force's ranking against all forces has reduced from 13th (Mar-17) to 20th (Jun-17) of 42 forces.


Warwickshire - Public Confidence in the Police
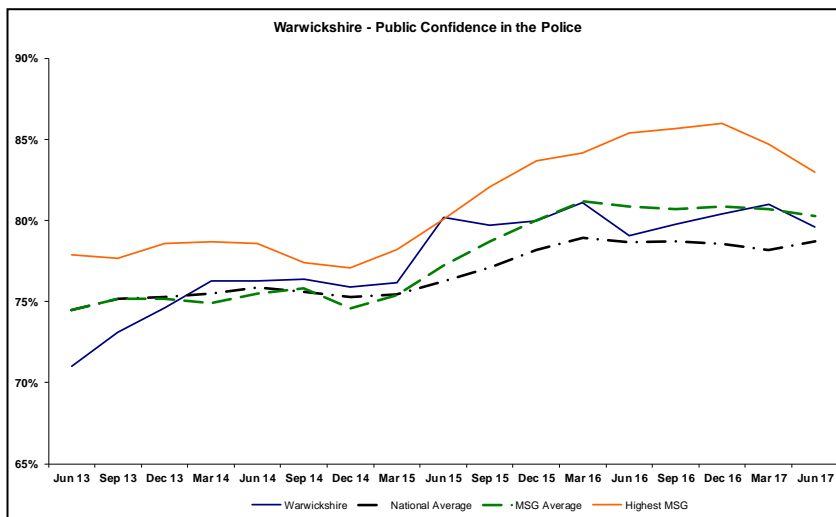
	Mar-17		Jun-17	
	%	Rank	%	Rank
Warwickshire	81.0%	3	79.6%	6
MSG Average	80.7%		80.3%	

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[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

Warwickshire - Satisfaction - All Stages
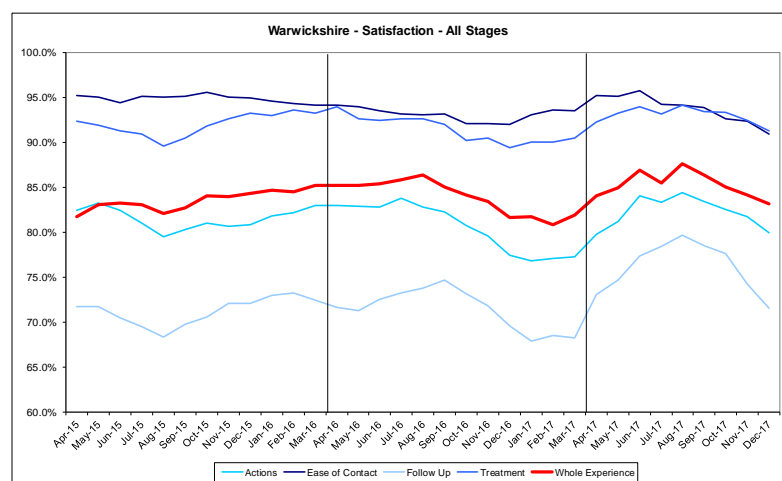
	Oct-17	Nov-17	Dec-17
North Warwickshire	84.2%	83.5%	83.2%
South Warwickshire	86.2%	85.0%	84.0%
Warwickshire	**85.1%**	**84.2%**	**83.6%**

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

Overall victims satisfaction for 'Whole Experience' saw a small decrease last quarter compared to the previous (84% Oct-Dec, compared to 87% Jul - Sep - rolling 6 months). Performance decreased across both policing areas and decreased across each measured stage of satisfaction.

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

Warwickshire - Satisfaction - Whole Experience
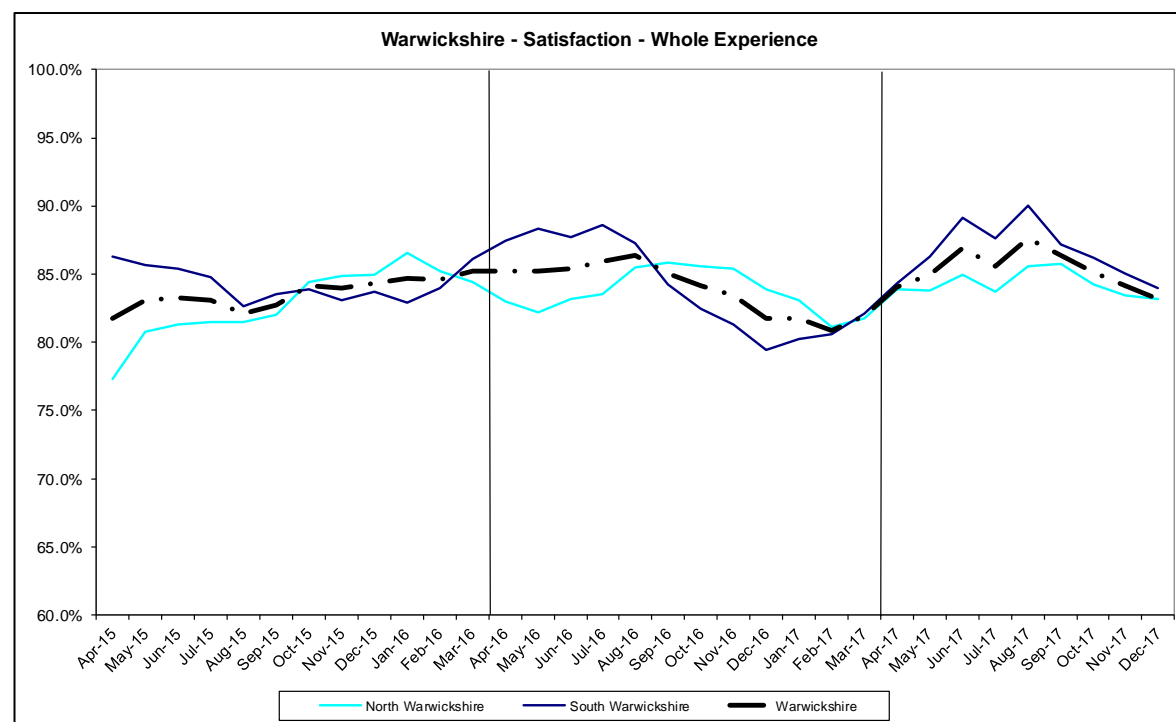
Domestic Abuse

From October 2016, the alliance began to measure the five stages of satisfaction (i.e. First Contact, Actions, Follow-up, Treatment and Whole Experience) against domestic abuse offences. To gain a better understanding of how police actions affect the victim's experience, a series of opinion-based closed questions were also included in the surveys.

Due to the low volume of respondents each month, data is currently reported on at force level only.
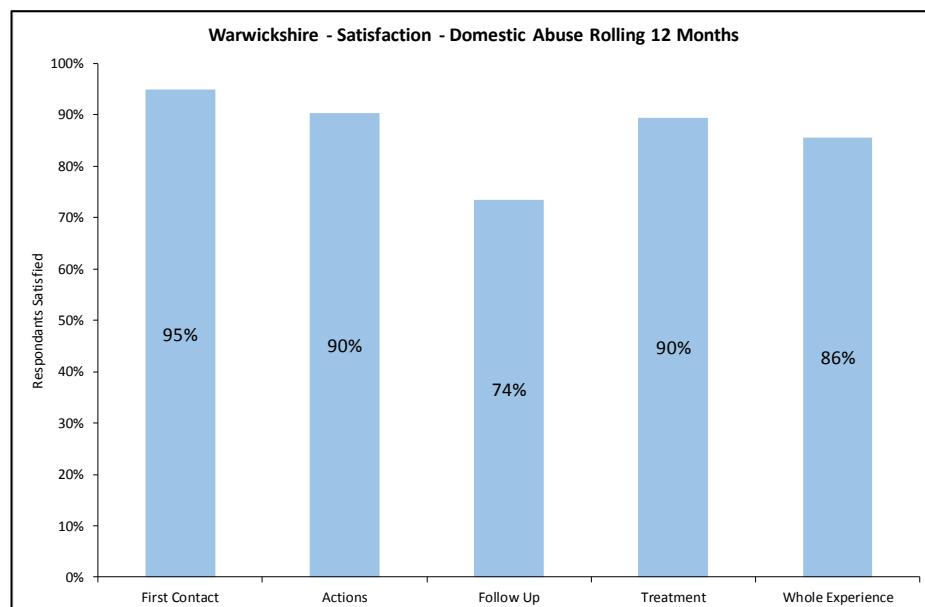
	Respondents	Satisfied
First Contact	234	222
Actions	249	225
Follow Up	238	170
Treatment	287	257
Whole Experience	284	243
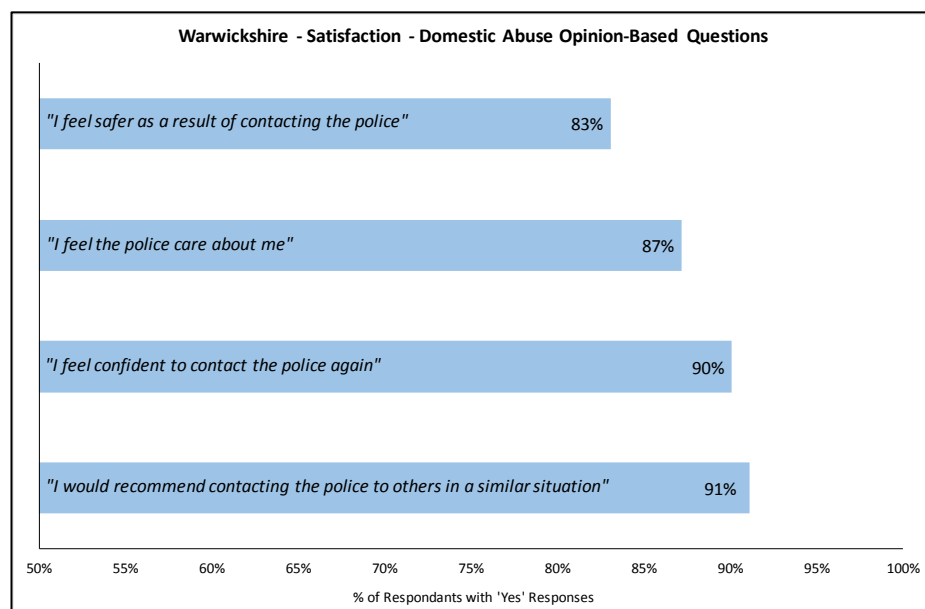
	Respondants	'YES' Response
"I feel safer as a result of contacting the police"	254	211
"I feel the police care about me"	273	238
"I feel confident to contact the police again"	274	247
"I would recommend contacting the police to others in a similar situation"	270	246

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.

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
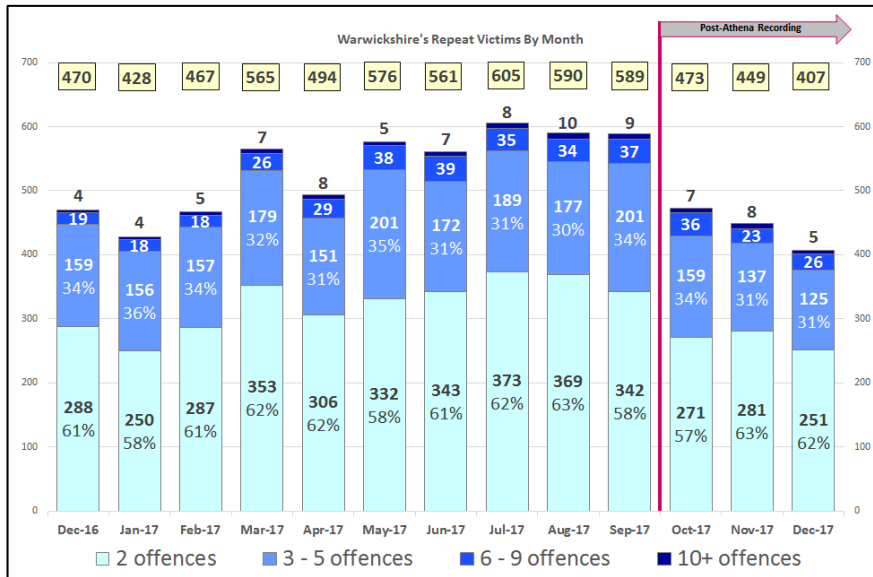
Extracting this data following the introduction of ATHENA has been challenging. Although we are content with the accuracy of this, the change of process and modelling means the data may not be directly comparable to previous months.

Activity around the recently introduced Integrated Victim Management plans is likely to be a factor in the reducing volumes of repeat victims.

Volumes of repeat victims appear to be notably low in December. This is most likely to be driven by the drop in total recorded crime in this month, as the proportion of all victims remains comparable to that seen in Dec 2016 (20%).

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

5 individuals have been a victim of 10+ offences, 2 were victims in South Warwickshire, 2 in North Warwickshire and 1 in both policing areas. One individual is predominantly a repeat victim in West Mercia force area.

Details of these individuals are shared with policing area command teams to ensure appropriate activity, particularly in terms of risk management plans, is in place.
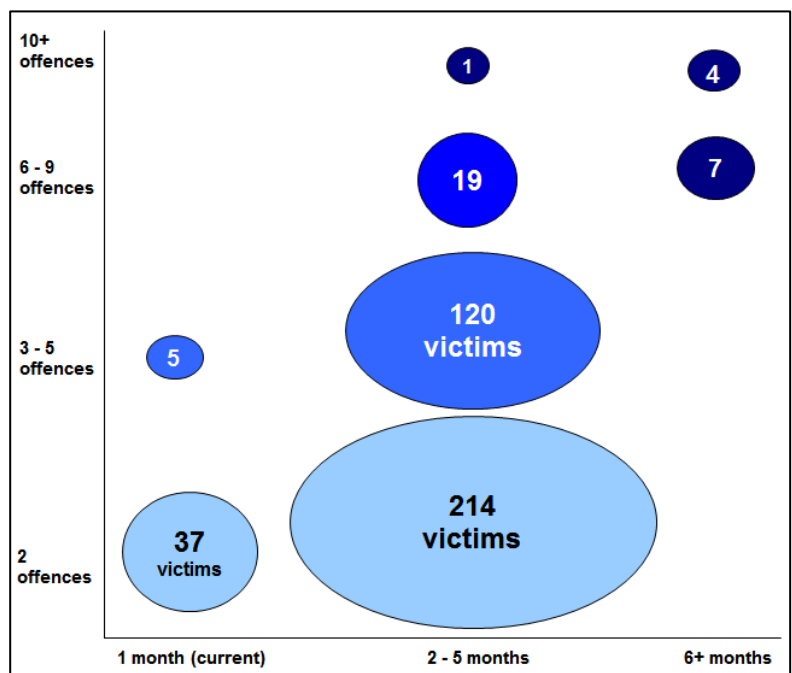
Protecting People from Harm

Hate Crime

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

Warwickshire Hate Crime

	Oct-17	Nov-17	Dec-17
North Warwickshire	56	36	33
South Warwickshire	33	18	18
Warwickshire	89	54	51

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.

194 offences/ incidents were recorded this quarter. This is a 15% reduction compared to the previous quarter (227) and below the quarter average (214). Reduced volumes were seen across both policing areas last quarter compared to the previous quarter.

As with the previous quarter, the majority of hate crimes were of a racial nature.

Hate Crime Victim Satisfaction
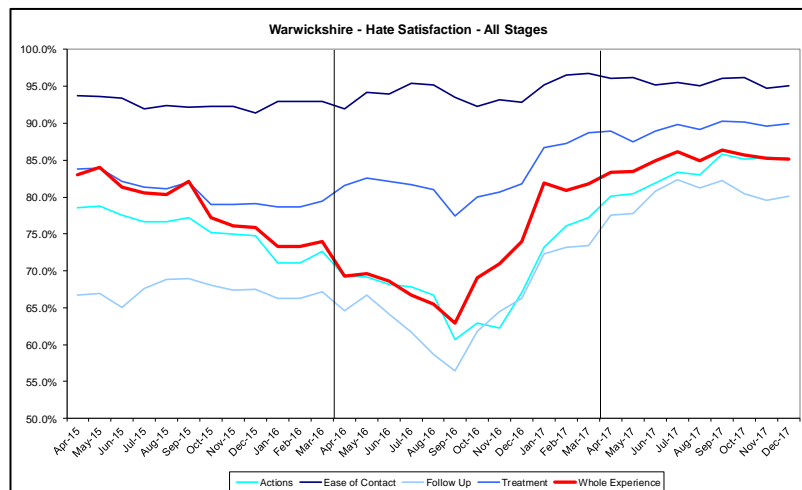
	Oct-17	Nov-17	Dec-17
North Warwickshire	82.8%	84.5%	84.8%
South Warwickshire	89.7%	86.4%	85.7%
Warwickshire	85.7%	85.3%	85.1%

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.

85% of hate crime victims were satisfied with their overall experience with the police last quarter[3], very similar to the previous quarter (86%).

Performance decreased in South Warwickshire last quarter (88%) compared with the previous quarter (92%) but increased in North Warwickshire in the last quarter (84%) compared with the previous quarter (81%). Performance remained stable across each measured stage of satisfaction.

Victims of hate crime will be a key focus of the Integrated Victim Management process.

The static nature of hate crime satisfaction rates across the force is of concern and action has been taken to understand and address this situation. Each policing area has produced a clear PIER plan setting out how they will drive improvements. Hate crime satisfaction and these plans will be discussed in more detail at Performance Management Group later in January 2018.
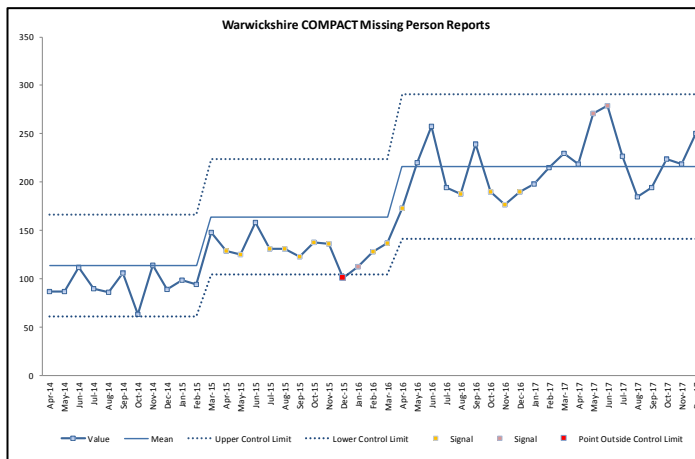

[3] This is based on interviews undertaken over the last 12 months to give an adequate sample size for analysis

Missing Persons

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

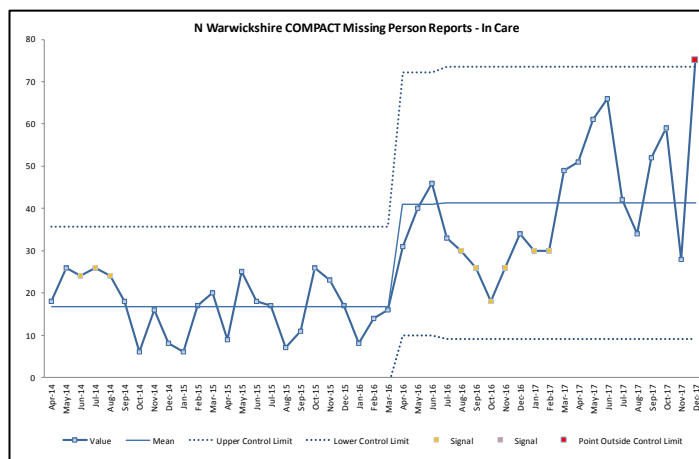Warwickshire COMPACT Missing Person Reports

	Oct-17	Nov-17	Dec-17
North Warwickshire	133	129	156
South Warwickshire	91	90	94
Warwickshire	**224**	**219**	**250**

693 missing person reports were recorded in the last quarter. This is an increase compared to the previous quarter (606). Volumes recorded were above the average in each month which is unusual at this time of year.
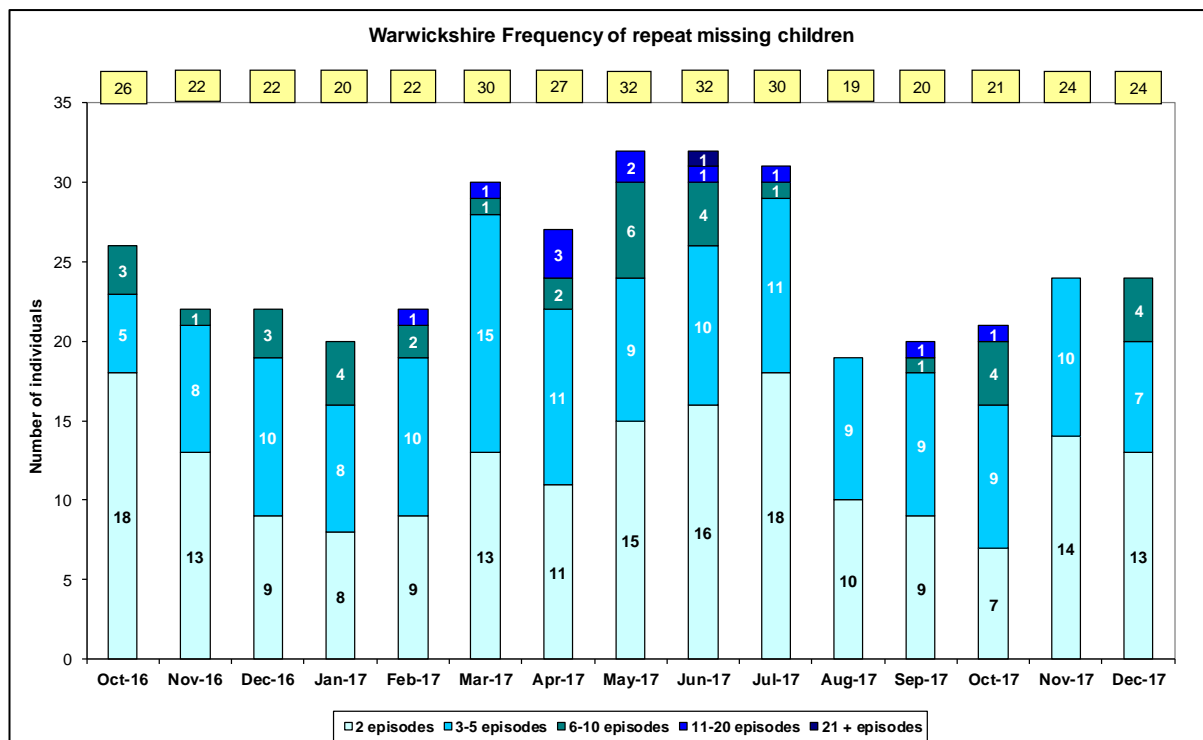
The increase in missing person reports has been driven by an increase in U18 missing reports in South Warwickshire (156 last quarter compared to 128 in the previous quarter) and also by increasing in-care reports in North Warwickshire.

S Warwickshire COMPACT U18 Missing Person Reports
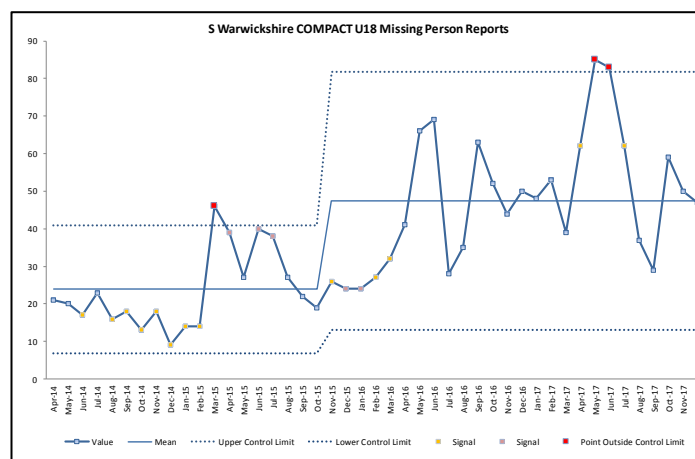
Volumes of U18 reports recorded in South Warwickshire were low in August and September and have risen back to around average volumes in this quarter.

N Warwickshire COMPACT Missing Person Reports - In Care

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

In-care reports increased by 27% in North Warwickshire this quarter (162) compared with the previous quarter (128). This has been driven largely by exceptional volumes recorded in December.

Warwickshire Frequency of repeat missing children

Legend: □ 2 episodes ■ 3-5 episodes ■ 6-10 episodes ■ 11-20 episodes ■ 21 + episodes

The number of repeat missing children remained the same in the last quarter compared with the previous quarter (69). The number of children missing more than 5 times increased from 4 to 9 contributing to the higher volumes of missing reports.

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

Rape
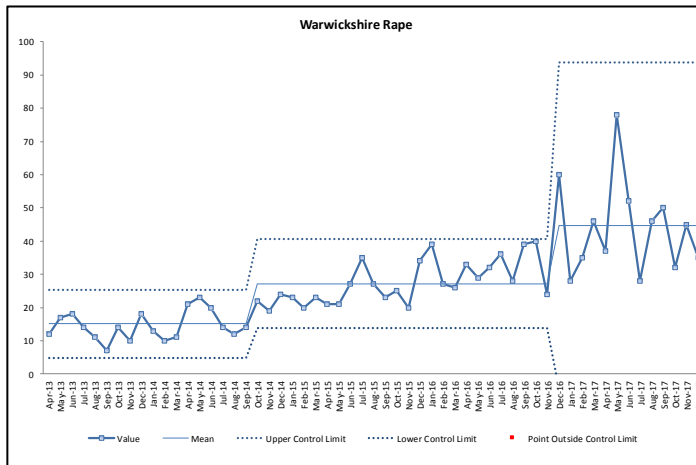
Warwickshire Rape

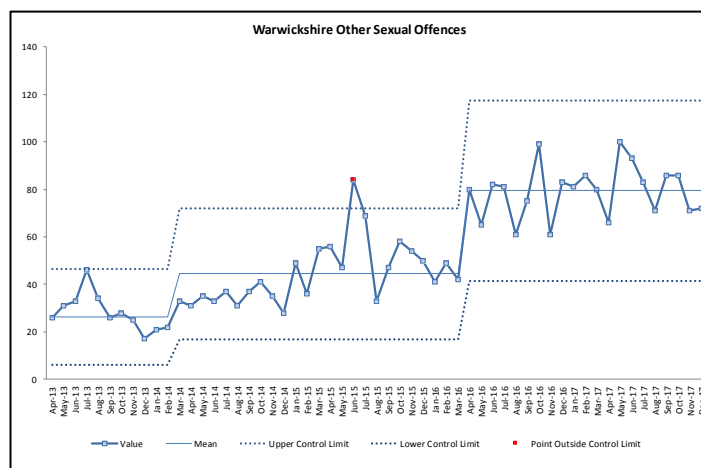|	Oct-17	Nov-17	Dec-17
North Warwickshire	16	28	18
South Warwickshire	16	17	17
Warwickshire	**32**	**45**	**35**

112 rape offences were reported to the police last quarter, a reduction compared to the previous quarter (125) and below the quarter average (128).

Reduced volumes were seen across South Warwickshire compared to the previous quarter.

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.

Rape - Warwickshire - 6 Month Projection

Other Sexual Offences
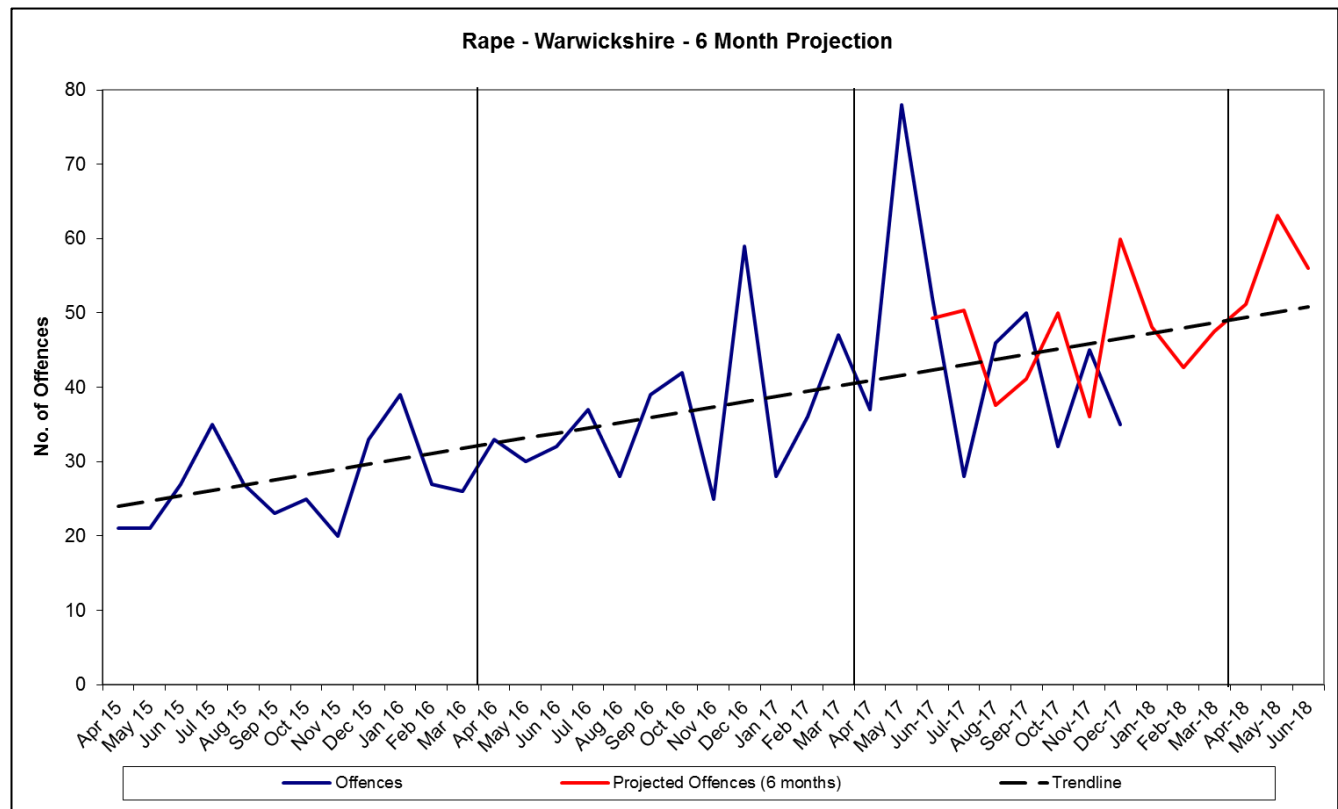
Warwickshire Other Sexual Offences

|	Oct-17	Nov-17	Dec-17
North Warwickshire	52	32	31
South Warwickshire	34	39	41
Warwickshire	**86**	**71**	**72**

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.

229 other sexual offences were reported to the police last quarter. This is a reduction compared to the previous quarter (240) and below the quarter average (244). Increased volumes were seen across South Warwickshire last quarter.

Across Warwickshire, 11% (11) of victims in December were repeat victims of another sexual offence[4] in the last 12 months.

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[4] This includes both rape and other sexual offences.

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.

Other Sexual Offences - Warwickshire - 6 Month Projection
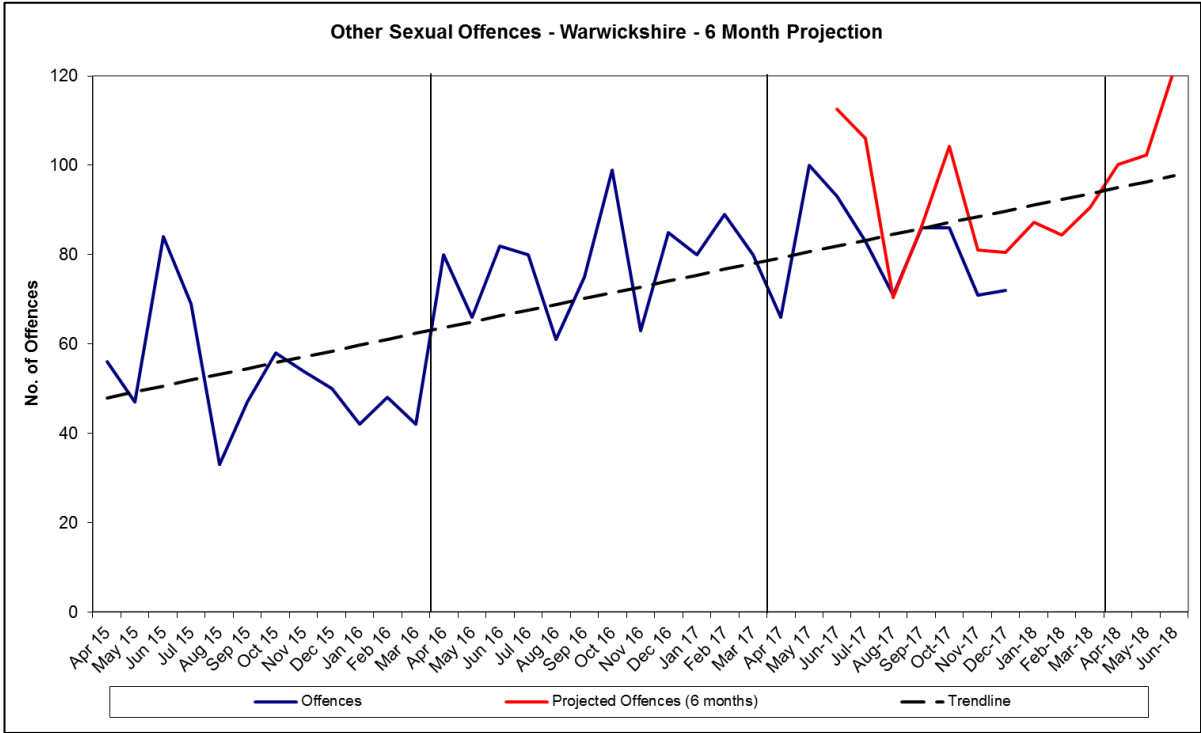
Vulnerability Factors

The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Since the introduction of ATHENA we have seen a marked decrease in the application of keywords, and therefore our automated reporting processes are unable to capture the full volume of these offences.

This issue has been raised at a number of forums, including the ATHENA critical incident management meeting (CIMM), and is being actively addressed to ensure a consistent application of keywords. This will ensure the accurate recording of offences and subsequent analysis and intervention. A potential solution has been identified, which will see improvements achieved within the next month.

Vulnerable Adult
The reduction in recorded offences from October is very notable in vulnerable adult offences. The use of the vulnerable adult marker/keyword has decreased by approximately 44% post ATHENA.
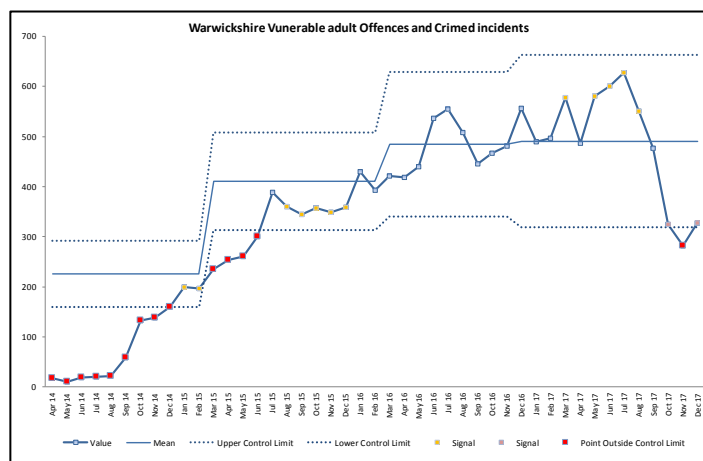
Alcohol Related Offences
The identification alcohol related offences has also been affected. The use of the alcohol keyword/marker has decreased by approximately 74% post Athena.
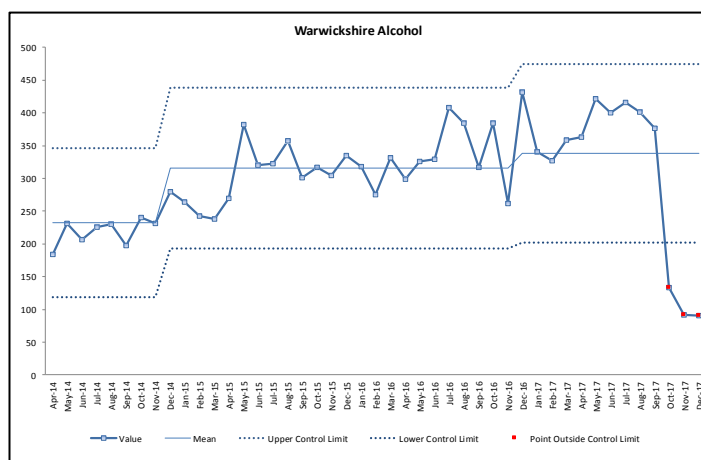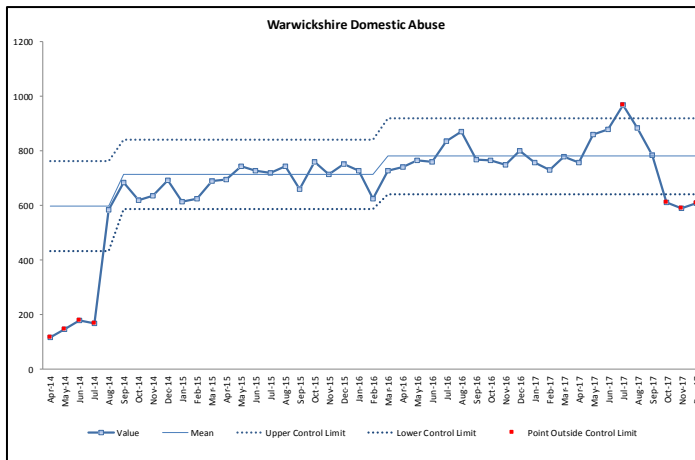

The impact of the limited use of keywords in identifying other offence groups, including domestic abuse offences, child at risk and cyber/online offences, is covered in the relevant areas of this report.

Domestic Abuse

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

	Oct-17	Nov-17	Dec-17
North Warwickshire	377	395	410
South Warwickshire	235	196	199
Warwickshire	**612**	**591**	**609**

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.

1,812 domestic abuse offences & crimed incidents were recorded last quarter. This is a 31% reduction compared to the previous quarter (2,641) and is below the quarter average (2,305). Volume reductions were seen across both policing areas last quarter.

The reduction in recorded offences from October is very notable. We have not undertaken a detailed audit, however an initial analysis has identified a significant number of investigations recorded in October and November that do not have a domestic abuse keyword but clearly should do given other details included in the investigation log (principally a completed DASH assessment). There is a 31% decrease in the volume of identified domestic abuse offences & crimed incidents when comparing Jul – Sep and Oct –Dec. As noted above, it is hoped that improvements will be seen when a potential solution is implemented shortly.

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.

The introduction of ATHENA has meant a change of process for logging DVPN activity. At the moment our automated systems are not able to quantify these accurately. However the strategic vulnerability team are assured that they continue to be used and that the new processes are being embedded. The team have a number of training events planned in February, focussing on both the use of DVPNs and how they should be recorded on force systems.

MARAC (Multi Agency Risk Assessment Conference)

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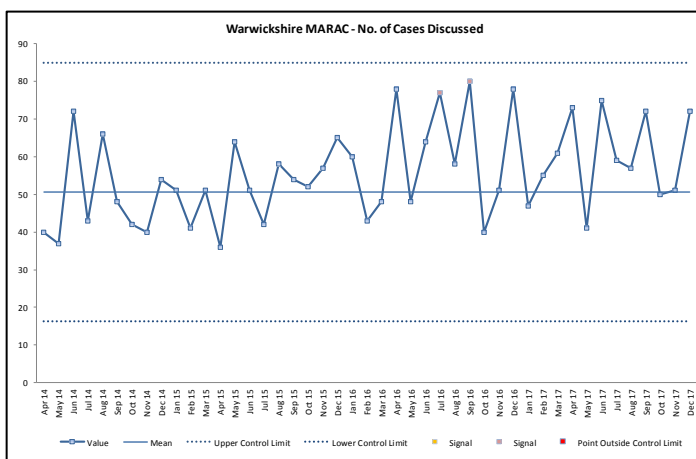

173 cases were discussed at Warwickshire MARACs last quarter (57 repeat cases). This is a small reduction compared to the previous quarter (188) but above the monthly average (151).

Child at Risk / Child Sexual Exploitation

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

Child at Risk

Warwickshire Child at Risk
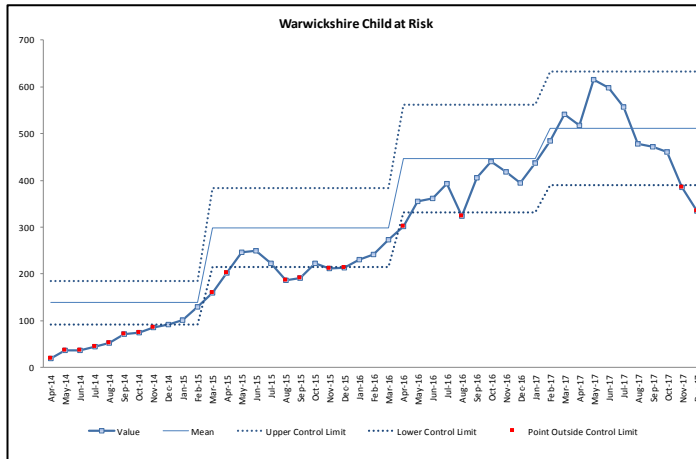
	Oct-17	Nov-17	Dec-17
North Warwickshire	292	250	191
South Warwickshire	169	135	143
Warwickshire	461	385	334

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

'Child at risk' markers were applied to 1,180 offences/ incidents last quarter, a reduction compared to the previous quarter (1,507) and below the quarter average (1,793). Volume decreases were seen across both policing areas last quarter.

As with other instances of the application of markers or keywords, we anticipate that the significant decrease in the number of identified child at risk related offences is due to the limited use of the appropriate keywords in ATHENA. The quality assurance process within the system, which can take place a number of days after the offence is initially recorded, may also be a factor in the low numbers seen in December. This may increase when the data is refreshed in January. The use of the child at risk markers/keywords has decreased by approximately 22% when comparing Jul – Sep and Oct – Dec.

Child Sexual Exploitation

Warwickshire Child Sexual Exploitation
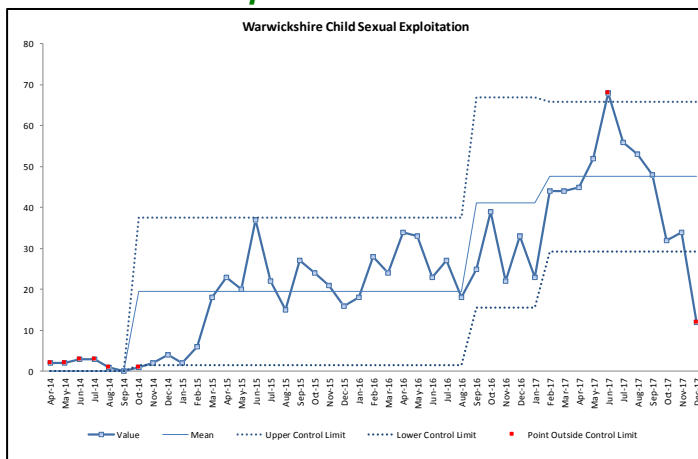
‘Child Sexual Exploitation’ (CSE) is one specific ‘Child at Risk’ marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.
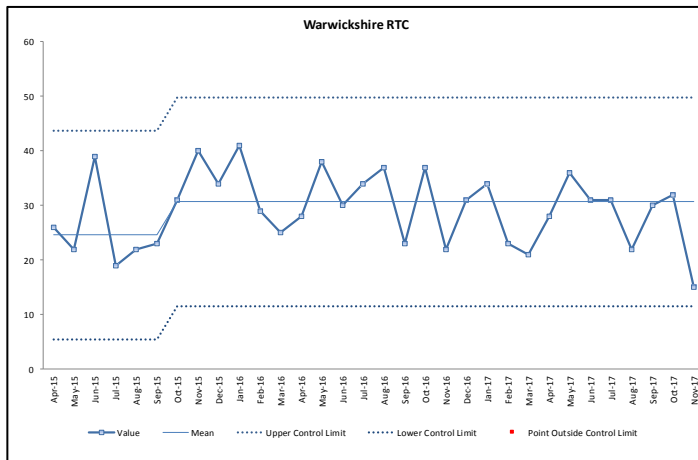
27 CSE offences/incidents were recorded in the last quarter. This is a reduction compared to the previous quarter (36) and above the quarter average (31). Reduced volumes were recorded across both policing areas in the last quarter.

Again we anticipate that the significant decrease in the number of identified child sexual exploitation related is due to the limited use of the appropriate keyword in ATHENA. The use of the child sexual exploitation markers/keywords has decreased by approximately 50% when comparing Jul – Sep and Oct – Dec.
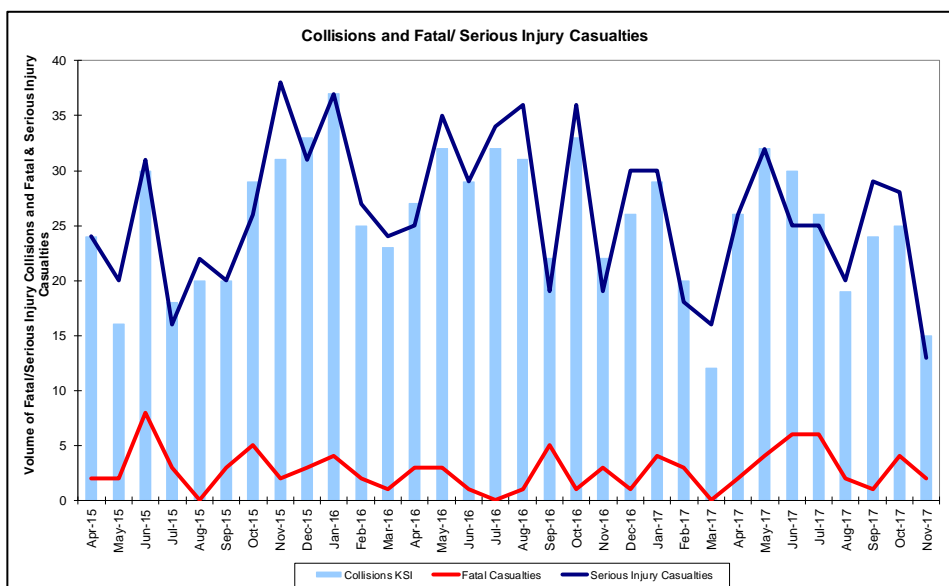
Road Traffic Casualties

Warwickshire RTC

In the last quarter[5] there were 10 road deaths – 4 car drivers, 2 car passengers, 2 pedestrian, 1 cyclist and 1 pickup driver.

5 fatalities occurred in North Warwickshire (1 motorway fatality) and 4 fatalities occurred in South Warwickshire.

Collisions and Fatal/ Serious Injury Casualties

In October & November over two thirds (69%) of all fatal and serious injury casualties were car drivers or passengers; 14% were in goods vehicles, 8% were cyclists and 6% were motorcyclists.

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[5] At the time of publication data regarding serious injury casualties in December 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.

Speed enforcement is driven through the Community Concern Programme. This programme operates fixed and mobile enforcement cameras at 67 sites across Warwickshire and 32,522 offences have been recorded from April to November 2017.

Winter Drink/ Drug Driving Campaign

The alliance's Winter drink/drug driving campaign resulted in a total of 80 arrests across Warwickshire - 66 for drink driving and 14 for drug driving. This is almost a quarter (24%) lower than the arrests in 2016.

The chart below provides a breakdown of the 2017 campaign arrests by policing area.
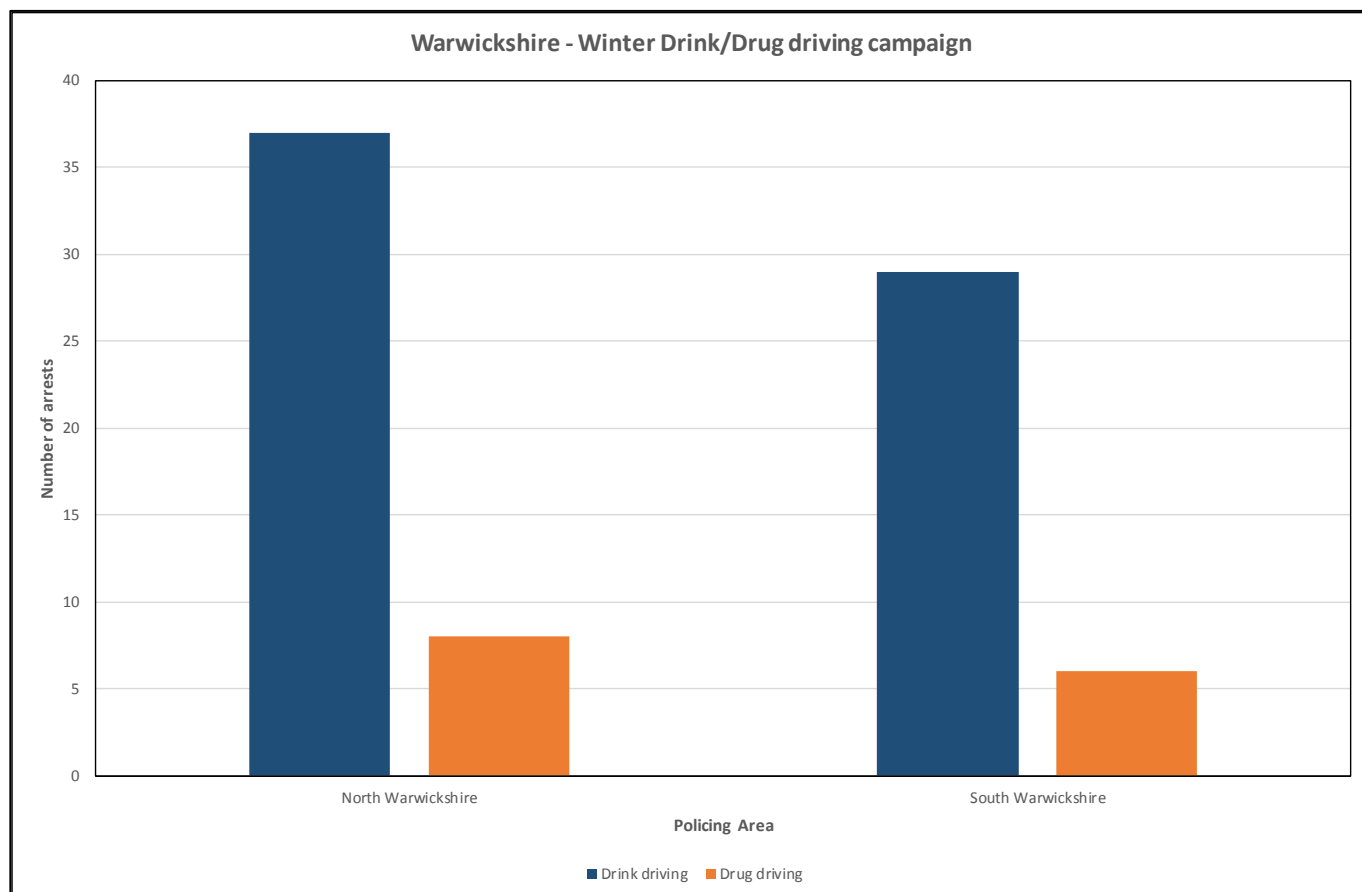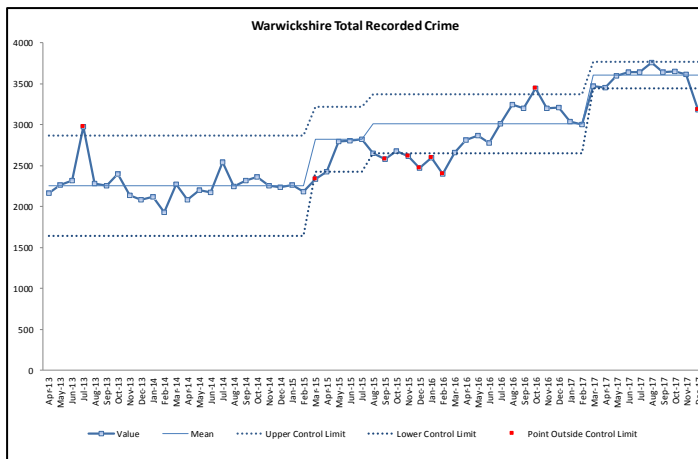
Preventing & Reducing Crime

Total Recorded Crime

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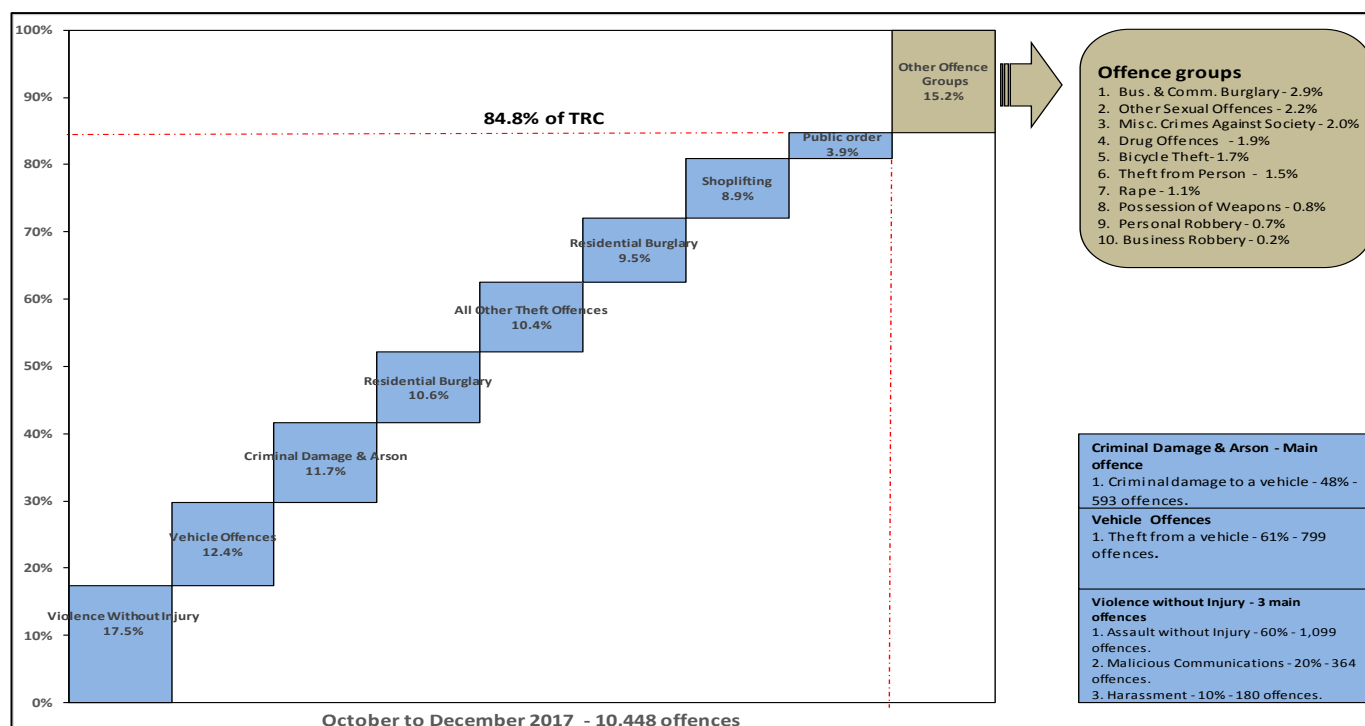- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence

Warwickshire Total Recorded Crime

|	Oct-17	Nov-17	Dec-17
North Warwickshire	2119	2132	1859
South Warwickshire	1531	1483	1324
Warwickshire	**3650**	**3614**	**3183**

10,448 offences were recorded across Warwickshire last quarter. This is a 5% reduction compared to the previous quarter (11,045) and is comparable to the quarter average (10,427). Volumes reflect a fairly seasonal pattern of recorded crime, with the lowest volumes being recorded in the winter months. The marked reduction in December coincides with a short period of cold weather and snow. When data becomes available we will monitor this to determine if this has been seen regionally or nationally

Volumes have increased across North Warwickshire policing area last quarter but reduced across South Warwickshire.

Breakdown of Total Recorded Crime Oct-Dec by proportion

October to December 2017 - 10,448 offences

Offence groups
1. Bus. & Comm. Burglary - 2.9%
2. Other Sexual Offences - 2.2%
3. Misc. Crimes Against Society - 2.0%
4. Drug Offences - 1.9%
5. Bicycle Theft - 1.7%
6. Theft from Person - 1.5%
7. Rape - 1.1%
8. Possession of Weapons - 0.8%
9. Personal Robbery - 0.7%
10. Business Robbery - 0.2%

Criminal Damage & Arson - Main offence
1. Criminal damage to a vehicle - 48% - 593 offences.

Vehicle Offences
1. Theft from a vehicle - 61% - 799 offences.

Violence without Injury - 3 main offences
1. Assault without Injury - 60% - 1,099 offences.
2. Malicious Communications - 20% - 364 offences.
3. Harassment - 10% - 180 offences.

The following chart provides a medium (6 month) projection for total recorded crime offences. At force level, the recorded volumes are below the projection. Recorded volumes usually follow a seasonal pattern and show a reduction in volume over winter months. December has shown a notable reduction in volume which can be attributed to inclement weather (snow).

Total Recorded Crime - Warwickshire - 6 Month Projection

Legend: Offences — Projected Offences (6 months) — Trendline
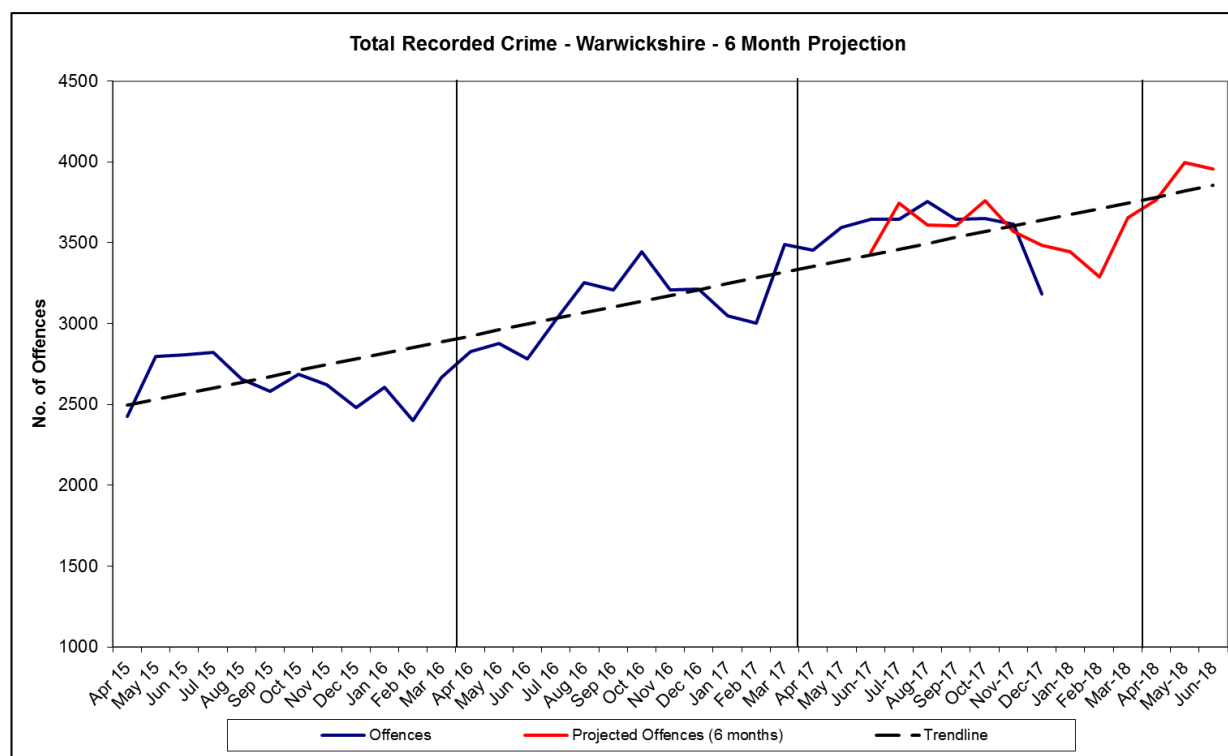
ASI share projection data for key crime types with policing area commanders on a monthly basis. This allows for the continual evaluation of policing plans and their subsequent adjustment to provide the most effective deployment of resources to reduce and prevent crime. Demand for quarter 4 of the performance year will be discussed in more detail at Performance Management Group later in January.

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

	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	1112	1128	11%	2.00	146	121	13%	2.31	341	358	12%	2.68	210	218	10%	2.02	146	157	9%	1.19	269	276	10%	1.92
Violence Without Injury	1819	1869	17%	3.27	175	183	15%	2.77	542	557	19%	4.27	391	373	19%	3.77	285	301	17%	2.33	426	456	16%	3.03
Rape	111	128	1%	0.20	12	15	1%	0.19	24	32	1%	0.19	26	25	1%	0.25	19	22	1%	0.16	30	34	1%	0.21
Other Sexual Offences	229	244	2%	0.41	25	24	2%	0.40	56	69	2%	0.44	34	41	2%	0.33	48	46	3%	0.39	66	65	2%	0.47
Business Robbery	16	16	0%	0.03	4	2	0%	0.06	2	3	0%	0.02	5	2	0%	0.05	1	2	0%	0.01	4	8	0%	0.03
Personal Robbery	80	75	1%	0.14	4	6	0%	0.06	33	26	1%	0.26	16	17	1%	0.15	8	10	0%	0.07	19	17	1%	0.14
Vehicle Offences	1299	1215	12%	2.33	198	166	17%	3.13	358	341	12%	2.82	251	199	12%	2.42	180	197	11%	1.47	312	312	12%	2.22
Theft from Person	160	106	2%	0.29	7	4	1%	0.11	38	25	1%	0.30	30	19	1%	0.29	22	17	1%	0.18	63	41	2%	0.45
Bicycle Theft	182	252	2%	0.33	8	10	1%	0.13	49	57	2%	0.39	38	47	2%	0.37	30	33	2%	0.25	57	105	2%	0.41
Shoplifting	922	929	9%	1.66	55	47	5%	0.87	334	317	11%	2.63	162	174	8%	1.56	129	141	8%	1.05	242	251	9%	1.72
All Other Theft Offences	1081	1124	10%	1.94	163	159	14%	2.58	237	226	8%	1.87	176	181	9%	1.70	243	277	14%	1.99	262	282	10%	1.87
Criminal Damage & Arson	1234	1158	12%	2.22	114	122	10%	1.80	341	337	12%	2.68	240	213	12%	2.31	169	170	10%	1.38	370	316	14%	2.64
Other Crimes Against Society	901	1074	9%	1.62	91	108	8%	1.44	307	331	10%	2.42	185	215	9%	1.78	130	156	8%	1.06	188	263	7%	1.34
Burglary – Business & Community (incl. Res. non-dwelling)	652	572	6%	2.82	88	88	8%	3.41	120	107	4%	2.28	109	106	5%	2.60	142	126	8%	2.73	193	145	7%	3.29
Burglary - Residential (dwelling only)	647	539	6%	2.80	69	63	6%	2.67	146	132	5%	2.77	149	109	7%	3.56	124	108	7%	2.39	159	128	6%	2.71
Total Recorded Crime	10448	10430		18.77	1159	1117		18.33	2928	2917		23.05	2023	1938		19.49	1677	1760		13.71	2661	2698		18.95

Data is based on ONS mid-2016 population estimates

Violence with Injury[6]

Warwickshire Violence with Injury
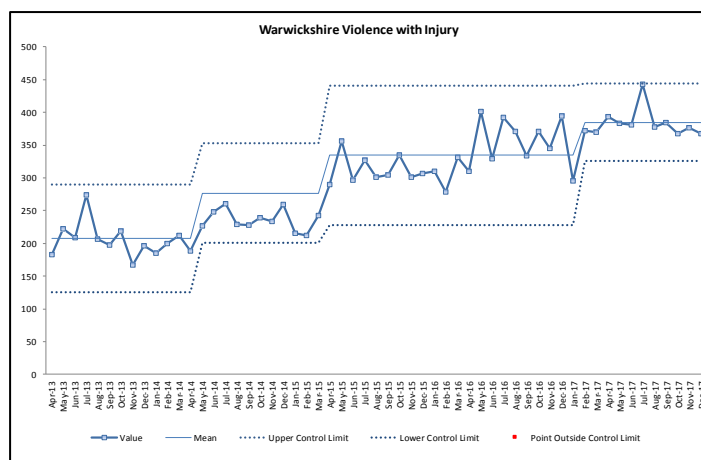
	Oct-17	Nov-17	Dec-17
North Warwickshire	232	248	216
South Warwickshire	135	129	151
Warwickshire	367	377	367

1,111 violence with injury offences were recorded in the last quarter, an 8% reduction on the previous quarter (1,206) and below the quarter average (1,128). Volumes have reduced across both policing areas compared to the previous quarter.

We are not able to accurately comment on the proportion of offences that are domestic abuse or alcohol related due to the issue with recording appropriate keywords as noted earlier in this report.

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.

Violence with Injury- Warwickshire- 6 Month Projection
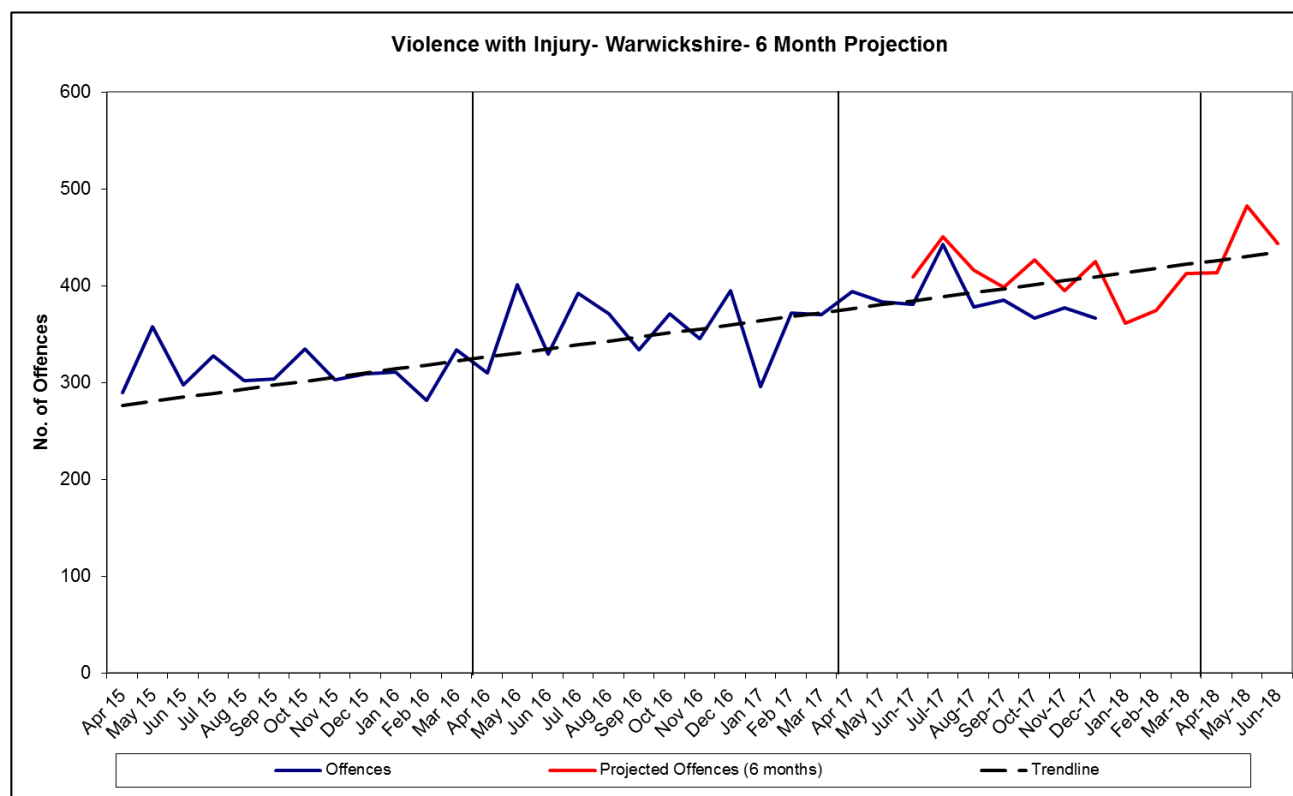
[6]**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Residential Burglary - Dwelling

Signs of Improvement would be:
- ❖ Stable volumes of recorded crime
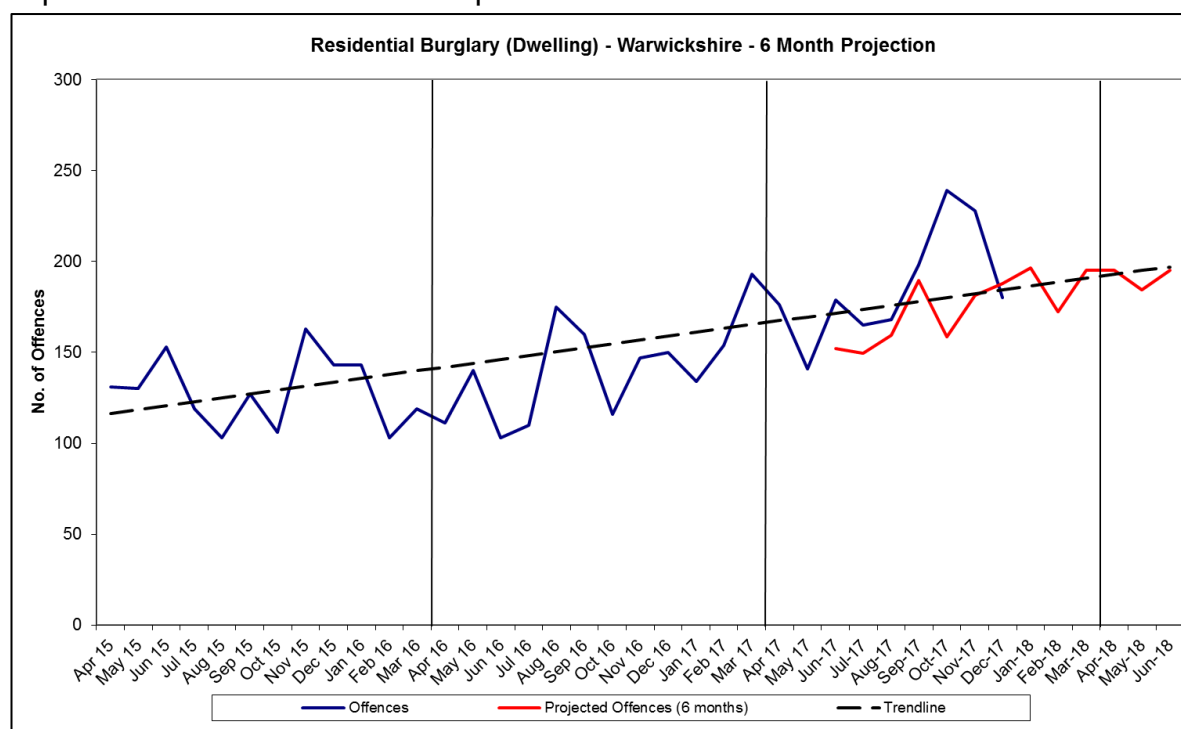- ❖ Trends in line with MSG

Warwickshire Residential Burglary (Dwelling)
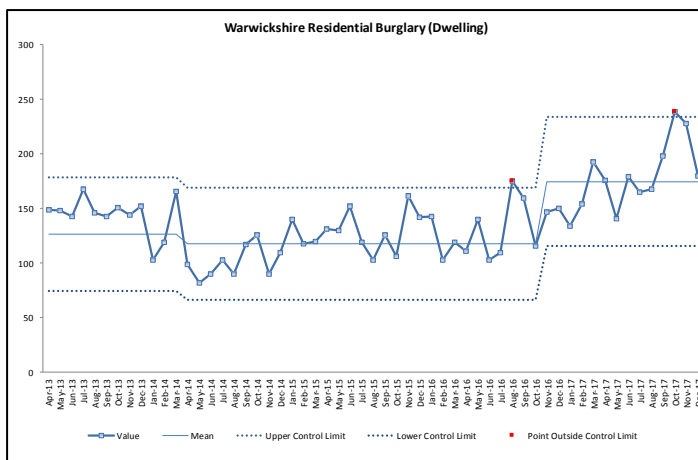
	Oct-17	Nov-17	Dec-17
North Warwickshire	134	128	102
South Warwickshire	105	100	78
Warwickshire	239	228	180

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

647 residential burglary-dwelling offences were recorded in the last quarter, a 22% increase compared to the previous quarter (531) and above the quarter average (539).

Volumes have increased across both policing areas this quarter compared to last quarter. Exceptional volumes were recorded in South Warwickshire in October, however volumes have now returned to expected levels.

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

Residential Burglary (Dwelling) - Warwickshire - 6 Month Projection

Business & Community Burglary

Signs of Improvement would be:
❖ Stable volumes of recorded crime
❖ Trends in line with MSG

Warwickshire Business & Community Burglary
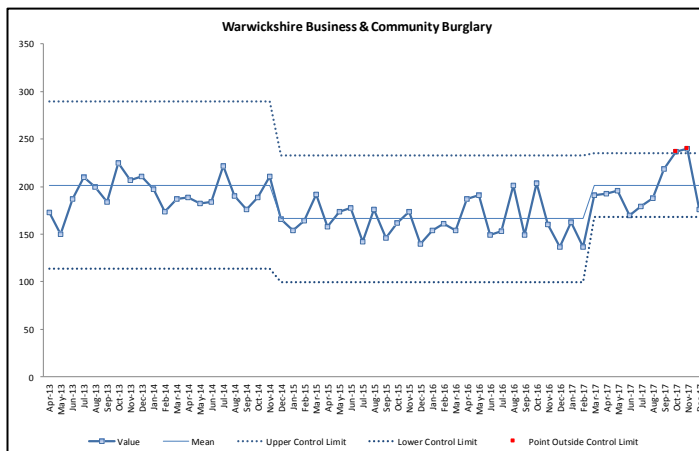
	Oct-17	Nov-17	Dec-17
North Warwickshire	118	111	89
South Warwickshire	119	129	87
Warwickshire	237	240	176

653 business & community burglary (incl. residential non-dwelling) offences were recorded in the last quarter, an 11% increase compared to the previous quarter (586) and above the quarter average (554).

Volumes have increased across both policing areas this quarter compared to last quarter. Recorded offences were notably high in South Warwickshire in October and November, however volumes have returned to expected levels in December.

The following chart provides a medium (6 month) projection for business & community burglary (incl. residential non-dwelling) offences. At force level, the projection indicates a small decrease in the volume of offences in the next few months.
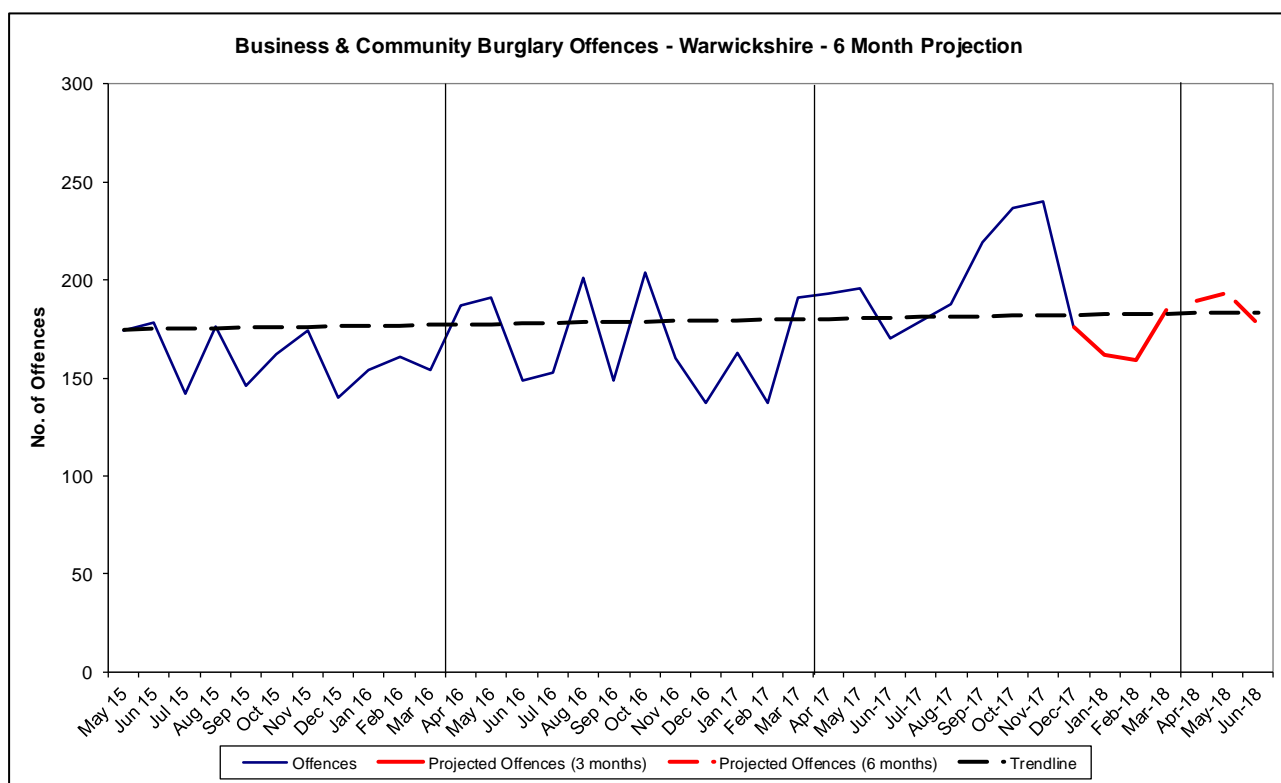

Business & Community Burglary Offences - Warwickshire - 6 Month Projection

Robbery

Warwickshire Robbery
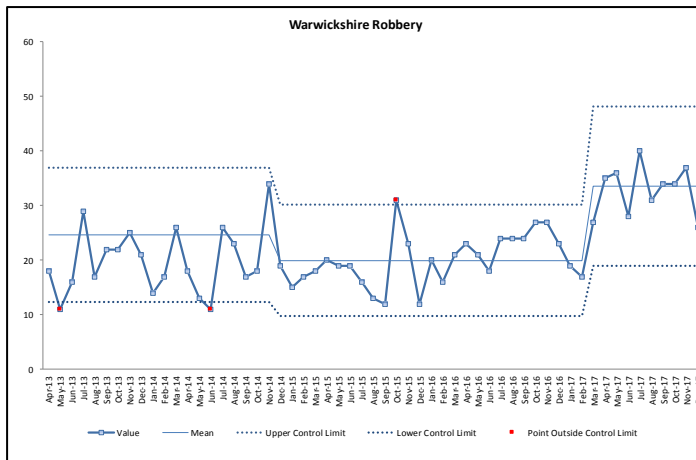
	Oct-17	Nov-17	Dec-17
North Warwickshire	21	26	18
South Warwickshire	13	11	8
Warwickshire	34	37	26

97 offences were recorded in the last quarter. An 8% reduction compared to the previous quarter (105) and in line with the quarter average (97). The decrease in volumes has been driven largely by a 20% reduction in South Warwickshire (32) when compared with the previous month (40). Following 8 consecutive months of above average recording across Warwickshire the monthly average increased in October (from 20 to 33 offences).

Warwickshire Personal Robbery
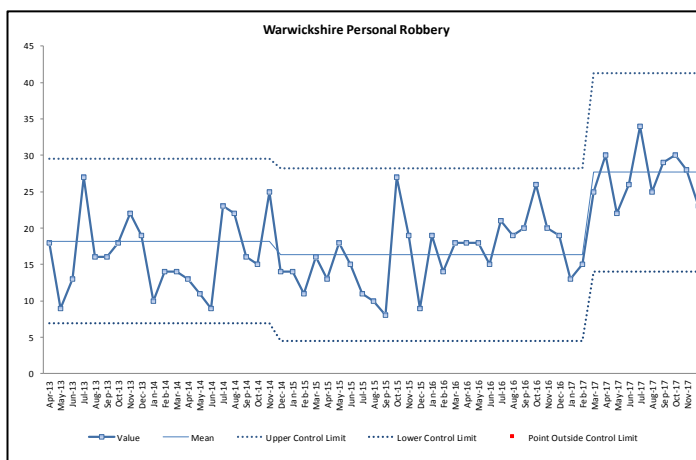
Following 8 consecutive months of above average recording across Warwickshire the personal robbery monthly average increased in October (from 17 to 27 offences).
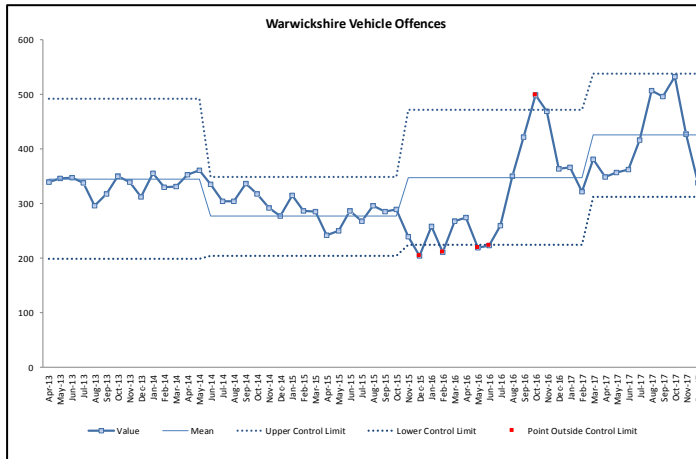

Robbery breakdown
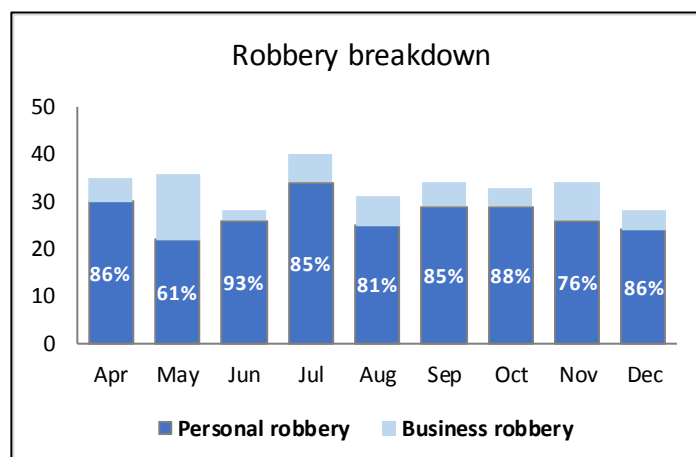
In November there was a higher proportion of business robbery (24%) compared to recent months..

Vehicle Crime

Warwickshire Vehicle Offences

	Oct-17	Nov-17	Dec-17
North Warwickshire	333	262	212
South Warwickshire	200	166	126
Warwickshire	**533**	**428**	**338**

1,299 vehicle offences were recorded in the last quarter, a 9% reduction compared to the previous quarter (1,421) but above the quarter average (1,215). Exceptional volumes were recorded in North Warwickshire in October, however they have now returned to expected levels.
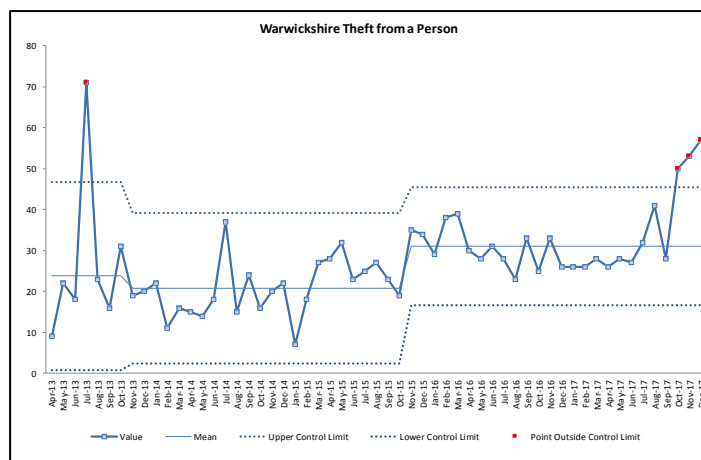
The following chart provides a medium (6 month) projection for vehicle offences. At force level, volumes are projected to remain fairly steady in the next quarter.


Vehicle Offences - Warwickshire - 6 Month Projection
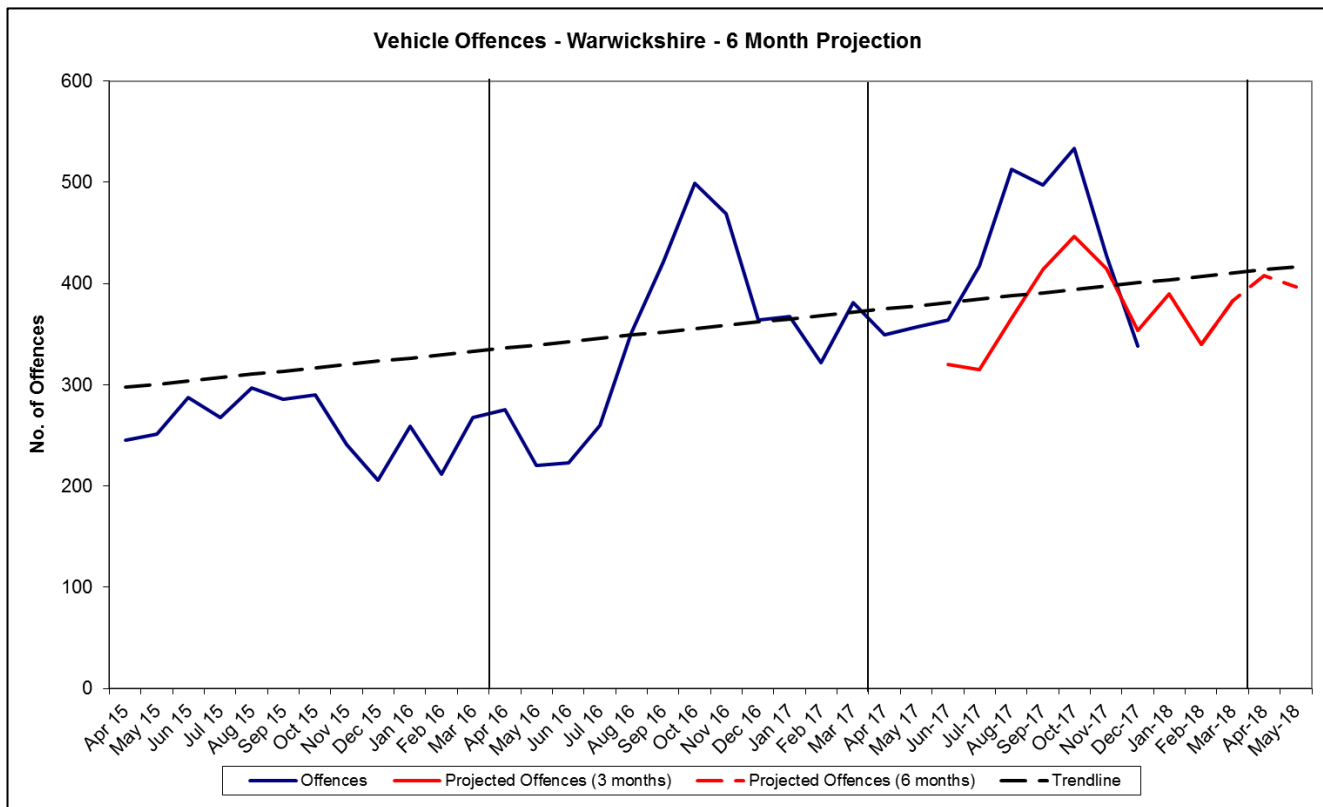
Theft from Person

Signs of Improvement would be:
❖ Stable volumes of recorded crime

	Oct-17	Nov-17	Dec-17
North Warwickshire	21	27	27
South Warwickshire	29	26	30
Warwickshire	50	53	57

160 theft from a person offences were recorded in the last quarter, an increase of 37% on the previous quarter (117) and above the quarter average (125). Exceptional volumes were recorded in every month last quarter across Warwickshire.
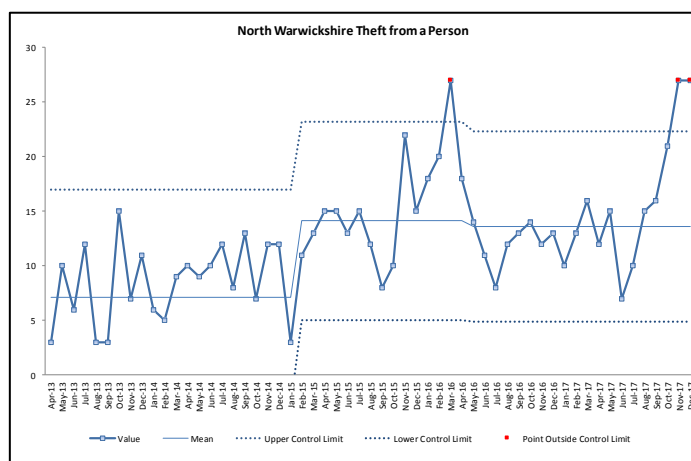
75 offences were recorded in the last quarter, an 83% increase compared with the previous quarter and 79% above the quarterly average. Exceptional volumes were recorded in both November and December.
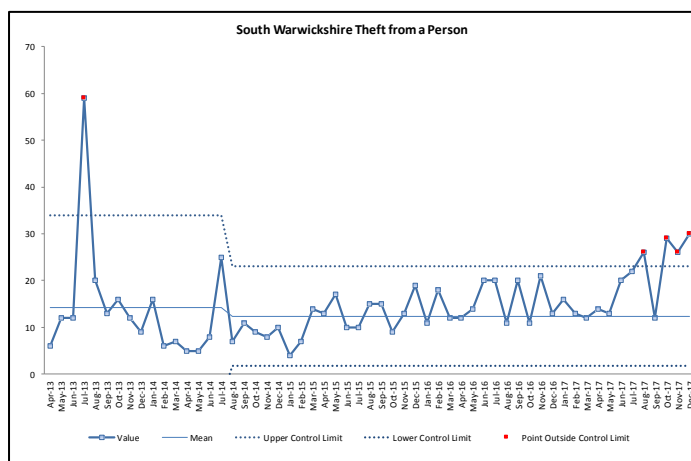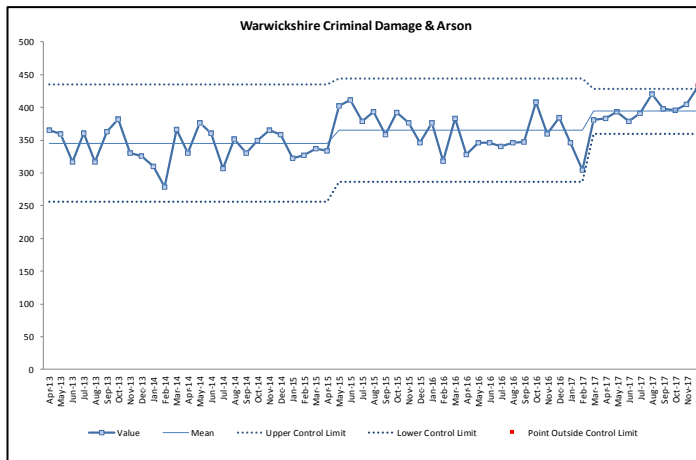

85 offences were recorded in the last quarter, a 42% increase compared with the previous quarter and significantly above the quarterly average. Exceptional volumes were recorded across each of the previous 3 months.

There appears to be some correlation with increases in this category and decreases in other linked categories. A specific report has been commissioned to better understand these trends moving forwards.

Criminal damage

Warwickshire Criminal Damage & Arson

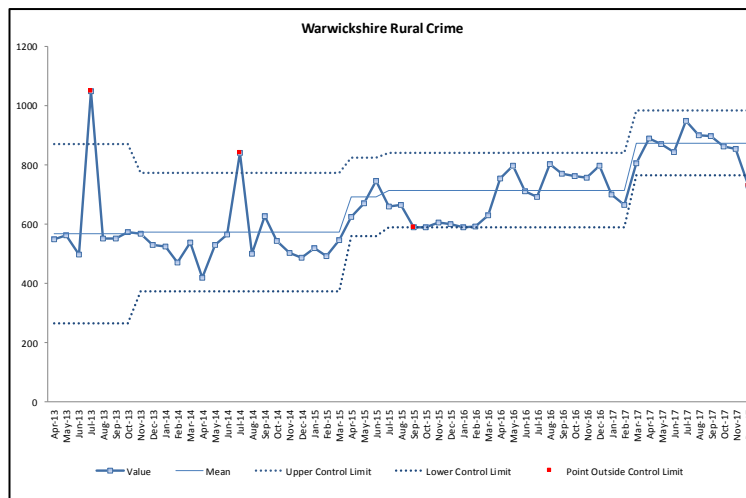|	Oct-17	Nov-17	Dec-17
North Warwickshire	221	219	255
South Warwickshire	175	186	178
Warwickshire	396	405	433

1,234 criminal damage offences were recorded in the last quarter, an increase of 2% on the previous quarter (1,210) and above the quarter average (1,158).

Following 8 months of above average volumes, the monthly average increased in October from 364 to 394 offences. Exceptional volumes above this revised average were recorded in December. This was a result of increased volumes in North Warwickshire, driven principally by an increase in criminal damage to a vehicle offences.

Rural Crime

Signs of Improvement would be:
❖ Stable volumes of recorded crime

	Oct-17	Nov-17	Dec-17
North Warwickshire	445	416	356
South Warwickshire	419	438	375
Warwickshire	**864**	**854**	**731**

Rural crime offences are a subset of total recorded crime and are identified by their geographical location[7].

2,449 offences were recorded across Warwickshire last quarter. This is an 11% reduction on the previous quarter (2,749) and is lower than the quarter average (2,495). Reduced volumes were seen across both policing areas.

Following 8 consecutive months of above average recording across Warwickshire, the monthly average increased in October (from 715 to 875 offences per month).

An exceptional reduction in volume was recorded in South Warwickshire last month compared to the previous month.

The lower volumes seen over the past few months reflect seasonal trends of decreased reporting in the autumn and winter and the impact of inclement weather in December.

The main offence types prevalent in this quarter are; business & community (incl. residential non-dwelling) burglary (11%), theft from a vehicle (10%) and other theft (10%).

We are currently investigating alternative approaches to identifying rural crime to better understand the specific impact on the rural community.

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

Cyber/ On-line Crime

Signs of Improvement would be:
❖ Increased reporting, reflecting greater victim confidence
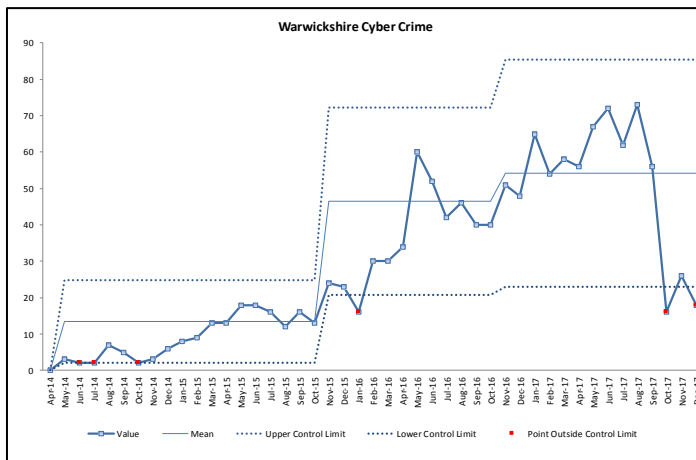
|	Oct-17	Nov-17	Dec-17
North Warwickshire	12	20	14
South Warwickshire	4	6	4
Warwickshire	16	26	18

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.

60 offences were flagged as cyber/online crime this quarter with reduced volumes seen in both policing areas.

As with other instances of the application of markers or keywords, we anticipate that the significant decrease in the number of identified cyber offences is due to the limited use of the appropriate keywords in ATHENA. The use of the cyber crime markers/keywords has decreased by approximately 69% when comparing Jul – Sep and Oct – Dec.

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.
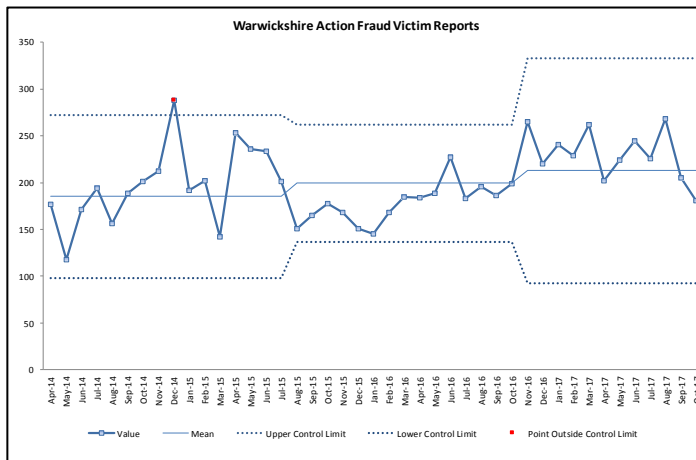
181 Action Fraud victim reports (which exclude company referrals) were recorded in October 2017[8]. This is a reduction compared to September 2017 (203) and is below the monthly average (213).
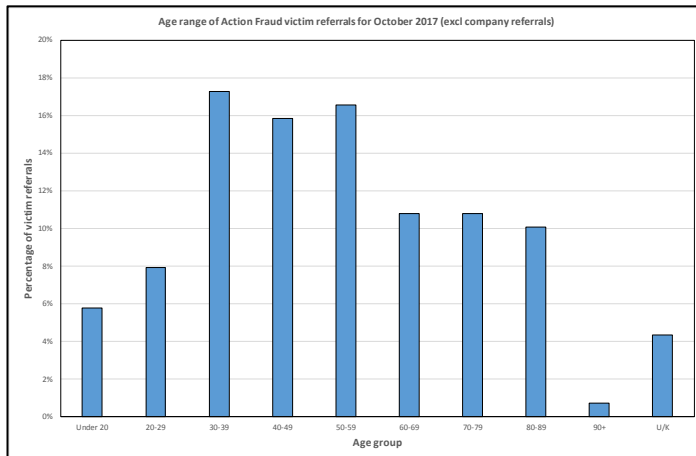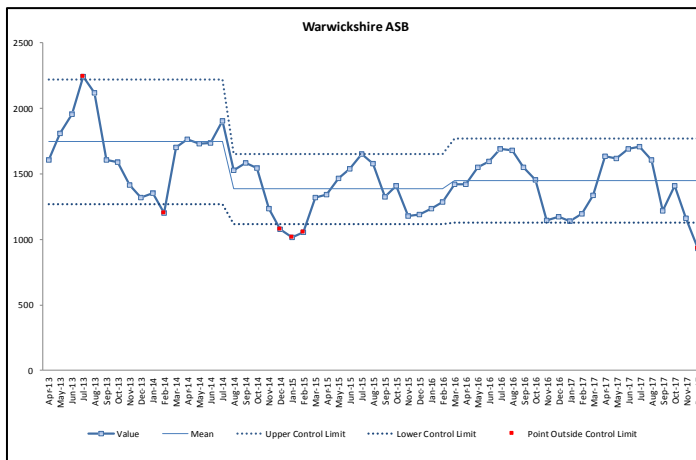

Half of all Action Fraud victims were aged 30-59 in October 2017.

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[8] Data is only available to October 2017 due to the delay in receiving and processing the data from Action Fraud.

Anti-Social Behaviour

Warwickshire ASB

	Oct-17	Nov-17	Dec-17
North Warwickshire	838	671	521
South Warwickshire	570	490	412
Warwickshire	1408	1161	933

3,502 ASB incidents were recorded in the last quarter, a 23% reduction compared to the previous quarter (4,533) and above the quarter average (4,241).

Volume reductions were seen across both policing areas.

ASB is following the expected seasonal trend, with recorded incidents at their highest during the late spring/summer months and 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.

Anti Social Behaviour incidents by Category in Warwickshire
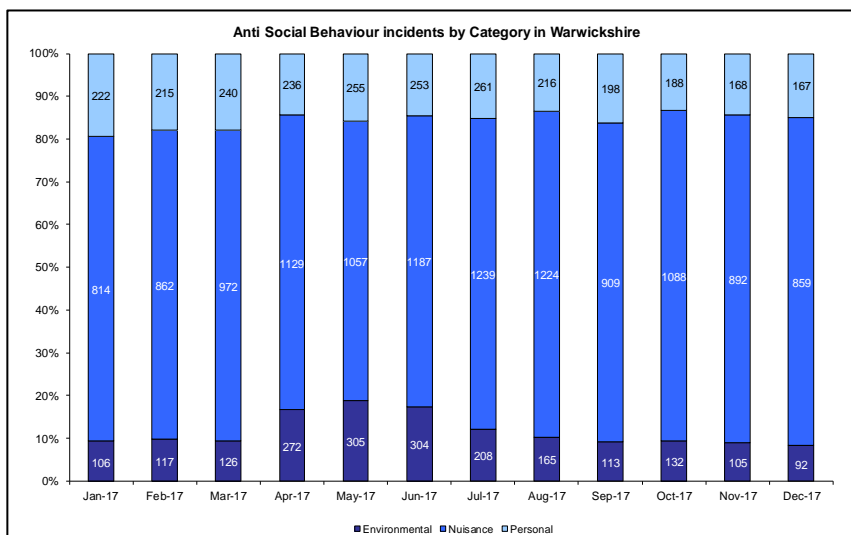
In the last quarter, 76% of all ASB incidents were nuisance, 14% personal and 9% environmental, comparable to the previous quarter.

523 'personal' ASB incidents were recorded last quarter, a 21% reduction compared to the previous quarter (675) and below the quarter average (655). A specific report has been commissioned to better understand what is driving this decrease in personal ASB.

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

ASB - Warwickshire - 6 Month Projection
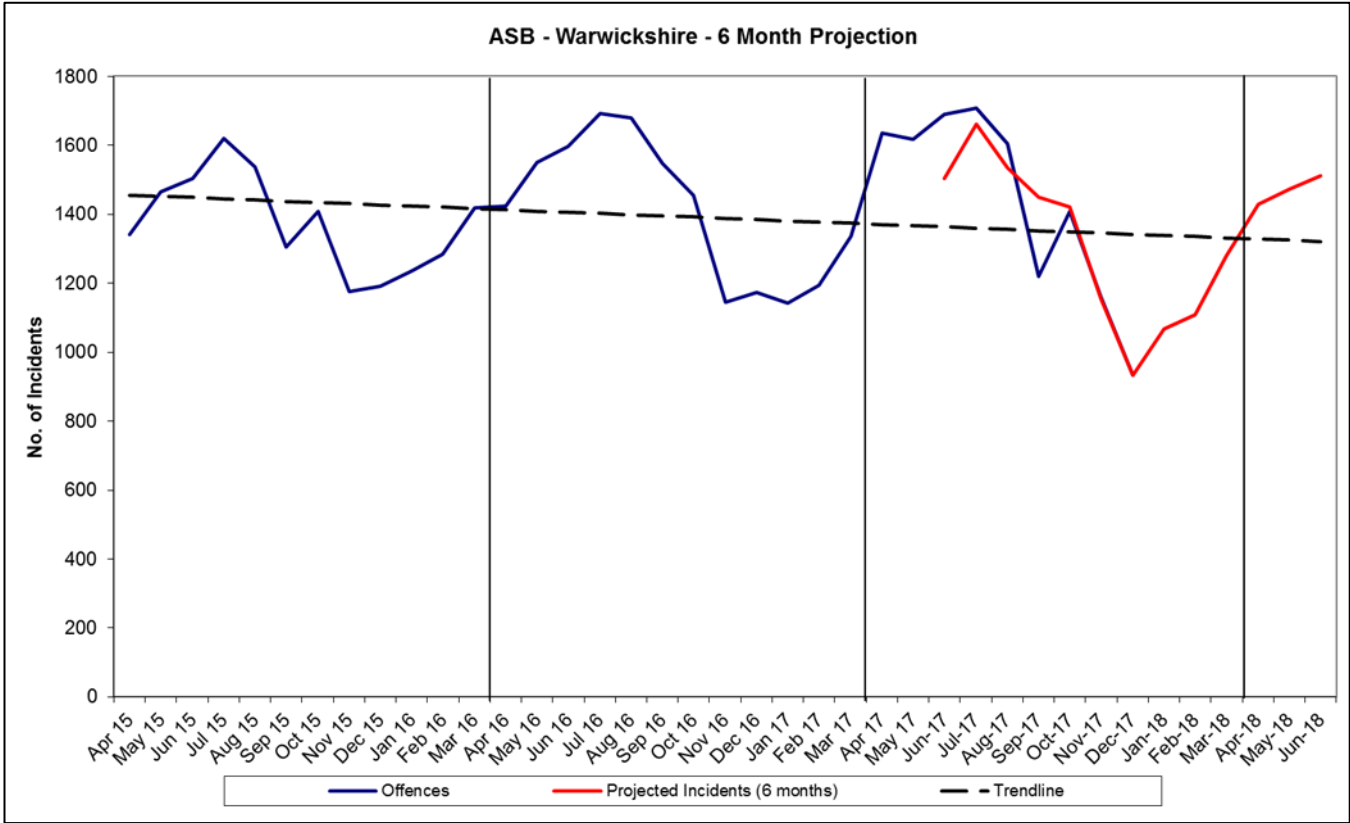
Ensuring Efficient & Effective Policing

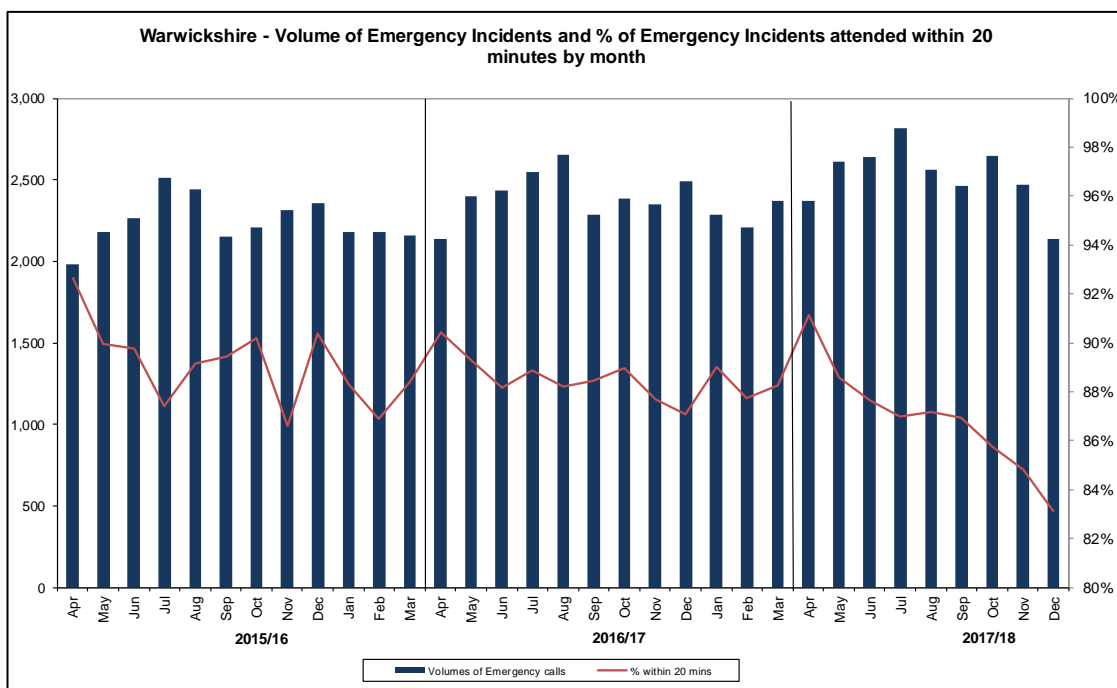## Response Times to Emergency Incidents

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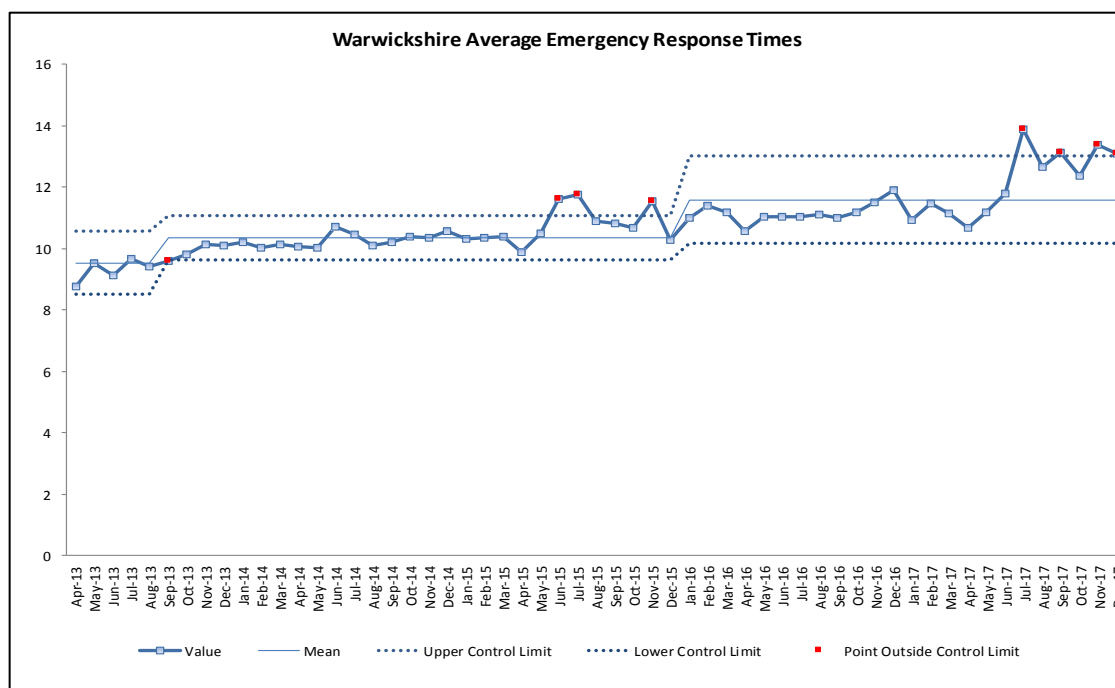
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

7,254 emergency incidents were recorded in the last quarter, a 7% reduction compared to the previous. The proportion of incidents attended within 20 minutes continues on a downward trend and is now at 83%.

Warwickshire - Volume of Emergency Incidents and % of Emergency Incidents attended within 20 minutes by month

The current average response time for emergency incidents is 13 mins 06 seconds this is a small decrease compared to the previous month (13 mins 22 seconds) but significantly above the monthly average (11mins 42 seconds).

This is the 7th consecutive month that the average emergency response time has remained above the monthly average. If this trend continues next month the average emergency response time monthly average will increase.

Warwickshire Average Emergency Response Times

Legend: Value — Mean — Upper Control Limit — Lower Control Limit — Point Outside Control Limit

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

A new operational policing framework will be introduced from April 2018 which will better align resources to demand. It is anticipated that this will drive improvements in response times.

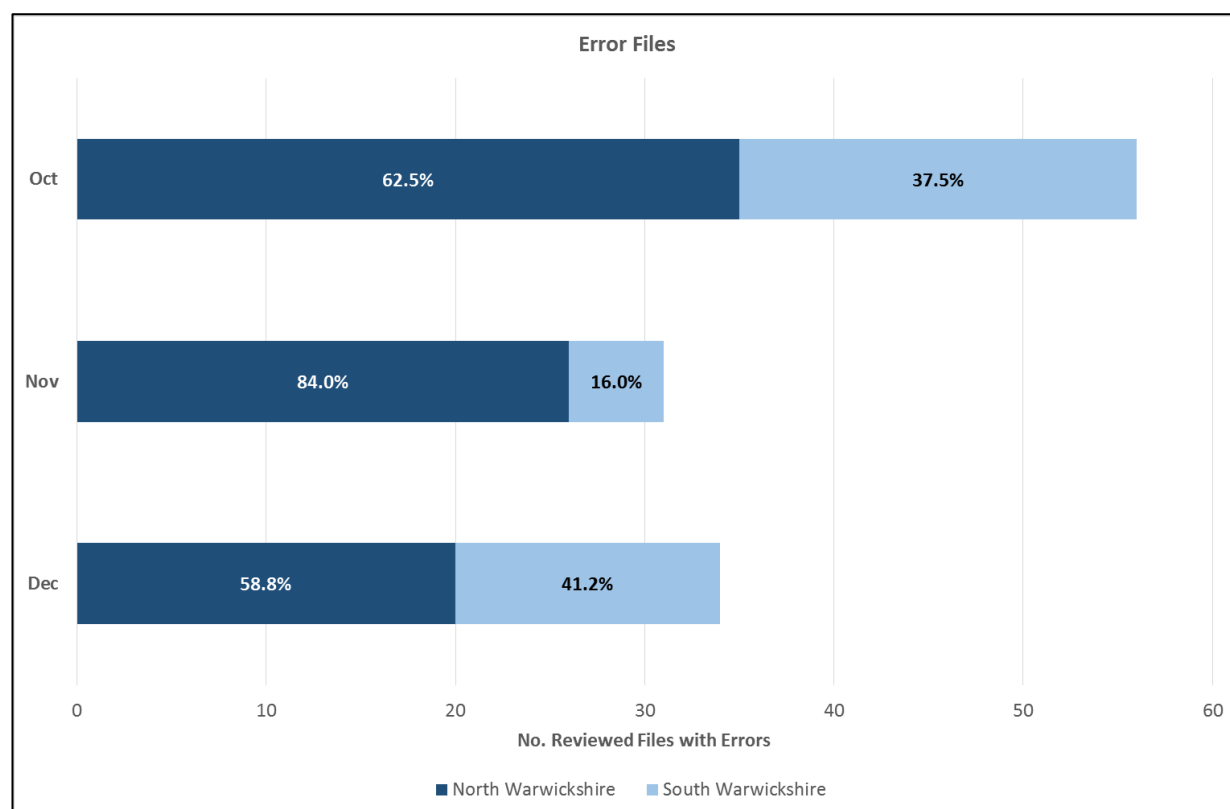# Criminal Justice – File Quality

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 will provided in quarterly performance reports going forward, with further details made available to Chief Officers and policing area command teams through other dedicated reports.
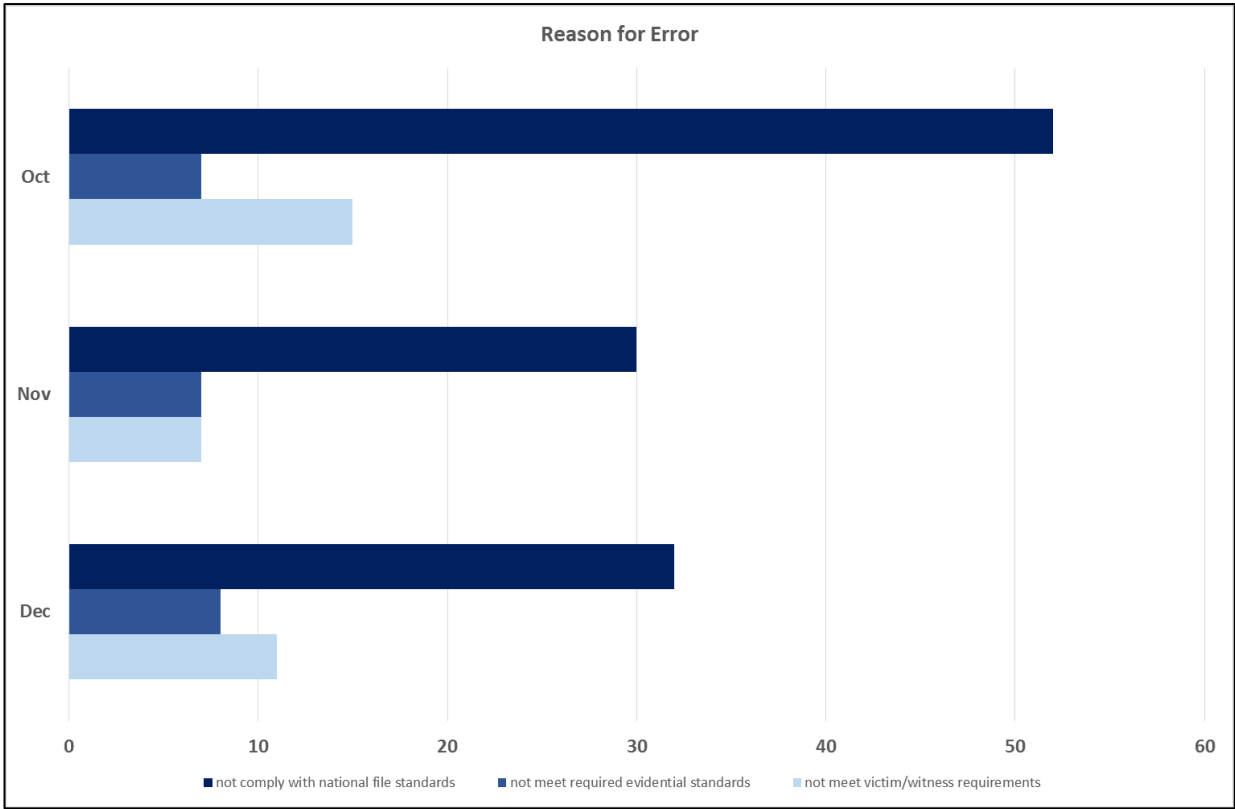
Case File Quality Assessment (CFQA)

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 considered by CPS to have errors. Although it would appear that the overall volume of error files has reduced (from 56 in October to 34 in December), CPS have not yet disclosed the total number of files that were assessed and therefore we cannot comment on the overall proportion of files that have errors.

Error Files

Month	North Warwickshire	South Warwickshire
Oct	62.5%	37.5%
Nov	84.0%	16.0%
Dec	58.8%	41.2%

No. Reviewed Files with Errors

■ North Warwickshire ■ South Warwickshire

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

The following chart shows the non-compliance issues by policing area for December. Poor quality or missing witness statements is the most common error, followed by missing or poor quality visual evidence (CCTV , BWV etc).
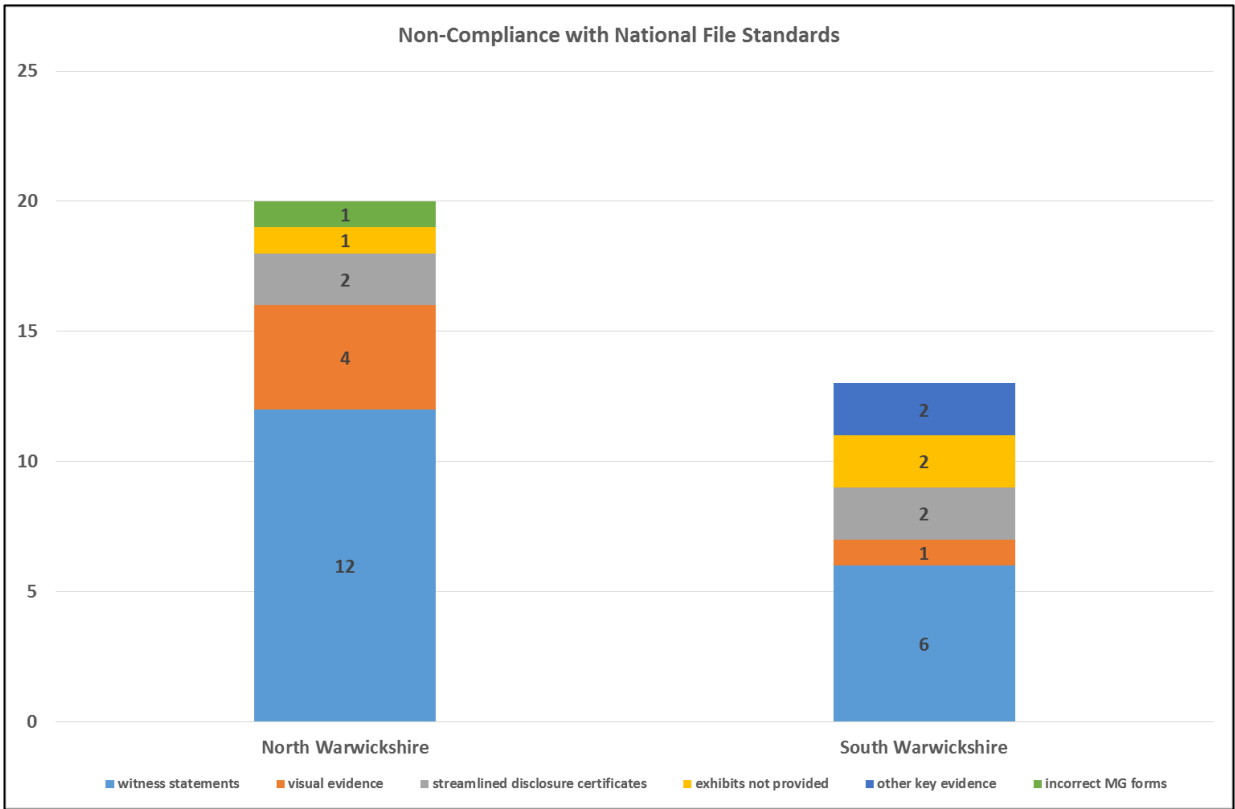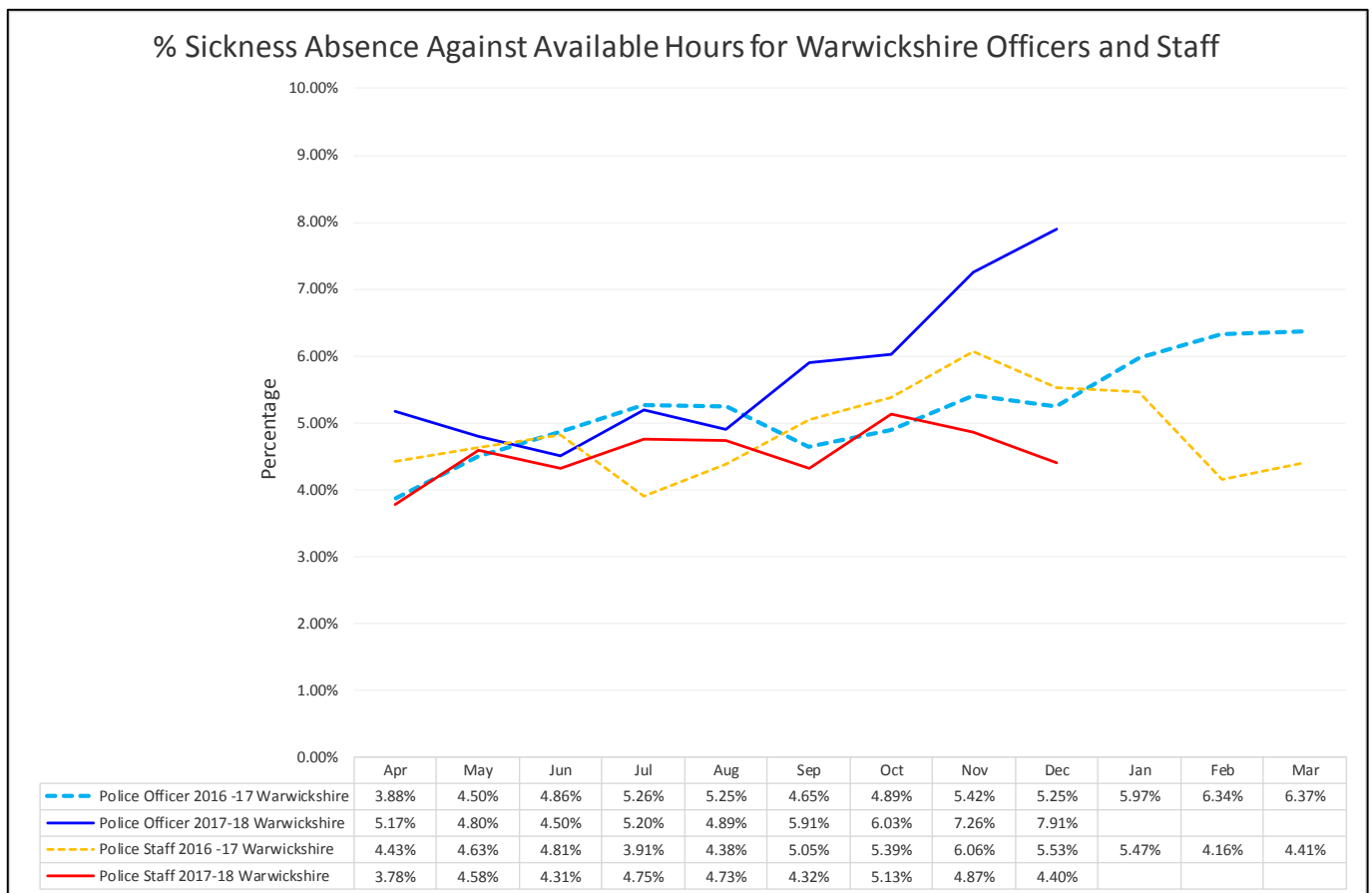
Sickness

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.

For officers, the average percentage of hours lost to sickness in December was 7.91%, which is an increase from 7.26% in November. For staff, the hours lost in December was 4.40% which is a decrease from 4.87% in November.

During the last quarter, sickness absence levels for Officers, across the alliance, have increased month on month. Staff absence levels have decreased throughout the last quarter.

% Sickness Absence Against Available Hours for Warwickshire Officers and Staff

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Police Officer 2016 -17 Warwickshire	3.88%	4.50%	4.86%	5.26%	5.25%	4.65%	4.89%	5.42%	5.25%	5.97%	6.34%	6.37%
Police Officer 2017-18 Warwickshire	5.17%	4.80%	4.50%	5.20%	4.89%	5.91%	6.03%	7.26%	7.91%			
Police Staff 2016 -17 Warwickshire	4.43%	4.63%	4.81%	3.91%	4.38%	5.05%	5.39%	6.06%	5.53%	5.47%	4.16%	4.41%
Police Staff 2017-18 Warwickshire	3.78%	4.58%	4.31%	4.75%	4.73%	4.32%	5.13%	4.87%	4.40%			

Health & Wellbeing Board

The Health & Wellbeing Board is held quarterly and is chaired, on behalf of both Forces, by Chief Constable Martin Jelley. The next Health and Wellbeing Board meeting is scheduled for January 2018. Richard Elkin oversees a number of absence monitoring and scrutiny groups to ensure appropriate interventions are being progressed within departments.
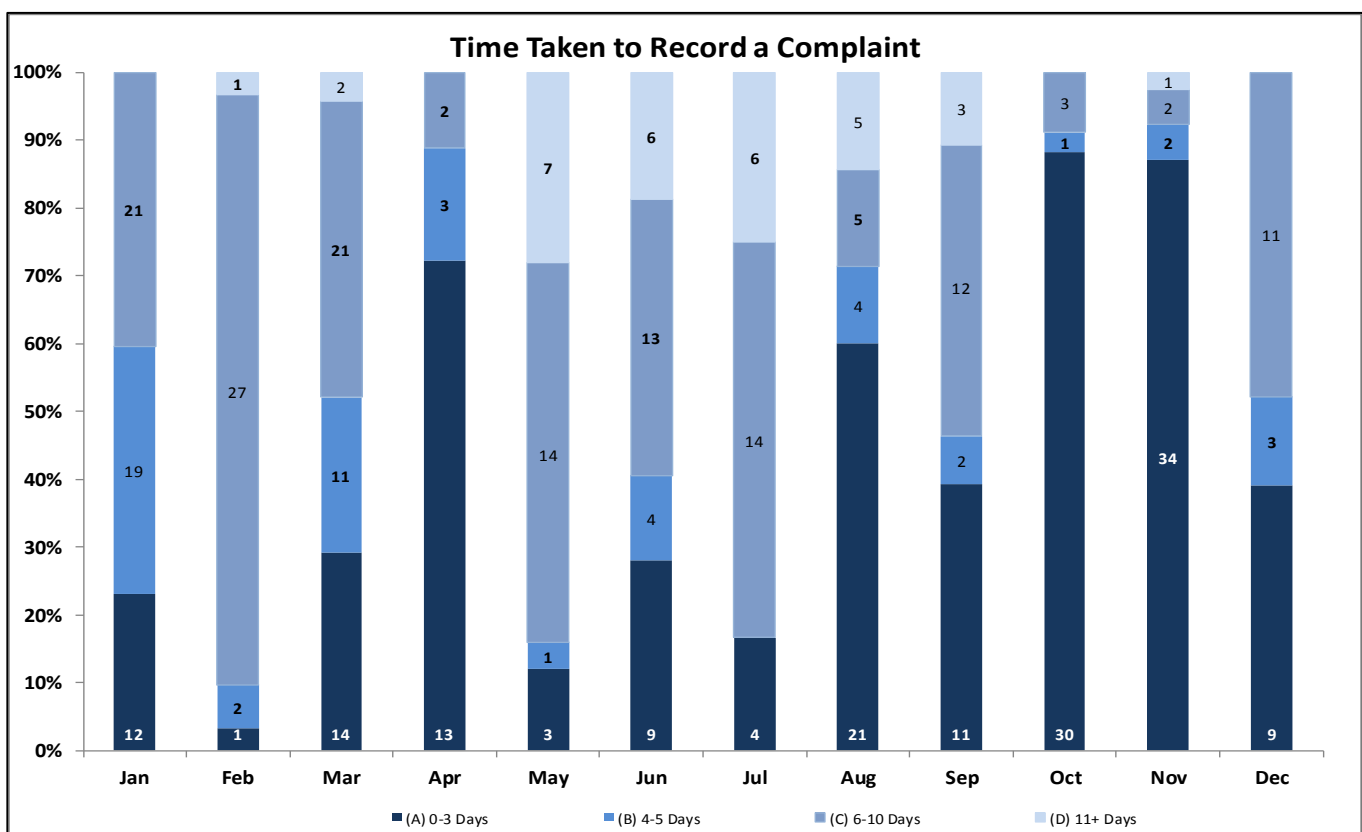
Complaints

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 January 2017 to December 2017.
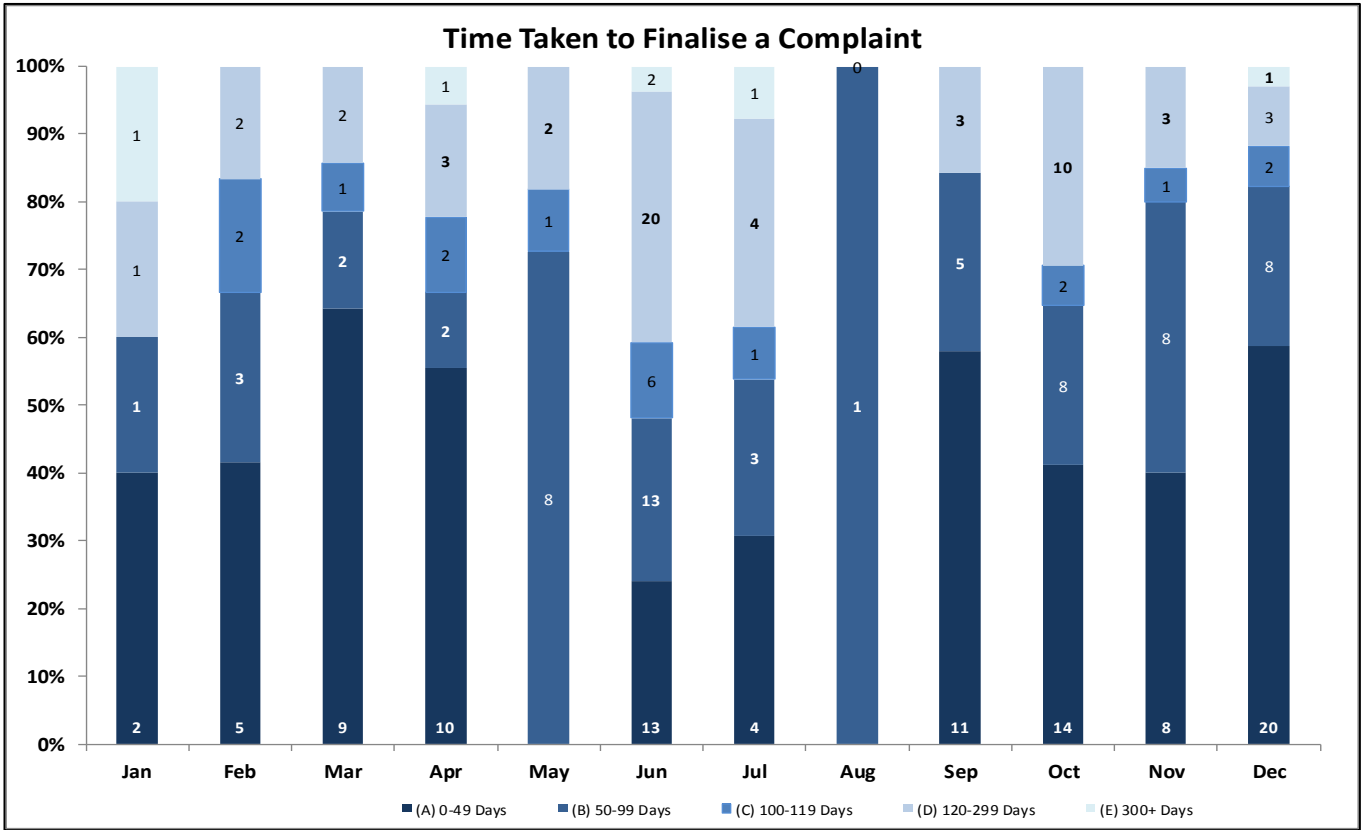
Timeliness to Record & Finalise
Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. Over the quarter 76% of complaints were recorded in 3 days, below this 80% aspiration. However 82% of complaints were recorded within the 10 day national target.

Time Taken to Record a Complaint

Month	(A) 0-3 Days	(B) 4-5 Days	(C) 6-10 Days	(D) 11+ Days
Jan	12	19	21	
Feb	1	2	27	1
Mar	14	11	21	2
Apr	13	3	2	
May	3	1	14	7
Jun	9	4	13	6
Jul	4		14	6
Aug	21	4	5	5
Sep	11	2	12	3
Oct	30	1		3
Nov	34	2	2	1
Dec	9	3	11	

The command team are aware of the fall in performance in December and are actively addressing the issue. A number of challenges are being worked through including additional training and staff realignment. Performance is expected to see improvements in the coming month

The second national target is to finalise cases within 120 days. In the last quarter 81% of cases were finalised in 120 days, an increase compared to the previous quarter (76%).

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

Call Handling

Calls on the 999 system

18,196 calls on the 999 system were received last quarter, a reduction compared to the previous quarter (18,487). The percentage of abandoned 999 calls last quarter (0.6%) improved compared to the previous month (1.4%).

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 has been better or in line with the projected position. The goal is for OCC performance to remain better than then projection data.

Warwickshire 999 Volume and % Abandon
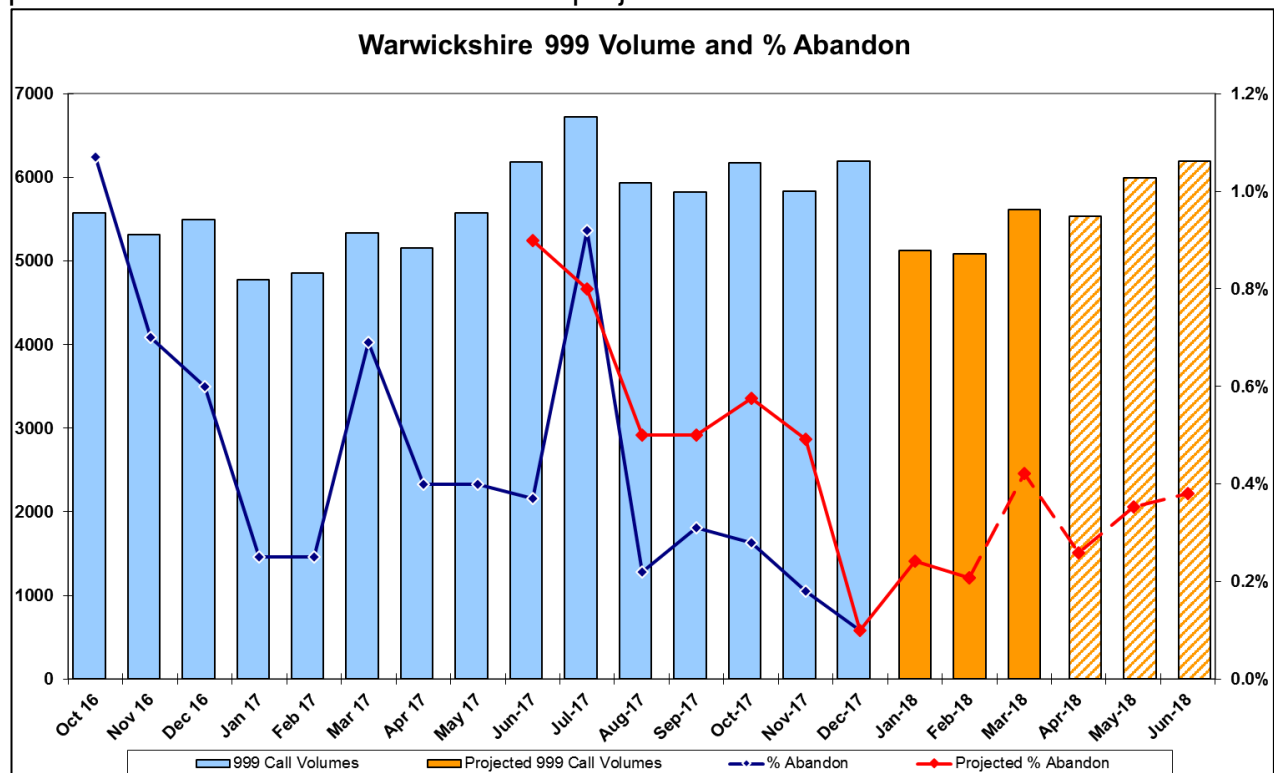
The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter. Performance exceeded the projected level in November. Again, the goal is for OCC performance to be better than then projection data.

Warwickshire 999 Calls % Answered within Expected Levels
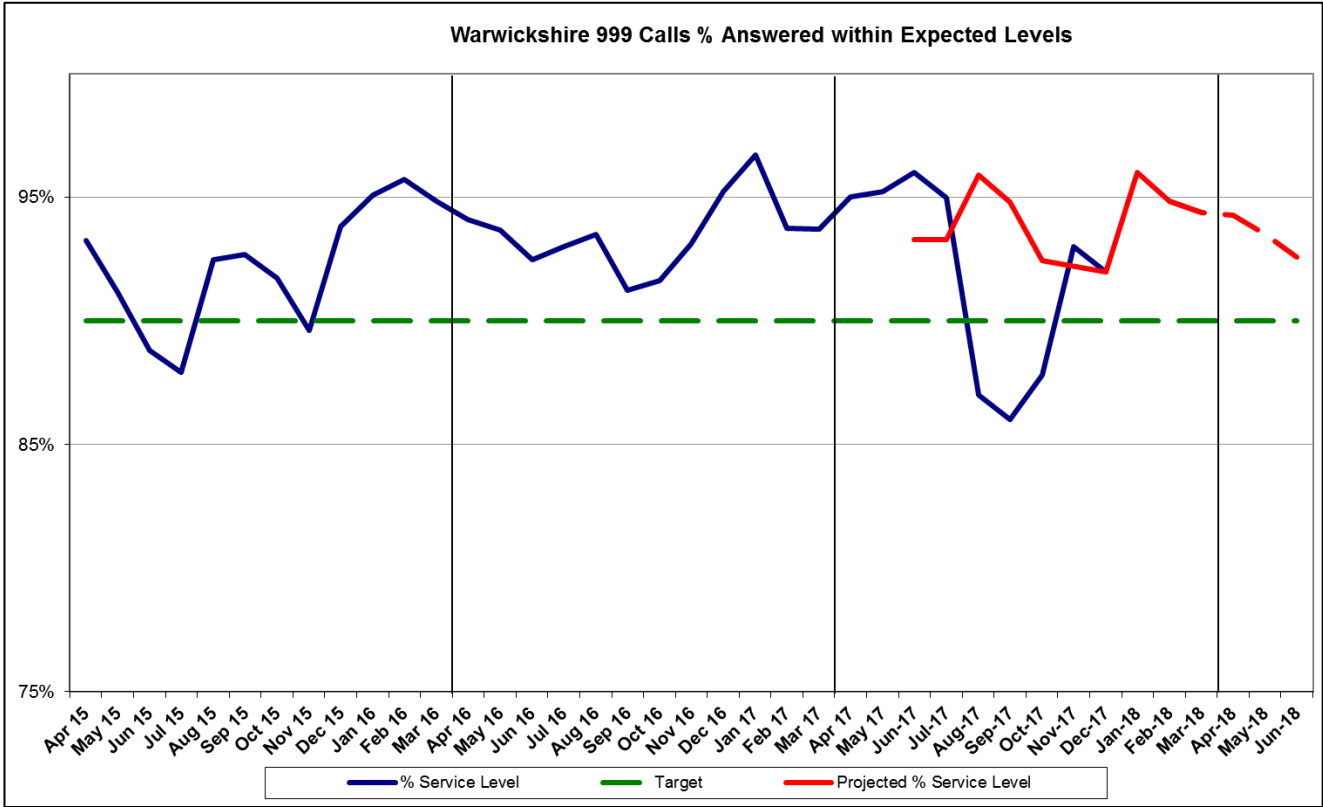
Non-Emergency Calls

53,605 non-emergency calls were received last quarter - a reduction compared to the previous quarter (58,734). There has been an improvement in the non-emergency calls abandoned rate last quarter (6%) compared to the previous quarter (10%).

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.

Warwickshire Non-Emergency Volume and % Abandon
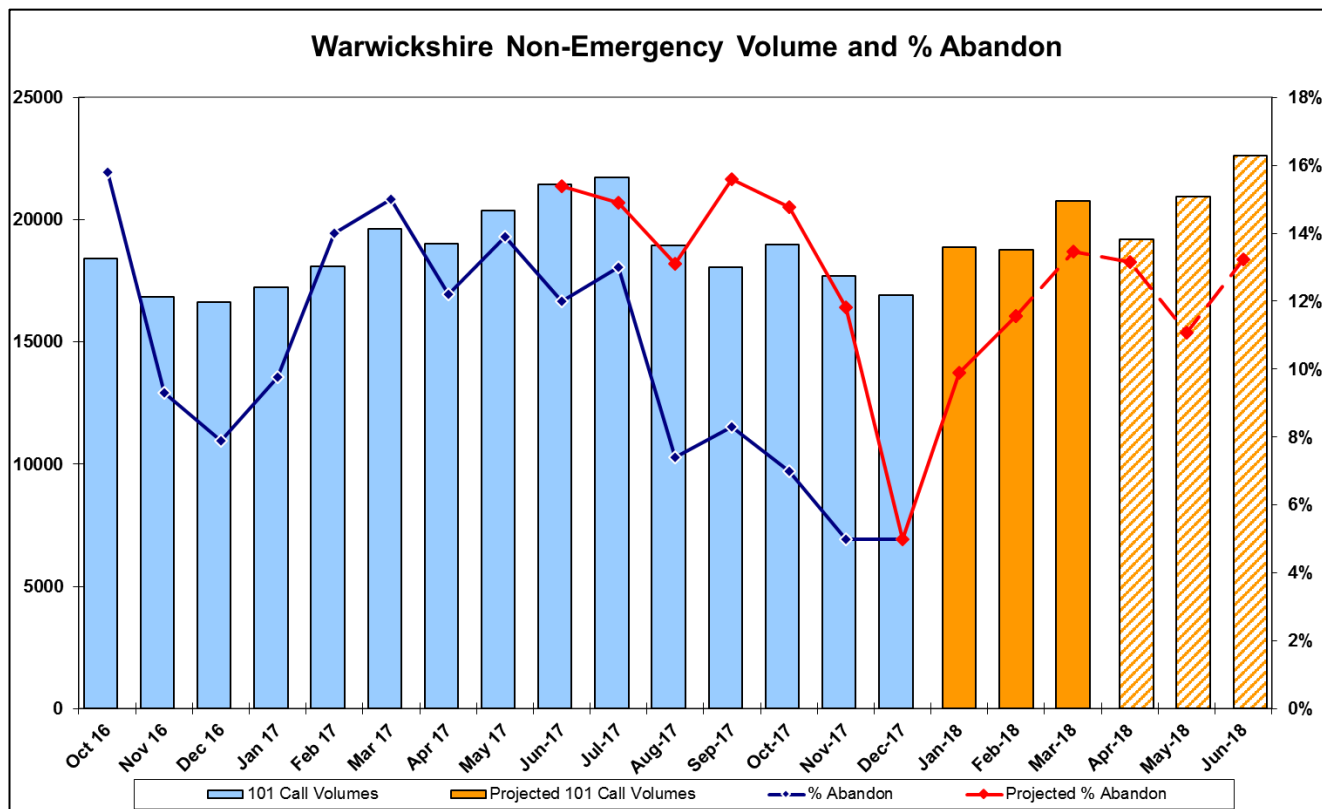
The % of calls answered in 30 seconds increased for the last quarter compared to the previous quarter and exceeded the 80% target in November and December. Performance remains above projected levels and the goal is to maintain this trend.

Warwickshire Non Emergency Calls % Answered within Expected Levels
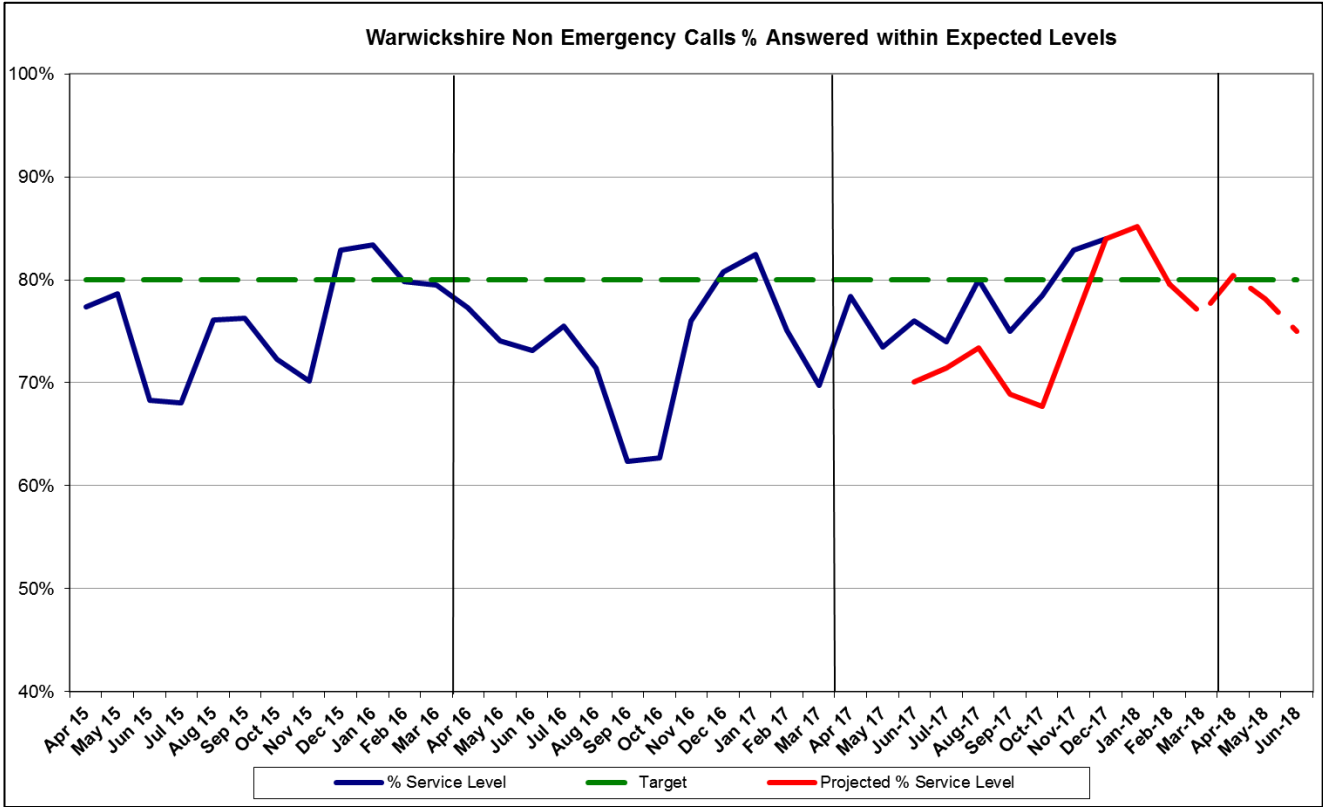
OCC performance is monitored and actively managed on a weekly basis to ensure appropriate resources are in place to manage demand.
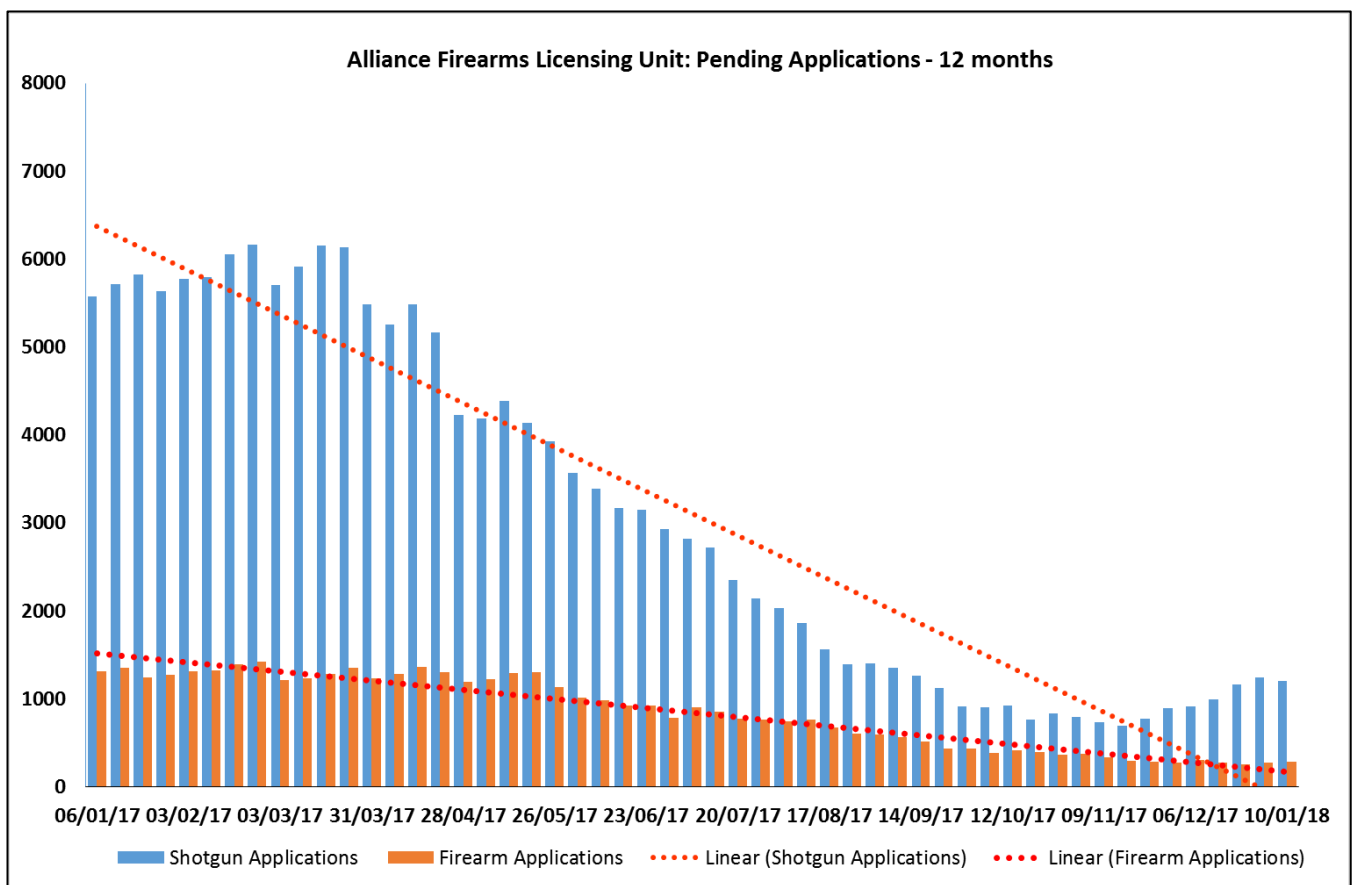
Firearms Licensing

- ❖ Timeliness in processing applications and renewal certificates

Performance within the Firearms Licensing Unit (FLU) is focused on maintaining a stable position in terms of pending applications. This includes applications for both grant and renewal of shotgun and firearm certificates. The Unit receives approximately 1,000 applications each month.

The chart below indicates how the volume of pending applications (particularly in terms of shotgun applications) has been brought to manageable levels during 2017. Having 1,000 pending applications will be considered as business as usual going forward.

Alliance Firearms Licensing Unit: Pending Applications - 12 months

Work has also begun to address the long term issue of the 5 year license renewal cycle, with an aim to level out this demand. The Firearms Licensing IAG will be helping to promote the early renewal scheme and an article will feature in the British Association of Shooting and Conservation (BASC) magazine.