Warwickshire POLICE

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Police and Crime Commissioner
for Warwickshire

WARWICKSHIRE POLICE AND CRIME PLAN
2016 – 2021

Performance Summary

January - March 2018

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	Comparable to previous period and 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	Reduction in the volume of repeat victims	'Repeats' data shared with IVM co-ordinator and SPOCs	7
Protecting People from Harm				
Hate Crime	Month & quarter	Decrease on previous quarter. Satisfaction – Decrease compared to previous quarter	Subject to discussion at PMG	9
Missing Persons Reports	Quarter unless exceptional	Decrease in missing person reports compared to previous quarter		11
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter	Volumes in expected range	13
Sexual Offences – Other	Month & quarter	Comparable to previous quarter	Volumes in expected range	14
Domestic Abuse	Quarter unless exceptional	Decrease on previous month.	Outcomes to be discussed at PMG	15
Child at Risk / CSE	Month & quarter	CaR - decrease on previous month CSE - increase on previous month	Application of keywords in ATHENA has affected volumes	17
Road Traffic Casualties	Quarter unless exceptional	9 road deaths in the last quarter		19
Preventing & Reducing Crime				
Total Recorded Crime	Month & quarter	Decrease on previous quarter	Year-end volumes 12% above 2016/17	20
Violence with Injury	Quarter unless exceptional	Decrease on previous quarter	Decreases across both policing areas.	27
Residential Burglary-Dwelling	Quarter unless exceptional	Decrease on previous quarter	Volumes in expected range	29
Robbery	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	30
Criminal damage	Additional	Decrease on previous quarter	Exceptional low volumes in February & March	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	Increase on previous month	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	Exceptional low volumes in January & February however ASB is following the expected seasonal trend.	35
Ensuring Efficient and Effective Policing				
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in emergency incidents compared to the previous quarter.	Increase in the average emergency response time in the last quarter.	37
Criminal Justice – File Quality	Quarter report	Errors with non-compliance with national file standards		39
Sickness	Month & quarter	Increase in Officer sickness rate; increase in Staff sickness rate compared to previous quarter	Health & Wellbeing activity ongoing	41
Complaints	Quarter report	Recording complaints below target.	Command team addressing issues	42
Call Handling	Month & quarter	Abandon rates better than projection		44
Firearms Licensing	Additional	Pending applications maintained at manageable levels		48

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.

Putting victims and survivors first

Protecting people from harm

Ensuring efficient and effective policing

Preventing and reducing crime

Warwickshire POLICE · West Mercia POLICE

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

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.

Intelligence requirement represents what we need to know more about

Alliance Performance Framework
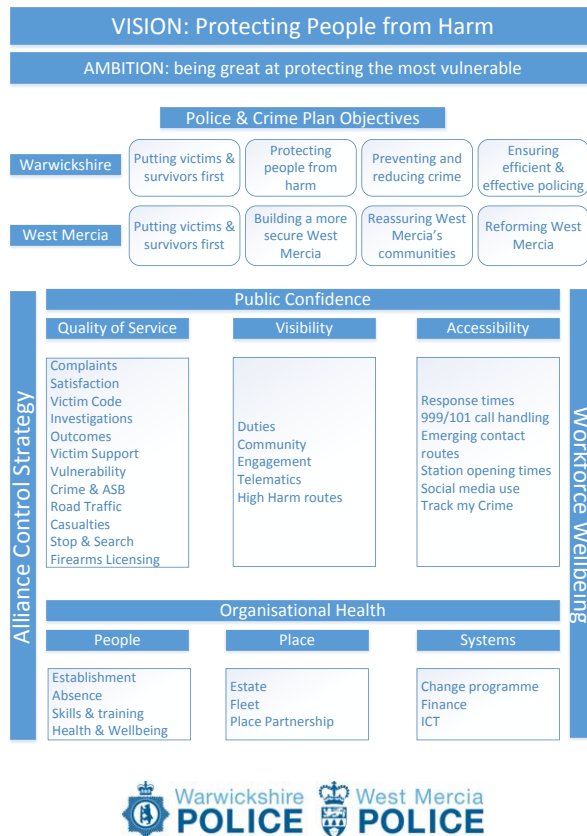
The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers 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

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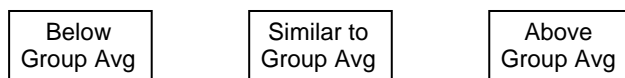
2. Any recent change in the relative position of the force within the group

Improved ranking	No change	Worsened ranking

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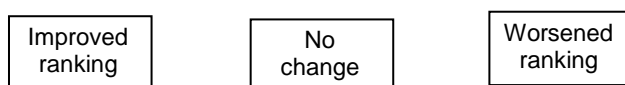
[1] Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wiltshire

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 September 2017.

The force has seen a long term improvement in confidence levels felt by local communities. Latest data shows a stable position, with almost 8 in every 10 (80%) people having confidence in the police in their local area. Performance remains above the national average.

Against the Most Similar Group[2] (MSG) of peer forces, Warwickshire is currently ranked 4th of the 8 forces, an improvement from 6th in the previous reporting period. The force's ranking against all forces has risen to 18th (Sep-17) from 20th (Jun-17) of 42 forces.

Warwickshire - Public Confidence in the Police
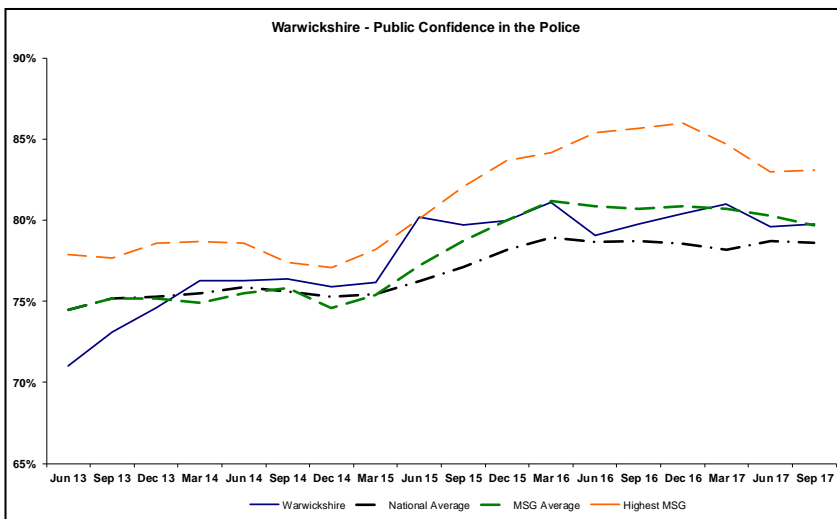
|	Jun-17		Sep-17	
	%	Rank	%	Rank
Warwickshire	79.6%	6	79.8%	4
MSG Average	80.3%		79.7%	

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.

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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
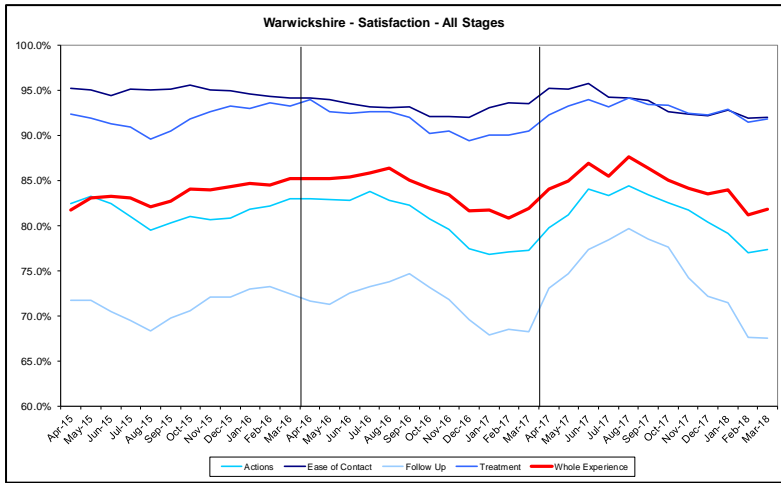
	Jan-18	Feb-18	Mar-18
North Warwickshire	83.0%	80.3%	79.7%
South Warwickshire	85.3%	82.4%	84.7%
Warwickshire	**84.0%**	**81.2%**	**81.9%**

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 (82% Jan-Mar 18, compared to 84% Oct-Dec 17 - rolling 6 months). Performance decreased across both policing areas and decreased across each measured stage of satisfaction with a 6% decrease in satisfaction with follow up.

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
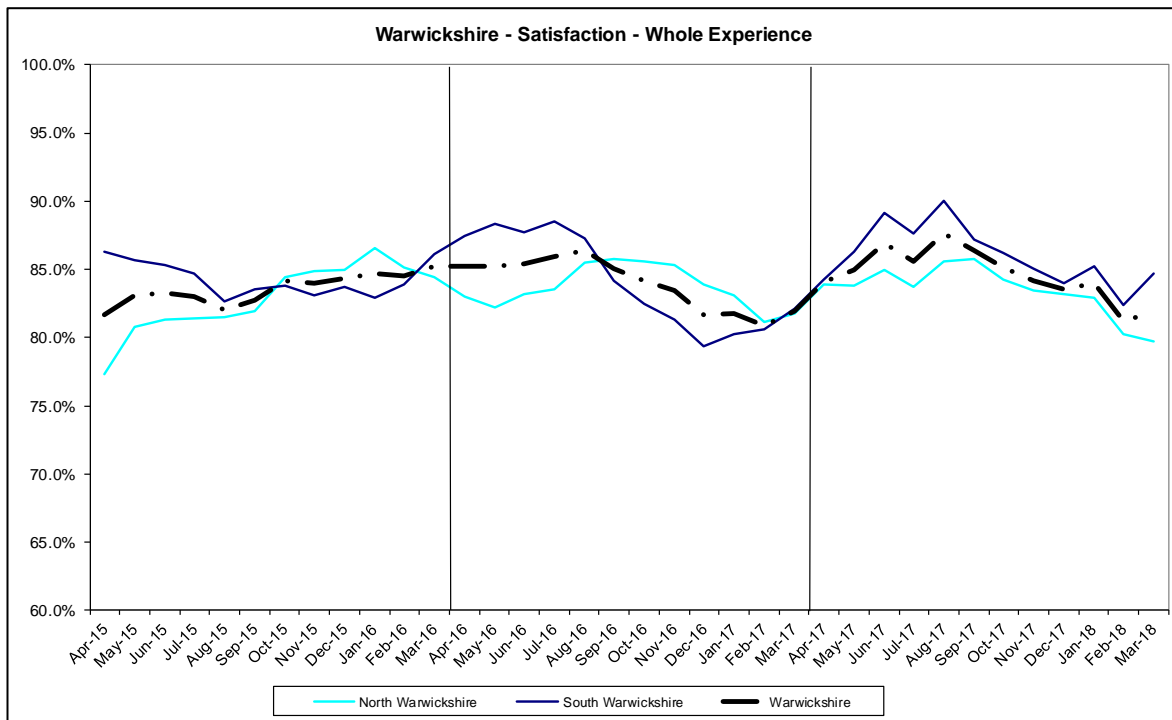
Domestic Abuse

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.

Warwickshire - Satisfaction - Domestic Abuse Rolling 12 Months
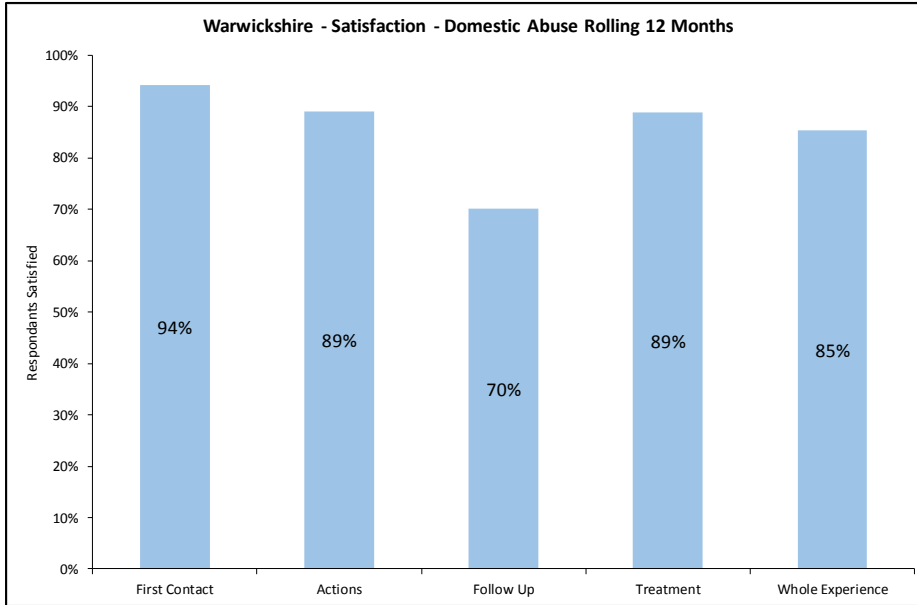
	Respondents	Satisfied
First Contact	241	227
Actions	266	237
Follow Up	261	183
Treatment	304	270
Whole Experience	302	258

Warwickshire - Satisfaction - Domestic Abuse Opinion-Based Questions
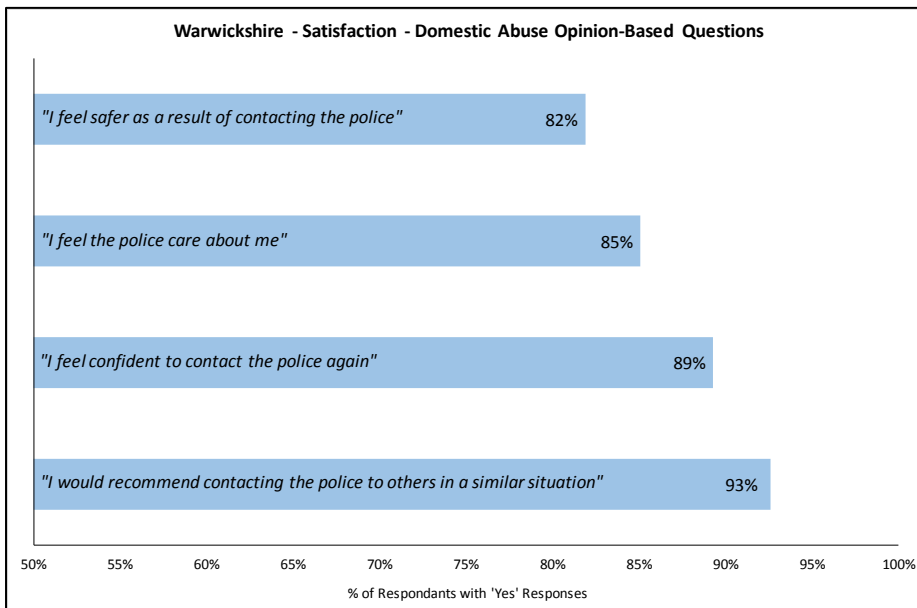
	Respondants	YES' Response
"I feel safer as a result of contacting the police"	271	222
"I feel the police care about me"	288	245
"I feel confident to contact the police again"	290	259
"I would recommend contacting the police to others in a similar situation"	285	264

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.
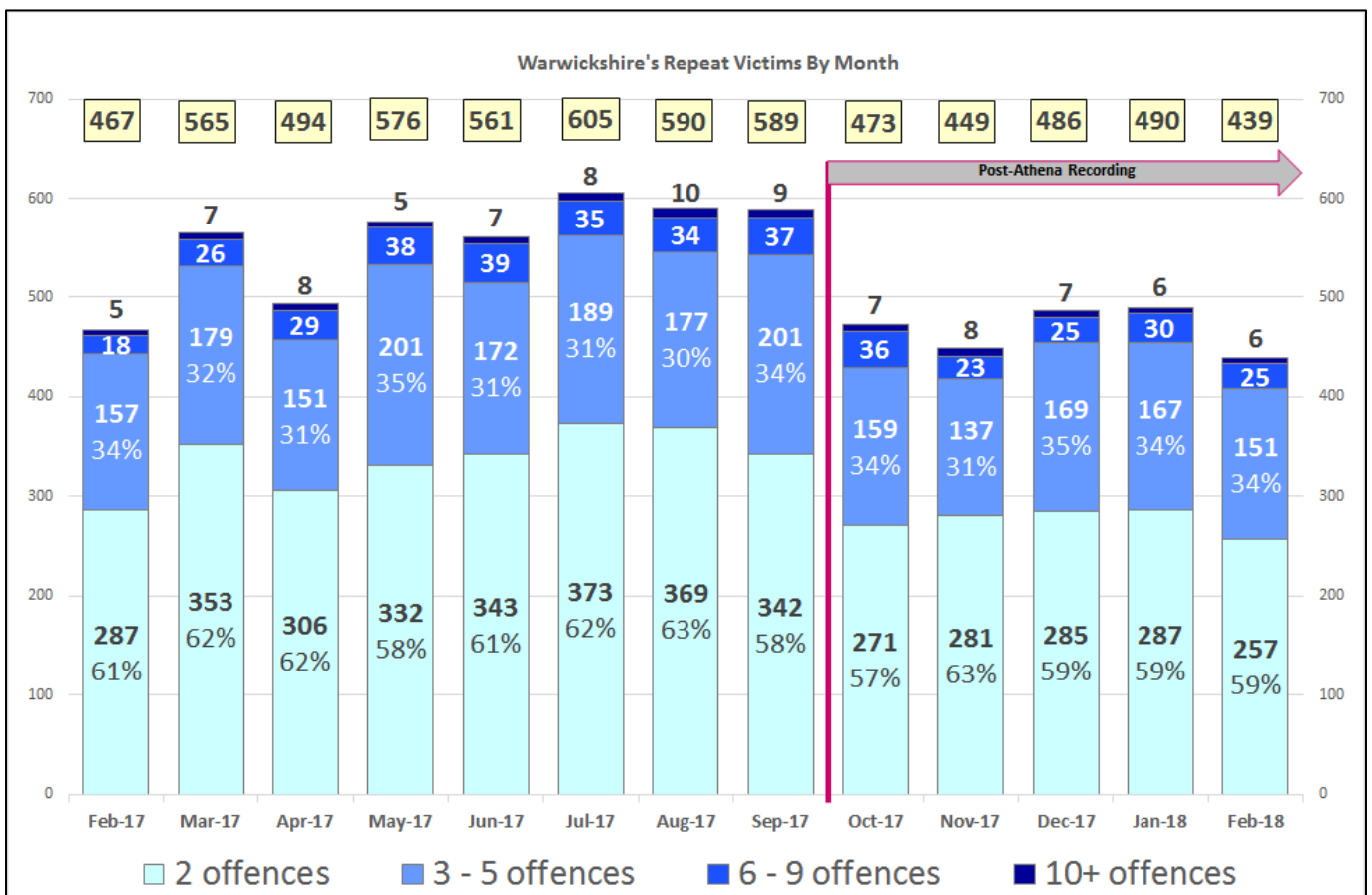
Repeat Victims

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.

One issue that highlights this incompatibility is the delay in the time taken to link victim information to a recorded offence. Due to this time delay, it means that repeat victim analysis is more accurate when carried out towards the middle of the month as the volumes of victims/ repeat victims increases substantially. Going forward, reporting will concentrate on the previous month's data to give a more accurate analysis.

Warwickshire's Repeat Victims By Month

In February, 21% (439) of all victims were repeat victims (subject to at least one further offence in the last 12 months). This is a decrease on the previous month, with 490 repeat victims and a 21% repeat rate in January. This lower figure may be influenced by the lower number of recording days in February.

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

6 individuals have been a victim of 10+ offences, representing 78 offences in total.
- 4 in South Warwickshire
- 1 in North Warwickshire
- 1 across both policing areas
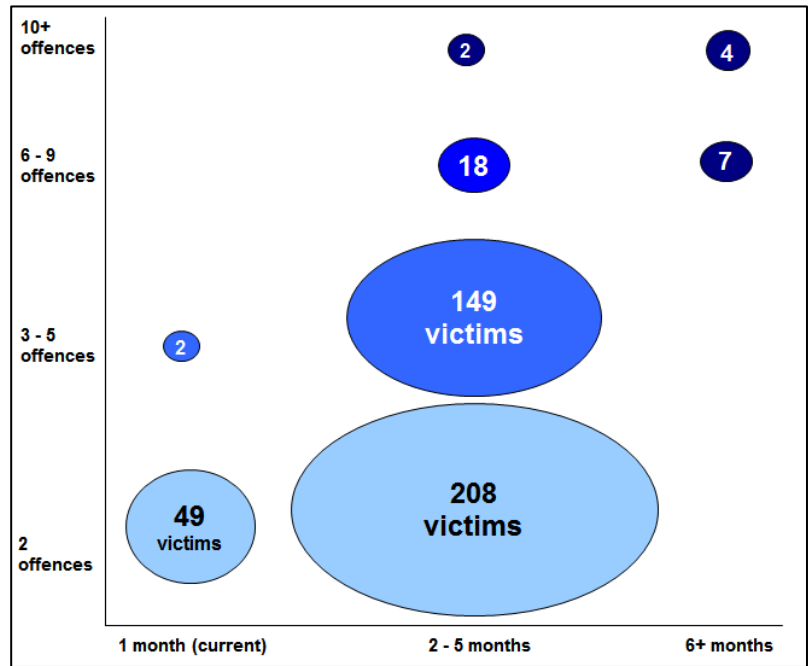
Despite reporting on the previous month's data for performance purposes, we do continue to monitor volumes and proportions of repeat victims and make nominal level data available to local policing colleagues as soon as the data is available mid-month.

Going forward, this data will be presented to the Integrated Victim Management team to help them focus their activity on breaking the cycle of repeat victimisation for those most vulnerable individuals.

Over the next few months ASI will be working with the team to develop a performance framework to monitor how policing area activity is having an impact on repeat victim trends and cohorts. This will attempt to track the most prolific repeat victims and assess whether our activity and intervention is having a positive impact on their situation.

Protecting People from Harm

Hate Crime

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

Warwickshire Hate Crime
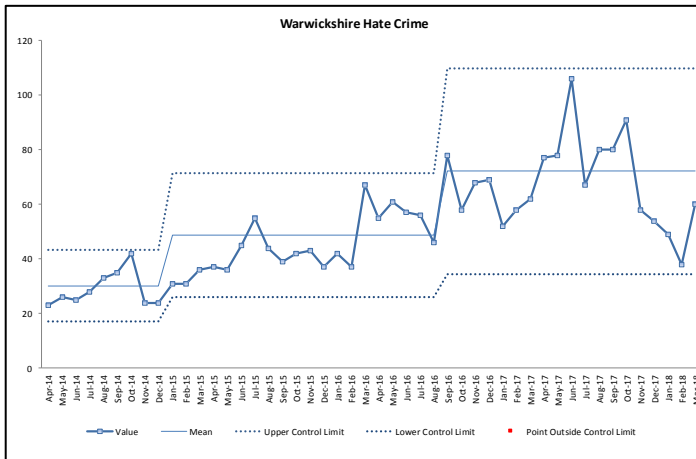
	Jan-18	Feb-18	Mar-18
North Warwickshire	28	24	41
South Warwickshire	21	14	19
Warwickshire	49	38	60

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.

147 offences/ incidents were recorded this quarter. This is a 28% reduction compared to the previous quarter (203) and below the quarter average (210). 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
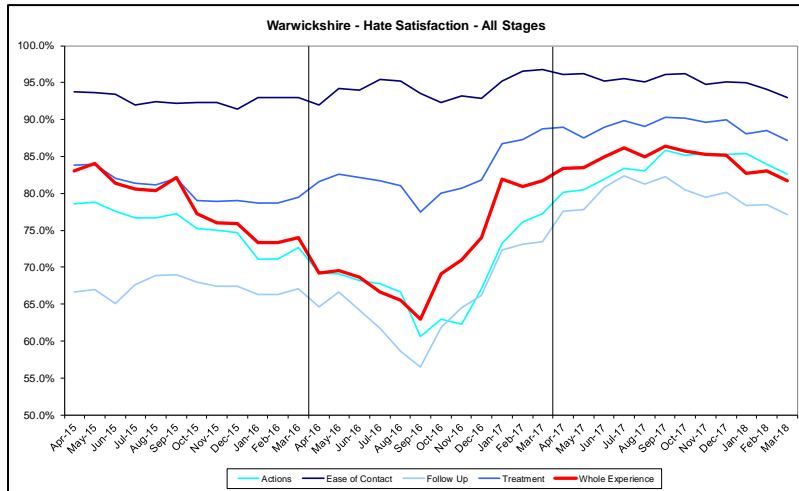
	Jan-18	Feb-18	Mar-18
North Warwickshire	83.2%	83.8%	83.3%
South Warwickshire	81.8%	82.0%	79.2%
Warwickshire	**82.7%**	**83.1%**	81.7%

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.

83% 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 (85%).

Performance decreased most notably in South Warwickshire, with 81% satisfied last quarter compared with 88% the previous quarter. Performance remained stable in North Warwickshire.
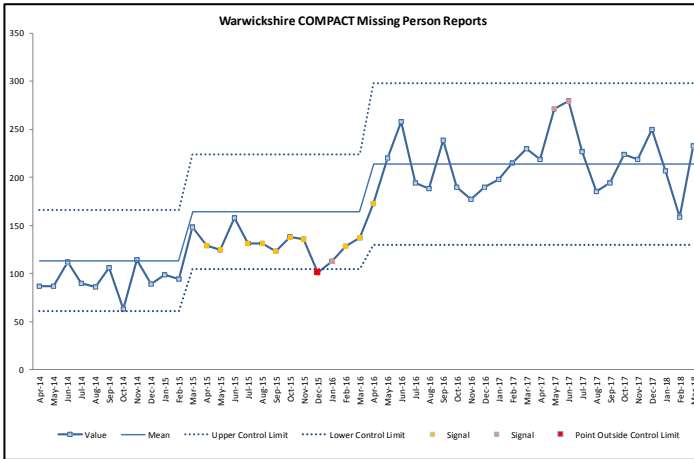
The decline in hate crime satisfaction rates across the force remains an area of concern. Action plans have been produced for both policing areas and will be discussed in more detail at Performance Management Group later in April.

Missing Persons

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

|	Jan-18	Feb-18	Mar-18
North Warwickshire	123	103	159
South Warwickshire	84	56	74
Warwickshire	207	159	233

599 missing person reports were recorded in the last quarter. This is a 14% decrease compared to the previous quarter (693) and 7% lower than during the same period last year (642). Volumes follow a seasonal pattern with the lowest volumes typically recorded throughout the winter, as such lower volumes would be expected during this quarter.

The decrease has been experienced across all areas. In-care reports, U18 reports and repeat reports all decreased marginally. There was also a 64% decrease in hospital reports.
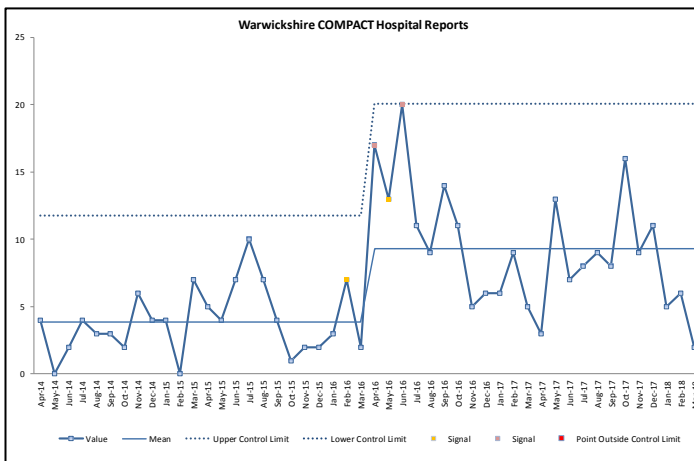
Volumes of hospital reports were below average for each month during the last quarter – there were 13 reports during the quarter compared with 36 for the previous quarter.

The number of repeat missing children increased during the last quarter (73) compared with the previous quarter, but only 1 child went missing more than 5 times during January and February. The number of children missing more than 5 times decreased to 5 during the last quarter compared with 9 during the previous quarter.

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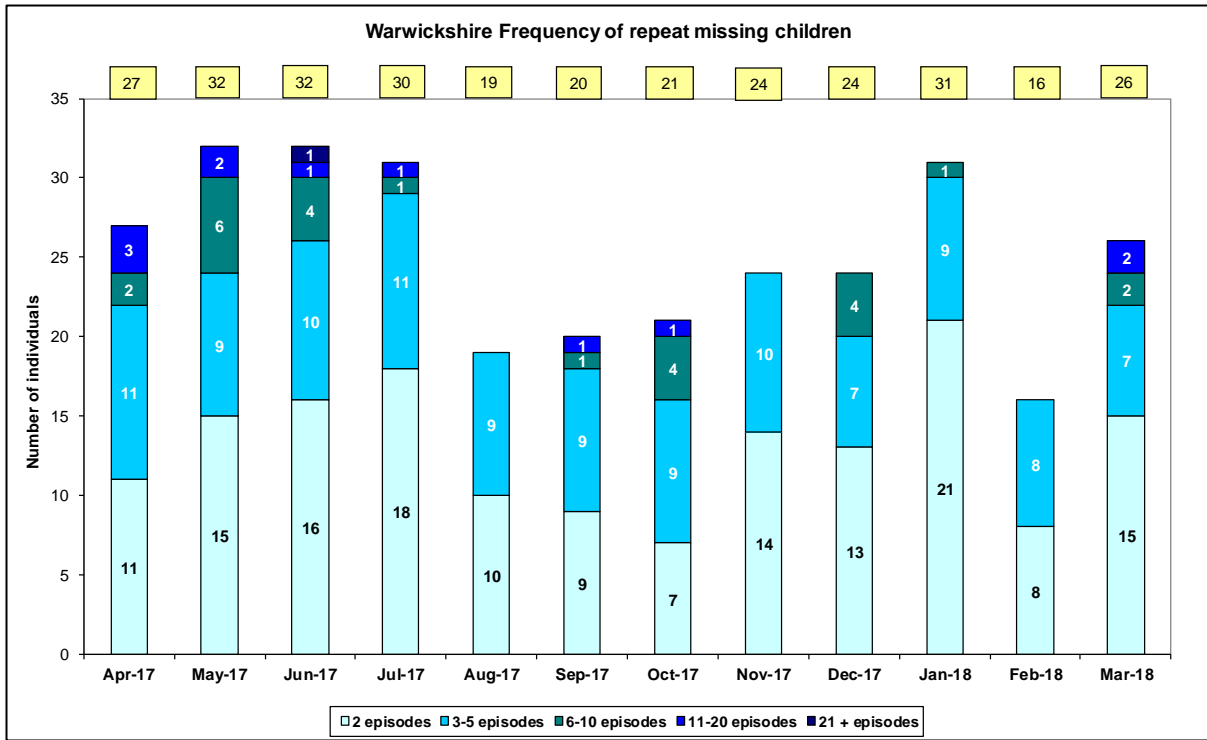
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing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

Sexual Offences

Rape
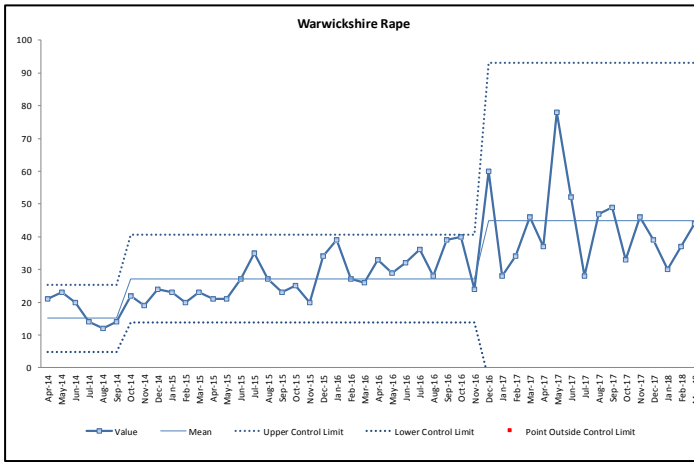
Warwickshire Rape

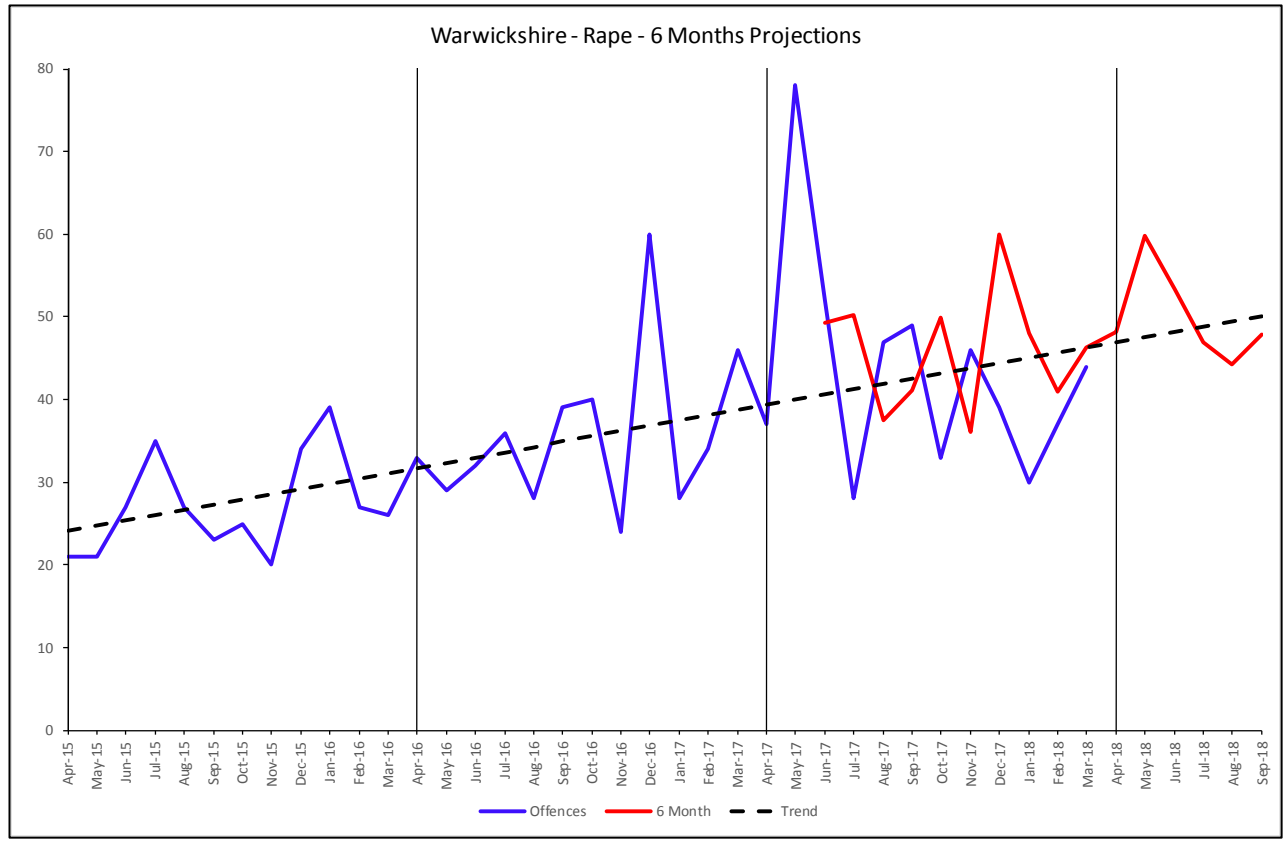|	Jan-18	Feb-18	Mar-18
North Warwickshire	17	22	28
South Warwickshire	13	15	16
Warwickshire	30	37	44

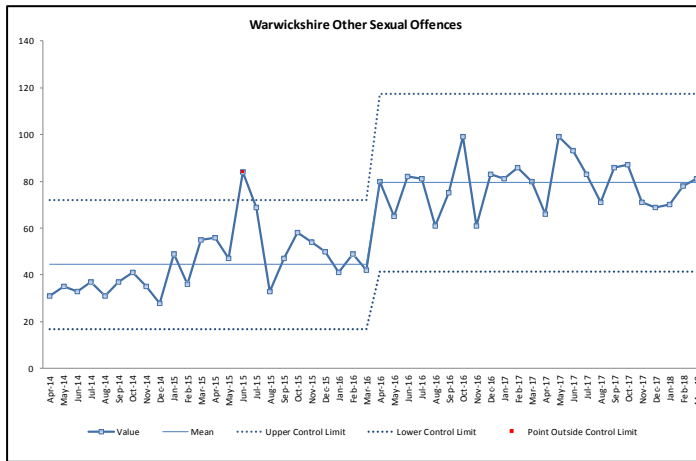| Peer Comparison	
Offence Volume	Similar to Group Avg
Relative Position	Improved ranking

111 rape offences were reported to the police last quarter, a reduction compared to the previous quarter (118) and below the quarter average (130).

The reduction was driven by reduced volumes recorded in South Warwickshire compared to 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.

Warwickshire - Rape - 6 Months Projections

Other Sexual Offences

|	Jan-18	Feb-18	Mar-18
North Warwickshire	35	51	37
South Warwickshire	35	27	44
Warwickshire	70	78	81

Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	Worsened 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.

229 other sexual offences were reported to the police last quarter. This is comparable compared to the previous quarter (229) but below the quarter average (239). Volumes for both policing areas remain within the expected range.

Across Warwickshire, 16% (16) of victims in February were repeat victims of another sexual offence[3] in the last 12 months. This is an increase in the number of repeat sexual offence victims (8) and the repeat rate (9%) from January.

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.

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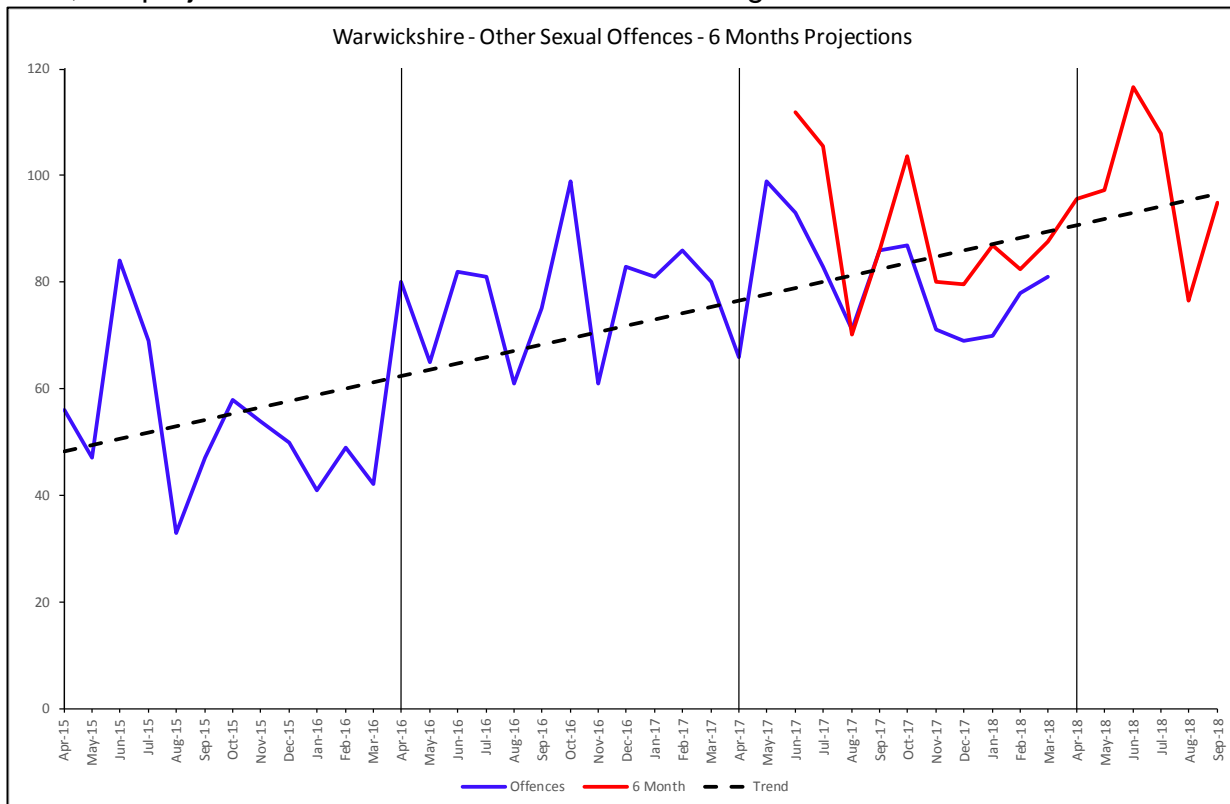
[3] This includes both rape and other sexual offences.
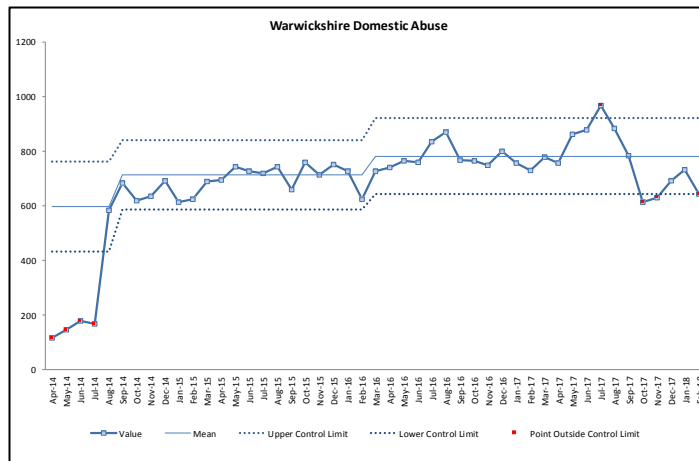
Domestic Abuse

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

Domestic abuse offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system. Since the introduction of ATHENA we have seen a decrease in the application of keywords, and therefore our automated reporting processes are unable to capture the full volume of these offences. It is anticipated that this situation will improve as the ATHENA processes continue to embed and officers are reminded of their importance.

The introduction of ATHENA has also led to a change in data processing whereby it can now be a number of days after the initial recording of the investigation when the application of keywords is quality assured. This means that the number of offences identified through the use of these keywords is likely to change throughout the month

Because of this we are reporting on the volume of domestic abuse offences based on January data to give a more accurate analysis. 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.

	Dec-17	Jan-18	Feb-18
North Warwickshire	453	459	411
South Warwickshire	239	275	232
Warwickshire	692	734	643

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.

643 domestic abuse offences & crimed incidents were recorded in February. This is a 13% decrease compared to the previous month (734) and volumes remain significantly below the monthly average (783). Reduced volumes were seen across both policing areas last month compared to the previous month.

The use of the domestic abuse markers/keywords has decreased by 13% comparing Oct to Feb to the same period last year.

For reassurance, the lower levels of DA crime shown in performance data does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.

Issues surrounding the outcomes of domestic abuse offences, particularly around the use of outcome 16 will be a feature of the next Performance Management Group meeting in April. (Outcome 16 relates to: named suspect identified: evidential difficulties prevent further action; victim does not support police action).

Domestic Violence Protection Notices (DVPNs)

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

The introduction of ATHENA has meant a change in the process of DVPN data extraction. At the present time DVPNs cannot be broken down by policing area. Also the extraction and quality assurance cannot be completed in time for the publication of this report so the data provided will be a month behind.

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

The introduction of ATHENA has meant a change of process for logging DVPN activity. Currently 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 run a number of training events focussed on both the use of DVPNs and how they should be recorded on force systems.

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.
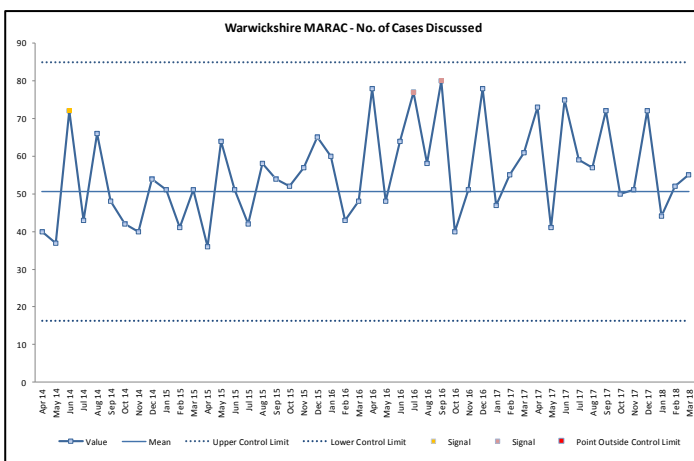
151 cases were discussed at Warwickshire MARACs last quarter (55 repeat cases). This is a small reduction compared to the previous quarter (173) and below the quarterly average (175).

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 February data to give a more accurate analysis.

Child at Risk
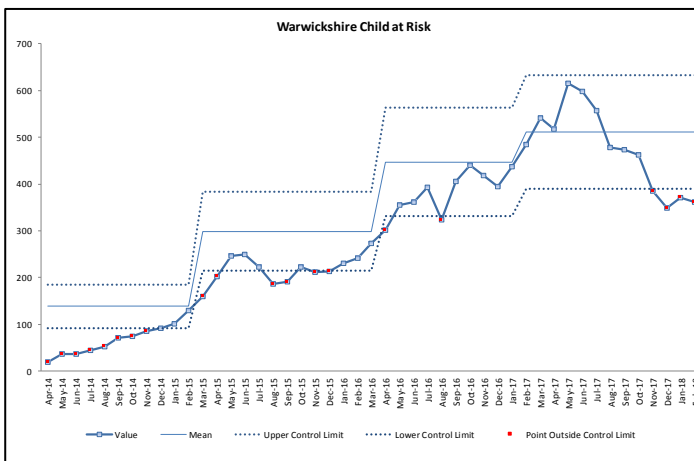
|	Dec-17	Jan-18	Feb-18
North Warwickshire	203	217	249
South Warwickshire	146	154	113
Warwickshire	349	371	362

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

362 'child at risk' markers were applied to offences/incidents in February. This is a small reduction on the previous month (371) and volumes remain significantly below the monthly average (450).   This was driven by significant volume reductions across South Warwickshire.

This is the 4th consecutive month that volumes have remained significantly below the monthly average across Warwickshire.

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 the last few months. The use of the CaR marker/keyword has decreased by 12% comparing Oct to Feb to the same period last year.

Child Sexual Exploitation

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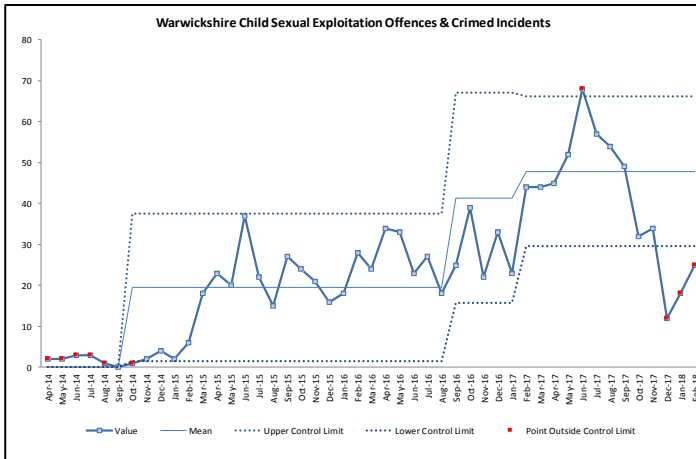
'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on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

25 CSE offences/ incidents were recorded in February, an increase compared to the previous month (18) but volumes remain significantly below the monthly average (48). The use of the CSE marker/keyword has decreased by 21% comparing Oct to Feb to the same period last year.

Road Traffic Casualties

Signs of Improvement would be:
❖ Reduction in fatal and serious injury casualties
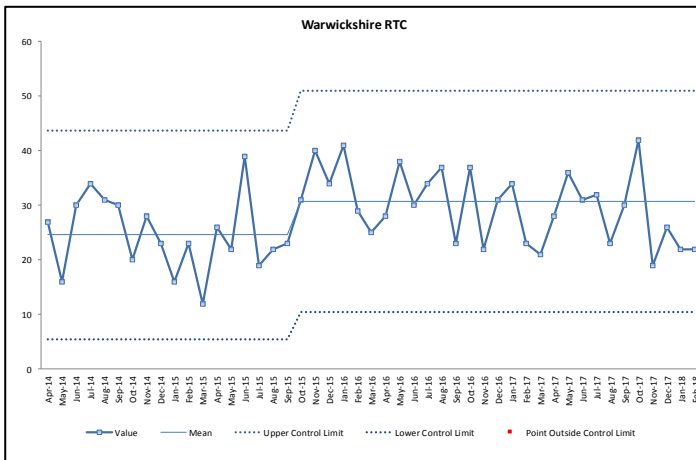
Warwickshire RTC

In the last quarter[4] there were 9 road deaths – 3 car drivers, 1 HGV driver, 1 pedestrian, and 4 car passengers (including 1 child).

8 fatalities occurred in North Warwickshire and 1 fatality occurred in South Warwickshire.

KSI Collisions and Fatal/Serious Injury Casualties
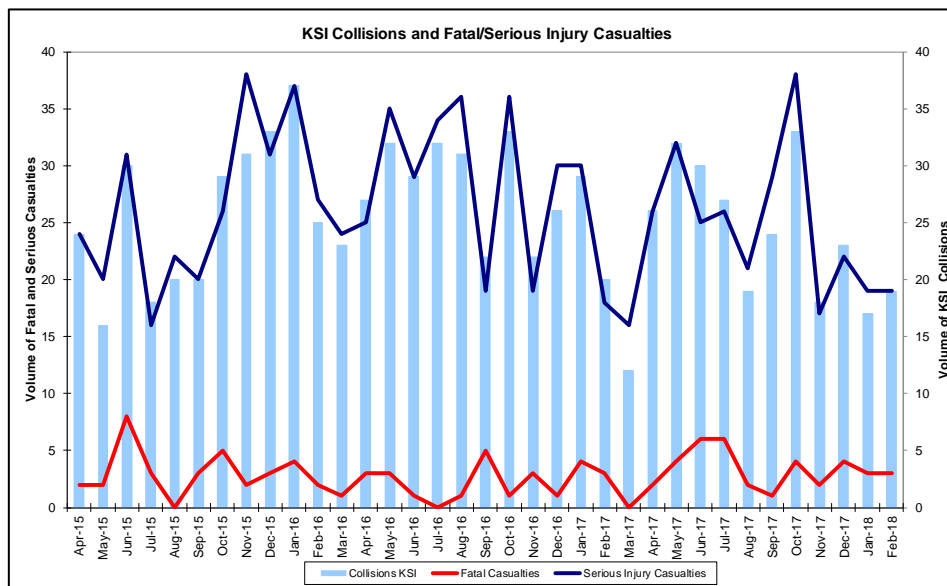
In January & February over two thirds (70%) of all fatal and serious injury casualties were car drivers or passengers; 14% were in goods vehicles and 11% were motorcyclists.

Speed enforcement is driven through the Community Concern Programme. This programme operates fixed and mobile enforcement cameras at 95 sites across Warwickshire and 44,165 offences have been recorded from April 2017 to April 2018.

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[4] At the time of publication data regarding serious injury casualties in March 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
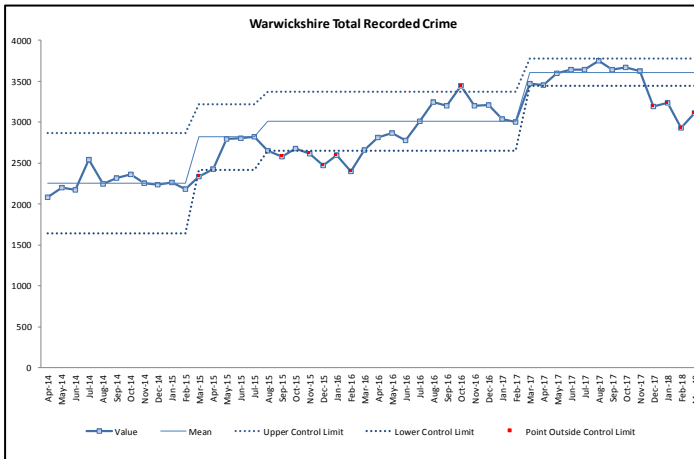
	Jan-18	Feb-18	Mar-18
North Warwickshire	1856	1763	1824
South Warwickshire	1390	1169	1293
Warwickshire	3246	2932	3117

| Peer Comparison	
Offence Volume	Above Group Avg
Relative Position	Improved ranking

9,295 offences were recorded across Warwickshire last quarter. This is an 11% reduction compared to the previous quarter (10,490) and is below the quarter average (10,375). Exceptionally low volumes have been recorded across Warwickshire in the last 4 months, this has been mirrored in both policing areas.

Volumes reflect a fairly season pattern with reduced volumes being recorded in the winter months and we would expect to volumes rise in the spring months and subsequently peaking in the summer. The exceptional low volumes in recent months were considered in the February report. Although we have seen reduced volumes of recorded crime since the introduction of ATHENA in October, there was no evidence of crime recording issues.

Breakdown of Total Recorded Crime Jan-Mar by proportion
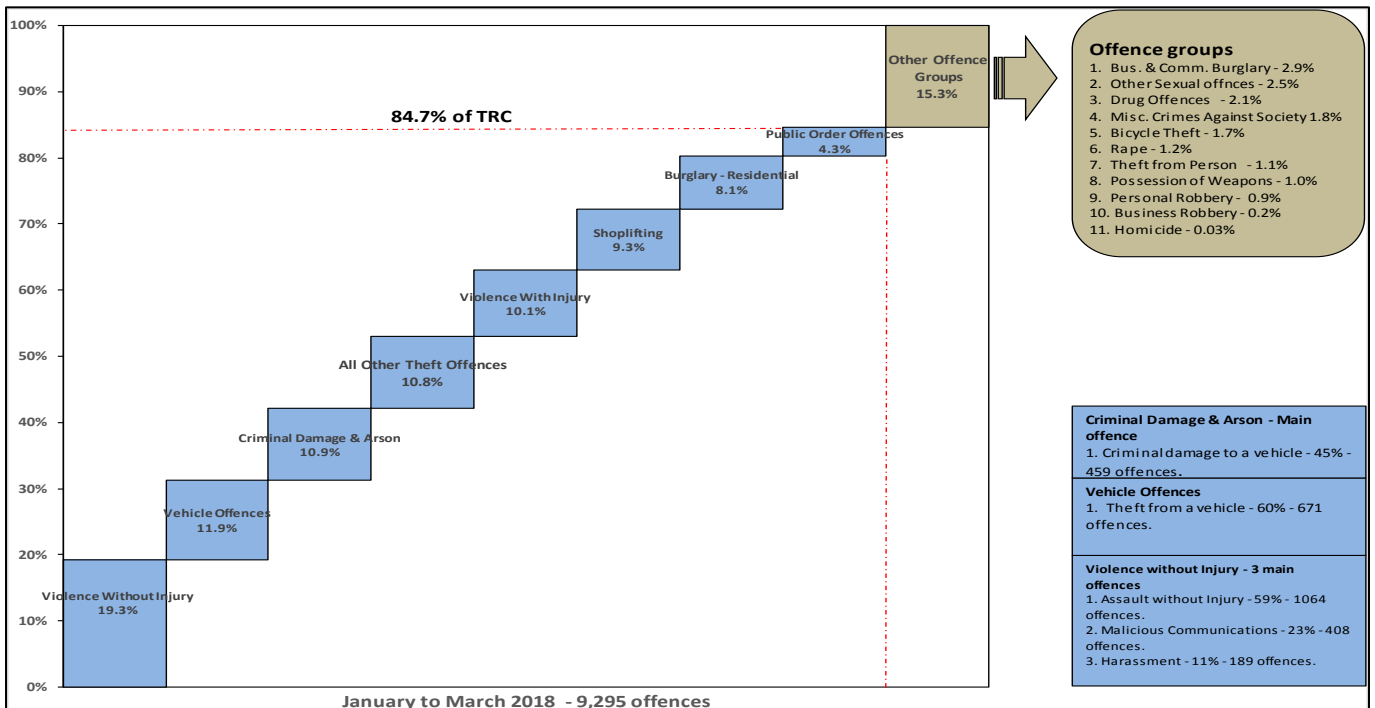
The following chart provides a medium (6 month) projection for total recorded crime offences. At force level, the recorded volumes are below the projection. Recorded volumes usually follow a seasonal pattern and show a reduction in volume over winter months. An increase in total recorded crime is projected over the next quarter.

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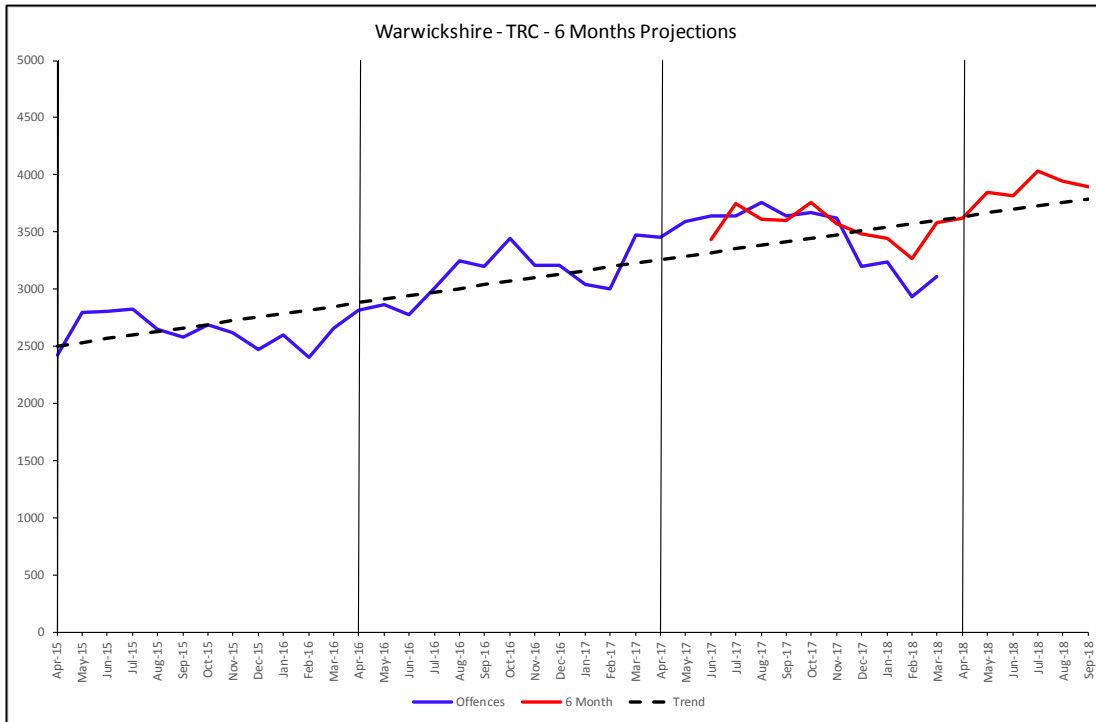
ASI share projection data for key crime types with policing area commanders on a monthly basis. This allows for the continual evaluation of policing plans and their subsequent adjustment to provide the most effective deployment of resources to reduce and prevent crime.

Volumes of recorded crime for 2017/18 were 12% higher than in 2016/17. Comparative national and MSG data is not yet available, however data from February suggests a national and MSG increase of about 10-12%.

The following table shows the percentage change in recorded crime from 2016/17 to 2017/18. This is only a binary, year on year comparison and therefore does not show the wider context behind any notable changes.

	WARWICKSHIRE	North Warwickshire	South Warwickshire
Total Recorded Crime	11.6%	9.4%	13.8%
Violence with Injury	3.2%	0.5%	7.0%
Violence without Injury	15.8%	14.6%	16.6%
Rape	22.8%	17.7%	24.9%
Other Sexual Offences	2.4%	-0.6%	4.7%
Robbery	50.5%	51.2%	44.8%
Residential Burglary (dwell only)	30.8%	24.4%	39.6%
Business & Community (incl non d	13.8%	17.2%	9.8%
Vehicle Offences	18.1%	16.6%	19.0%
Theft from Person	31.2%	27.9%	33.3%
Bicycle Theft	16.4%	3.8%	29.4%
Shoplifting	11.4%	10.1%	12.2%
Other Theft	2.6%	0.5%	4.1%
Criminal Damage & Arson	9.0%	1.9%	19.7%
Other Crimes Against Society	5.9%	7.4%	2.2%
ASB	-2.7%	-6.7%	3.3%

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. Both North Warwickshire District and Nuneaton and Bedworth District are 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	934	1104	10%	1.68	105	121	9%	1.66	294	346	11%	2.31	203	218	12%	1.96	127	153	8%	1.04	205	266	9%	1.46
Violence Without Injury	1793	1880	19%	3.22	203	190	18%	3.21	541	560	21%	4.26	350	376	20%	3.37	302	302	19%	2.47	397	453	18%	2.83
Rape	112	130	1%	0.20	13	16	1%	0.21	37	33	1%	0.29	18	24	1%	0.17	19	24	1%	0.16	25	34	1%	0.18
Other Sexual Offences	228	239	2%	0.41	27	28	2%	0.43	56	62	2%	0.44	40	42	2%	0.39	45	48	3%	0.37	60	59	3%	0.43
Business Robbery	21	19	0%	0.04	1	2	0%	0.02	6	4	0%	0.05	5	3	0%	0.05	4	2	0%	0.03	5	8	0%	0.04
Personal Robbery	84	83	1%	0.15	10	7	1%	0.16	36	30	1%	0.28	14	17	1%	0.13	13	11	1%	0.11	11	18	0%	0.08
Vehicle Offences	1105	1222	12%	1.98	194	179	17%	3.07	277	319	11%	2.18	217	212	13%	2.09	197	208	12%	1.61	220	304	10%	1.57
Theft from Person	101	111	1%	0.18	8	5	1%	0.13	30	27	1%	0.24	11	19	1%	0.11	15	18	1%	0.12	37	43	2%	0.26
Bicycle Theft	155	240	2%	0.28	5	9	0%	0.08	42	54	2%	0.33	34	47	2%	0.33	33	36	2%	0.27	41	94	2%	0.29
Shoplifting	865	939	9%	1.55	54	49	5%	0.85	245	310	9%	1.93	132	170	8%	1.27	131	139	8%	1.07	303	273	14%	2.16
All Other Theft Offences	1006	1114	11%	1.81	140	157	12%	2.21	202	220	8%	1.59	169	183	10%	1.63	243	274	15%	1.99	252	281	11%	1.79
Criminal Damage & Arson	1018	1153	11%	1.83	100	120	9%	1.58	273	322	11%	2.15	222	219	13%	2.14	183	175	11%	1.50	240	319	11%	1.71
Other Crimes Against Society	841	1017	9%	1.51	82	101	7%	1.30	293	325	11%	2.31	173	203	10%	1.67	113	147	7%	0.92	180	243	8%	1.28
Burglary – Business & Community	493	574	5%	2.13	94	93	8%	3.64	108	110	4%	2.05	68	101.75	4%	1.62	97	124	6%	1.87	126	145	6%	2.15
Burglary - Residential (dwelling only)	536	552	6%	2.32	91	68	8%	3.53	139	133	5%	2.64	78	107.5	4%	1.86	99	111	6%	1.91	129	132	6%	2.20
Total Recorded Crime	9295	10378		16.70	1127	1142		17.82	2580	2854		20.31	1736	1943		16.72	1621	1771		13.26	2231	2669		15.89

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.

Traditionally we would report on the latest completed quarter, however having extracted this data we have concerns over its quality and accuracy and have therefore taken the decision not to include it here.

Prior to the introduction of ATHENA in October 2017 we were already seeing a reduction in the proportion of offences outcomed as 'action taken' and, within the 3 month time period, an increasing proportion of those not yet outcomed.

Since the launch of ATHENA the data is showing a further and more pronounced drop in the action taken rate and an increase in those offences not outcomed in the 3 months. 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 in ATHENA means it takes longer to process an investigation therefore there may be an increased number of offences classed as not yet outcomed as they have not been through this administrative finalisation process.
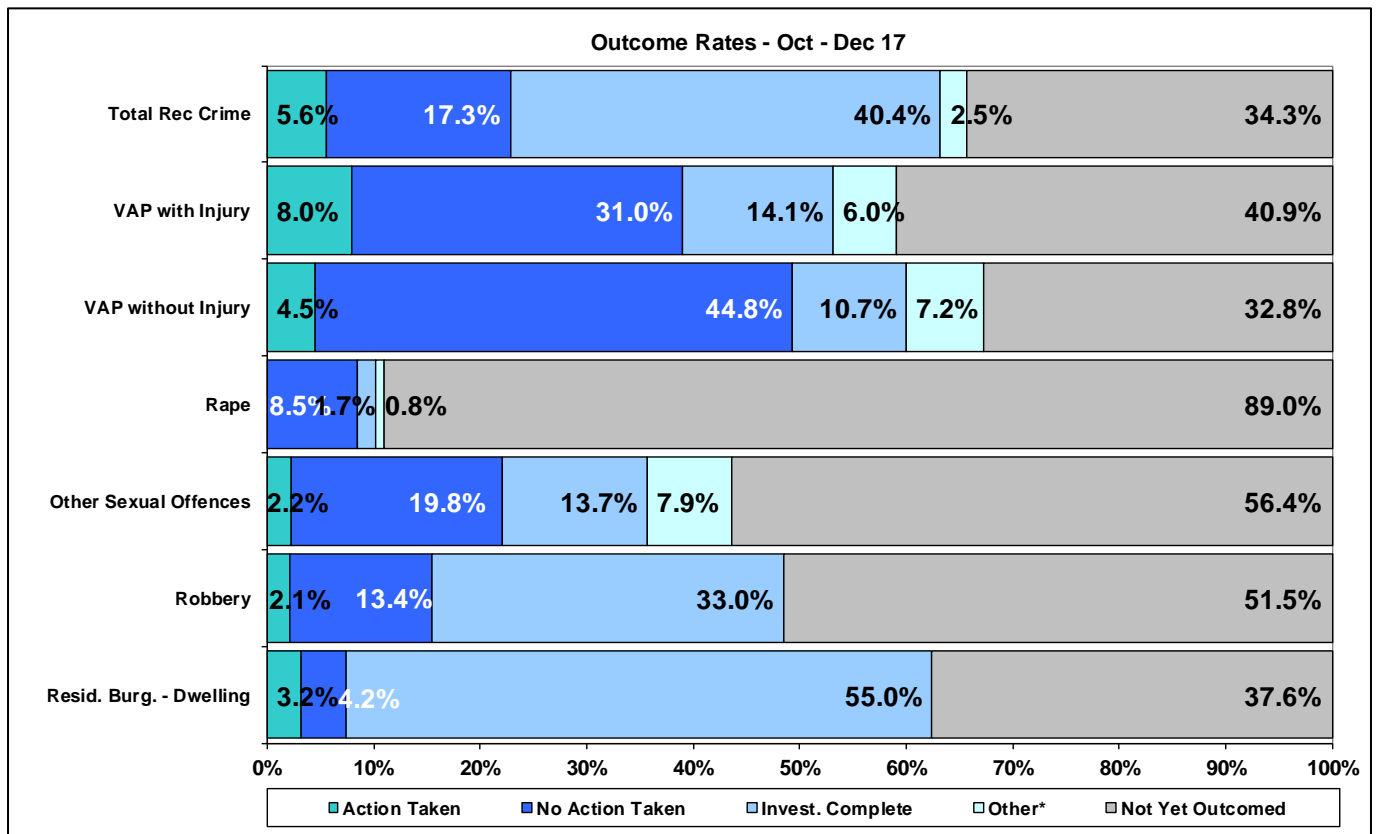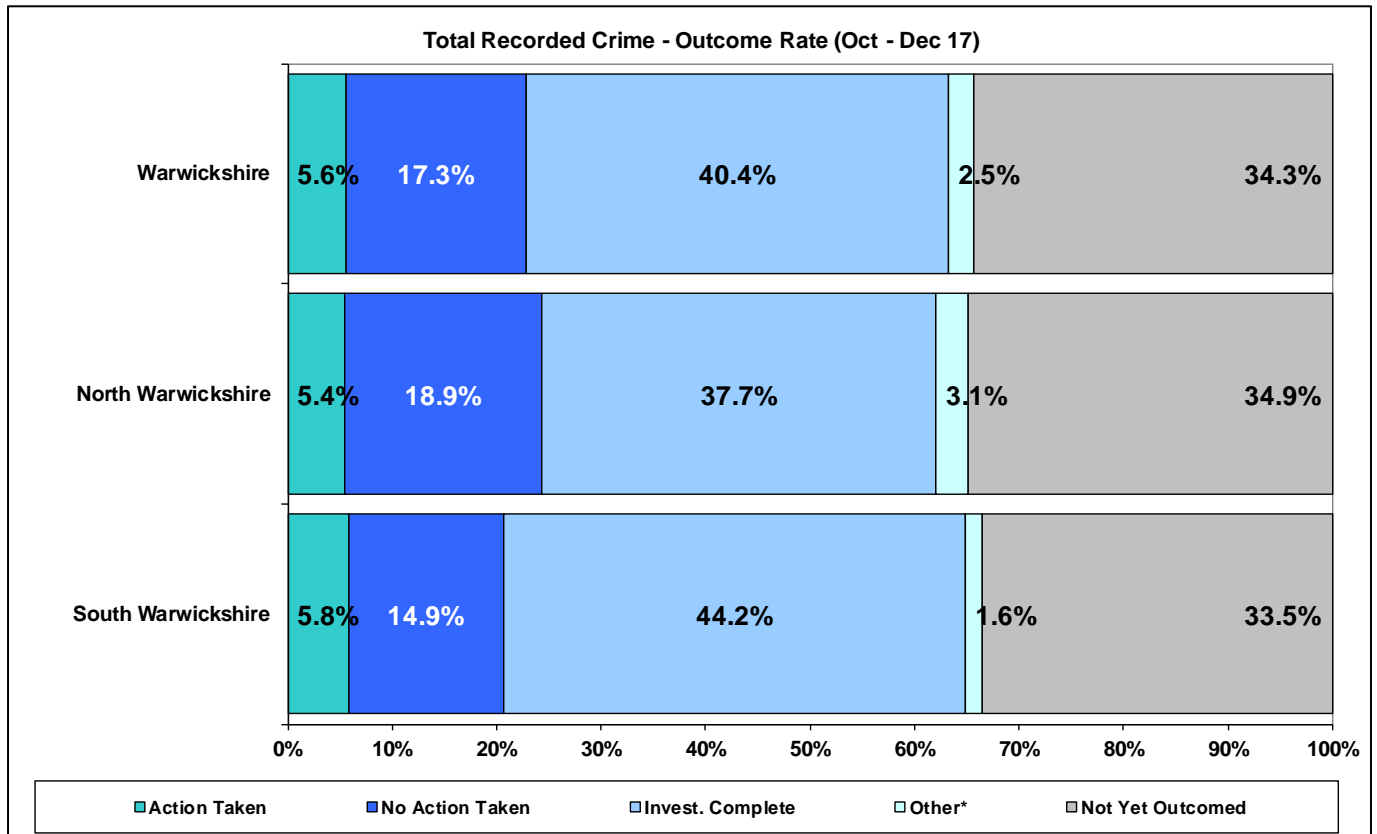
Investigation: Operational demand continues to increase which, along with the additional time taken to record crime in ATHENA as the system embeds, may influence the time it is taking to assign an outcome.
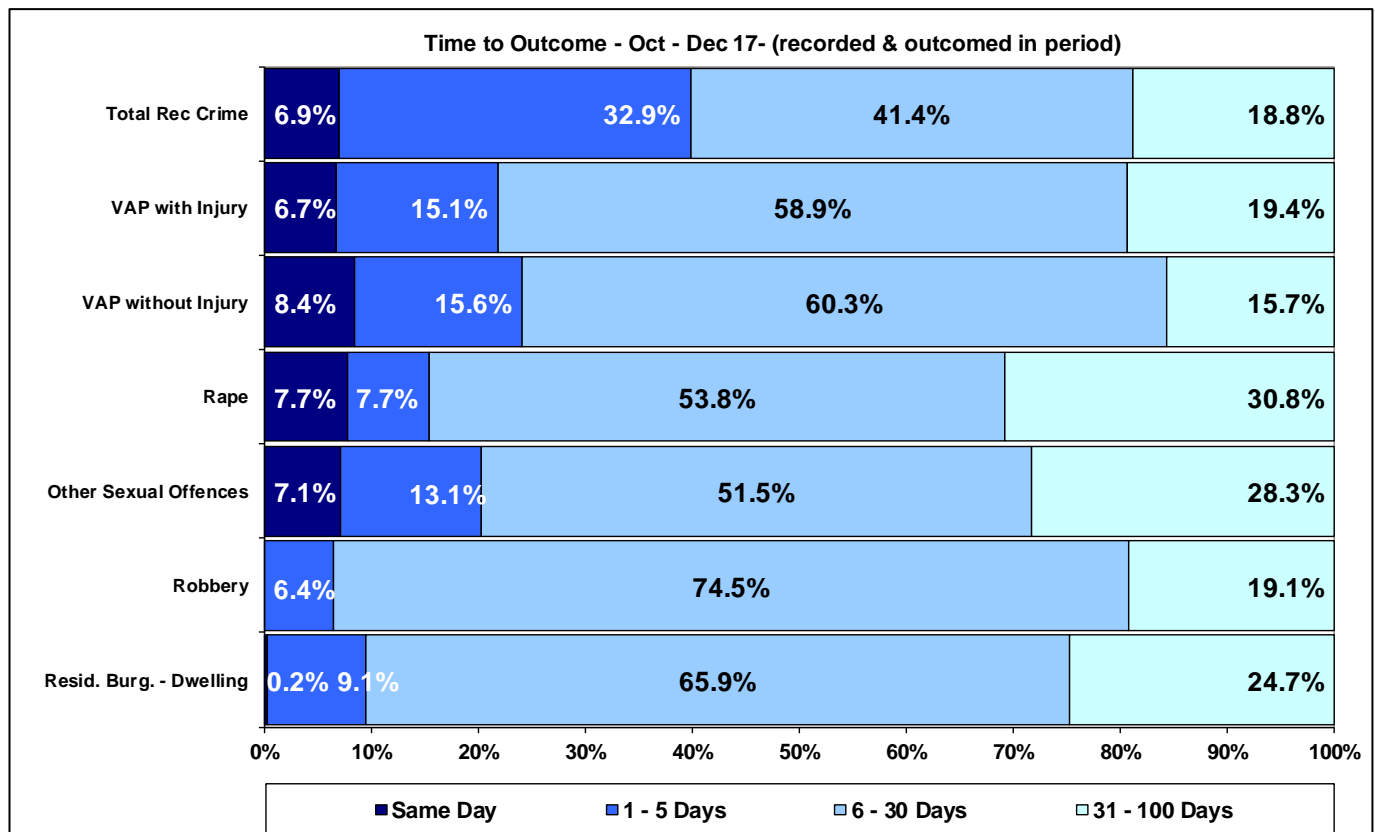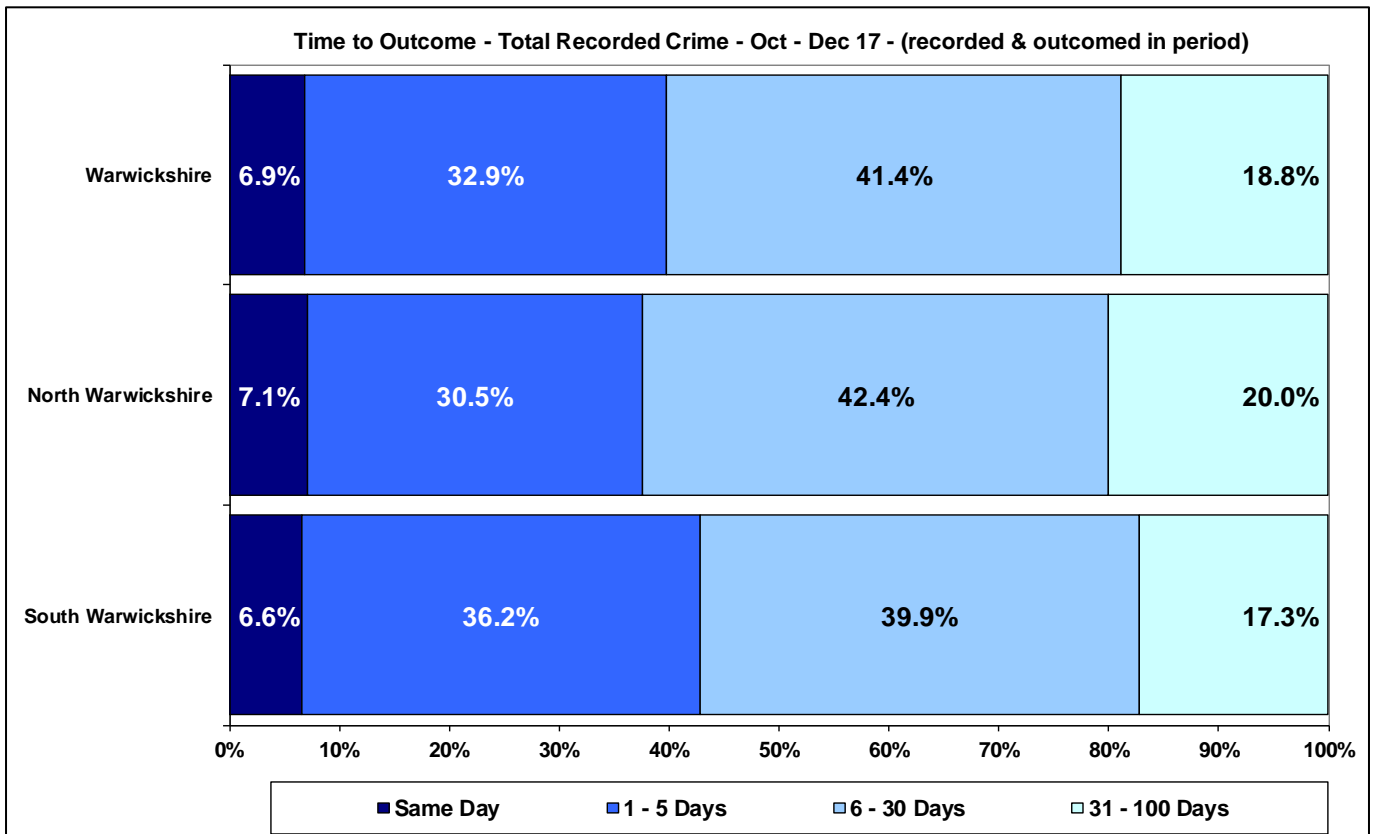
Process: Over the last 12 months a number of investigation processes have changed, including the introduction of 'released under investigation' (to replace bail processes) and the increased use of postal requisition orders. Again, these may be influencing factors in these trends.

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

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

In the meantime, the data below identifies outcome rates for offences recorded and outcomed in the period Oct - Dec 2017. This data is likely to be influenced by the factors listed above, but it provides an indication of performance.
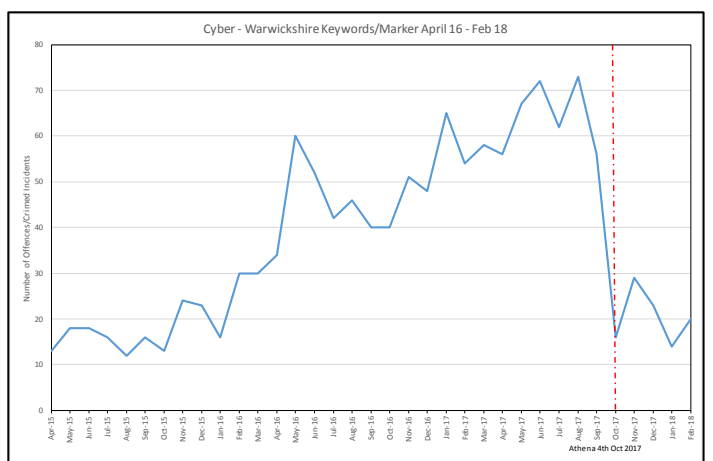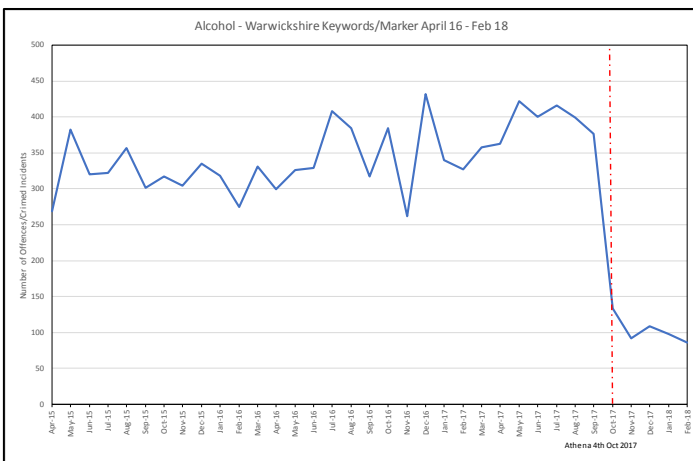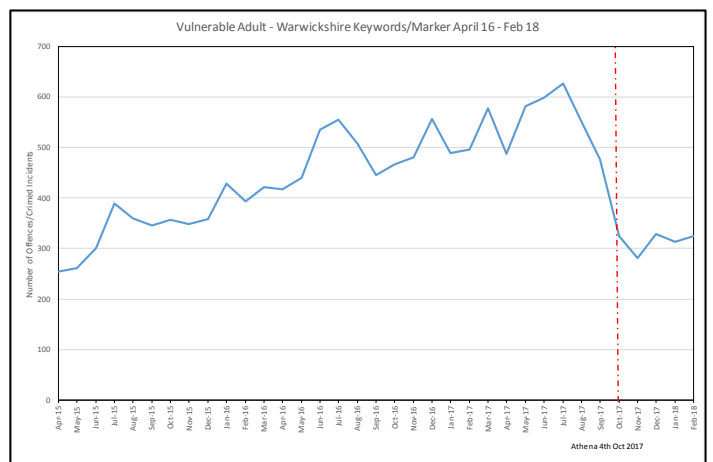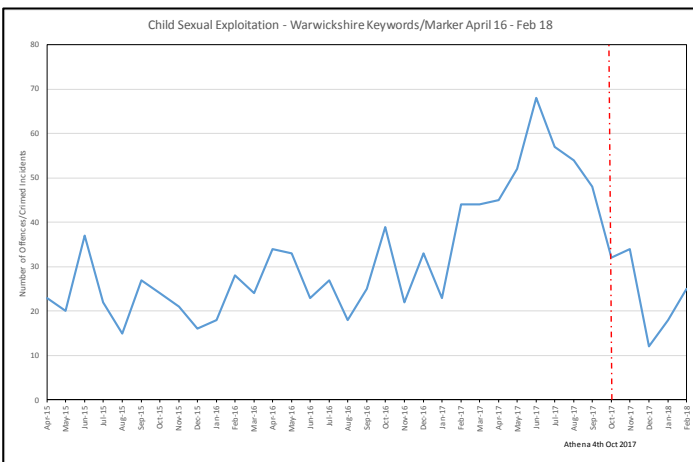
Total Recorded Crime - Outcome Rate (Oct - Dec 17)

Area	Action Taken	No Action Taken	Invest. Complete	Other*	Not Yet Outcomed
Warwickshire	5.6%	17.3%	40.4%	2.5%	34.3%
North Warwickshire	5.4%	18.9%	37.7%	3.1%	34.9%
South Warwickshire	5.8%	14.9%	44.2%	1.6%	33.5%

Legend: ☐ Action Taken ☐ No Action Taken ☐ Invest. Complete ☐ Other* ☐ Not Yet Outcomed

Outcome Rates - Oct - Dec 17

Category	Action Taken	No Action Taken	Invest. Complete	Other*	Not Yet Outcomed
Total Rec Crime	5.6%	17.3%	40.4%	2.5%	34.3%
VAP with Injury	8.0%	31.0%	14.1%	6.0%	40.9%
VAP without Injury	4.5%	44.8%	10.7%	7.2%	32.8%
Rape	8.5%	1.7%	0.8%		89.0%
Other Sexual Offences	2.2%	19.8%	13.7%	7.9%	56.4%
Robbery	2.1%	13.4%	33.0%		51.5%
Resid. Burg. - Dwelling	3.2%	4.2%	55.0%		37.6%

Legend: ☐ Action Taken ☐ No Action Taken ☐ Invest. Complete ☐ Other* ☐ Not Yet Outcomed

Time to Outcome - Total Recorded Crime - Oct - Dec 17 - (recorded & outcomed in period)

Region	Same Day	1 - 5 Days	6 - 30 Days	31 - 100 Days
Warwickshire	6.9%	32.9%	41.4%	18.8%
North Warwickshire	7.1%	30.5%	42.4%	20.0%
South Warwickshire	6.6%	36.2%	39.9%	17.3%

Legend: ■ Same Day ■ 1 - 5 Days ■ 6 - 30 Days □ 31 - 100 Days

Time to Outcome - Oct - Dec 17- (recorded & outcomed in period)

Category	Same Day	1 - 5 Days	6 - 30 Days	31 - 100 Days
Total Rec Crime	6.9%	32.9%	41.4%	18.8%
VAP with Injury	6.7%	15.1%	58.9%	19.4%
VAP without Injury	8.4%	15.6%	60.3%	15.7%
Rape	7.7%	7.7%	53.8%	30.8%
Other Sexual Offences	7.1%	13.1%	51.5%	28.3%
Robbery		6.4%	74.5%	19.1%
Resid. Burg. - Dwelling	0.2%	9.1%	65.9%	24.7%

Legend: ■ Same Day ■ 1 - 5 Days ■ 6 - 30 Days □ 31 - 100 Days

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.

The following charts show the trends in the application of the keywords. Following an initial notable drop in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months. Further action is required by the ATHENA team to ensure the use of keywords continue to improve.

Domestic Abuse - Warwickshire Keywords/Marker April 16 - Feb 18

Child At Risk - Warwickshire Keywords/Marker April 16 - Feb 18

Child Sexual Exploitation - Warwickshire Keywords/Marker April 16 - Feb 18

Vulnerable Adult - Warwickshire Keywords/Marker April 16 - Feb 18

Alcohol - Warwickshire Keywords/Marker April 16 - Feb 18

Cyber - Warwickshire Keywords/Marker April 16 - Feb 18
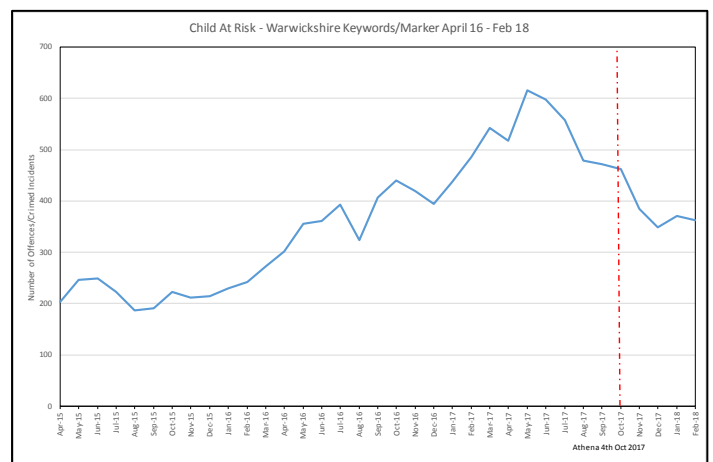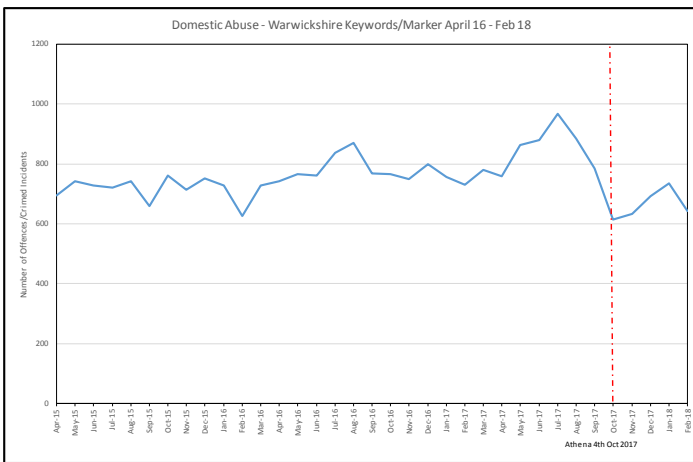
Violence with Injury[5]

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

Warwickshire Violence with Injury
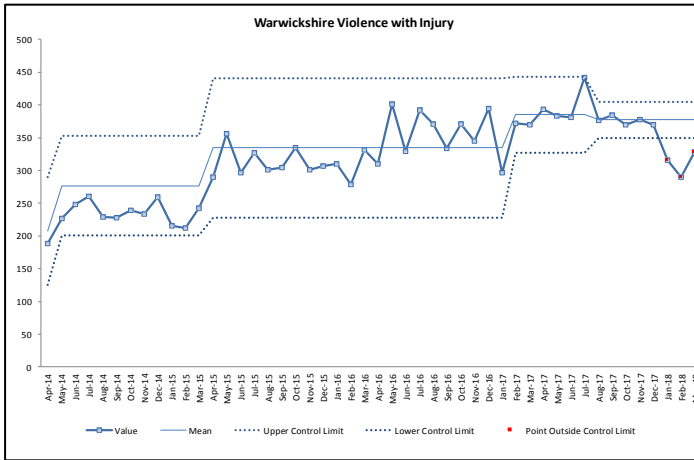
	Jan-18	Feb-18	Mar-18
North Warwickshire	191	185	226
South Warwickshire	132	105	102
Warwickshire	370	290	328

Peer Comparison	
Offence Volume	Similar to Group Avg
Relative Position	No change

934 violence with injury offences were recorded in the last quarter; a 16% reduction on the previous quarter (1,118) and below the quarter average (1,104). Exceptionally low volumes were seen across Warwickshire in the last quarter. Reduced volumes were seen across both policing areas.

The decrease this quarter was driven by exceptionally low volumes across South Warwickshire (Feb-18 & Mar-18) specifically in assault with injury offences.

South Warwickshire Violence with Injury

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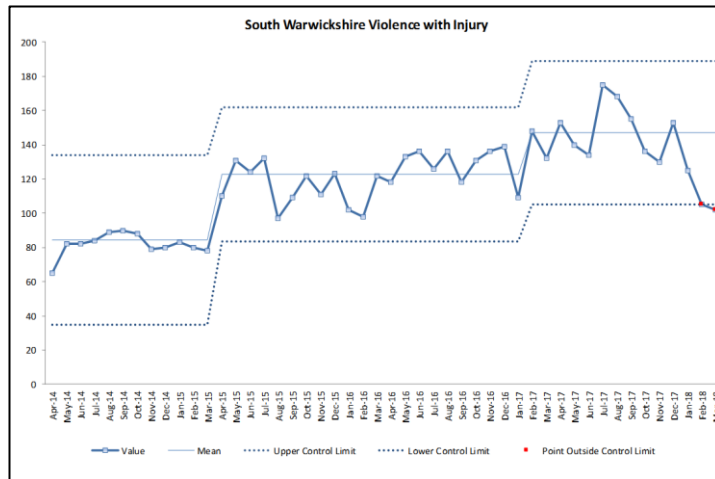
[5]**Violence with Injury** includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

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.

Warwickshire - VAP With Injury - 6 Months Projections
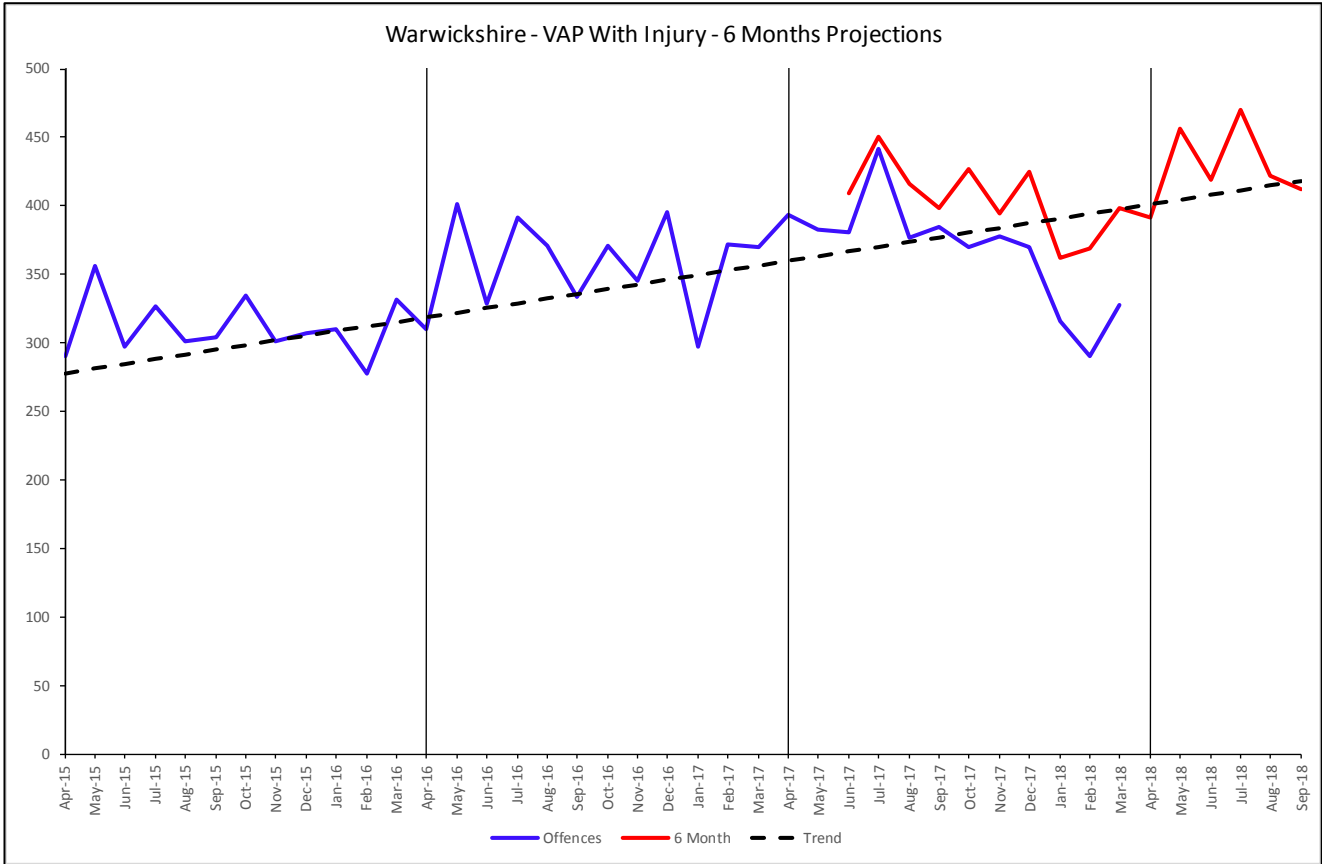
Residential Burglary - Dwelling

Signs of Improvement would be:
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG
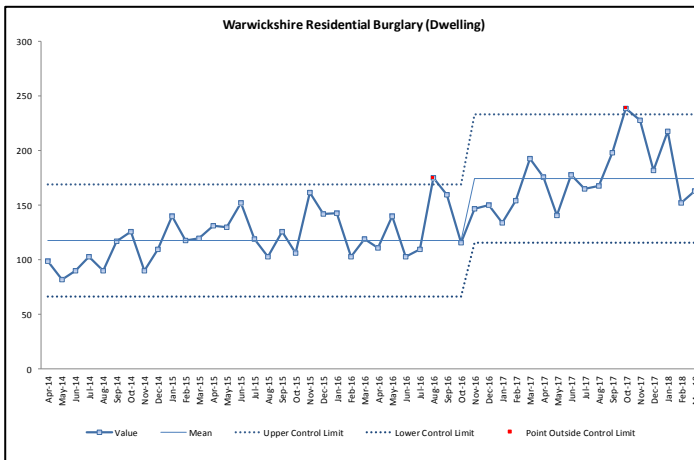
	Jan-18	Feb-18	Mar-18
North Warwickshire	115	90	103
South Warwickshire	70	62	60
Warwickshire	193	152	163

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 is remains consistent with the previous domestic burglary classification.

533 residential burglary-dwelling offences were recorded in the last quarter. This was a 19% reduction compared to the previous quarter (649) and below the quarter average (552). Reduced volumes have been seen across both policing areas but volumes remain within the expected range.

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.
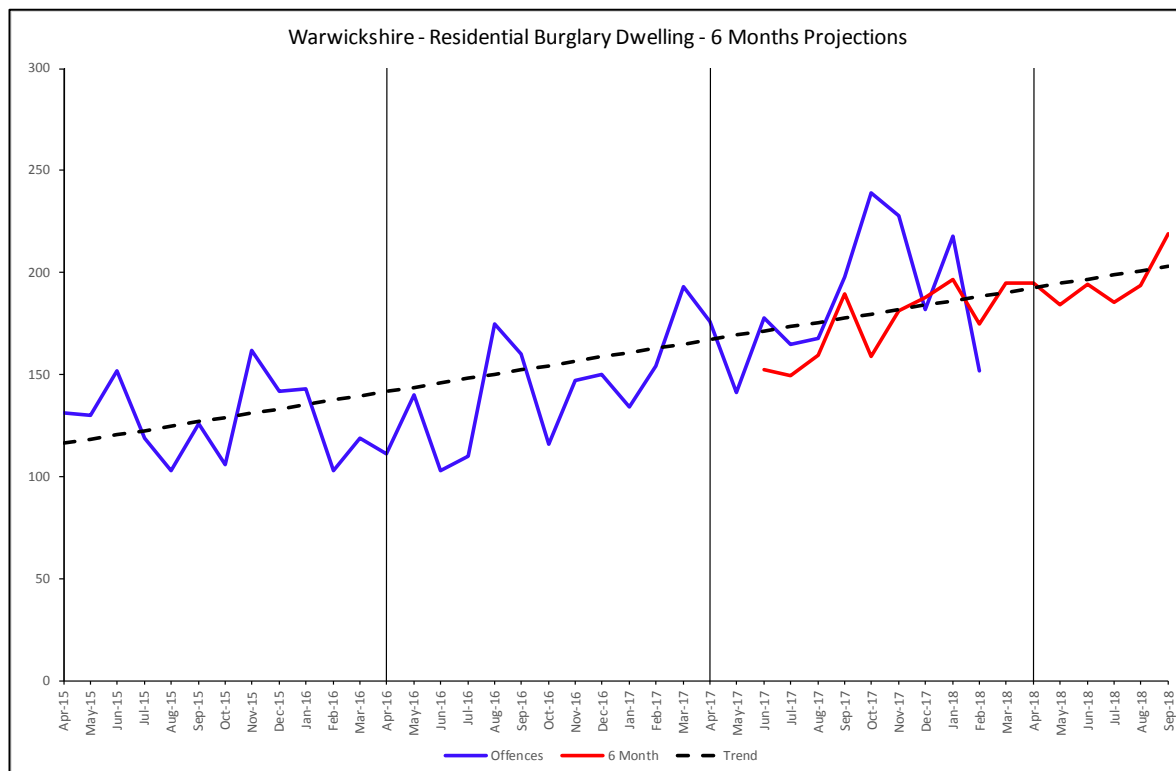
Robbery

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

Warwickshire Robbery
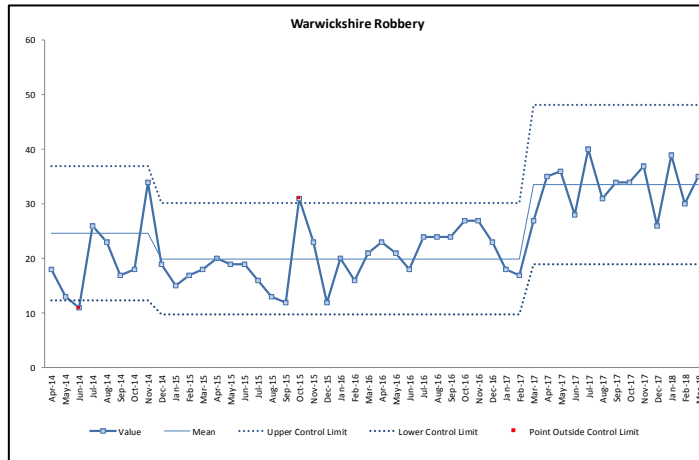
	Jan-18	Feb-18	Mar-18
North Warwickshire	30	24	17
South Warwickshire	9	6	18
Warwickshire	39	30	35

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	No change

104 offences were recorded in the last quarter. This was a 7% increase compared to the previous quarter (97) but comparable with the quarter average (101).

Volumes for both policing areas remain within the expected range.

Robbery breakdown
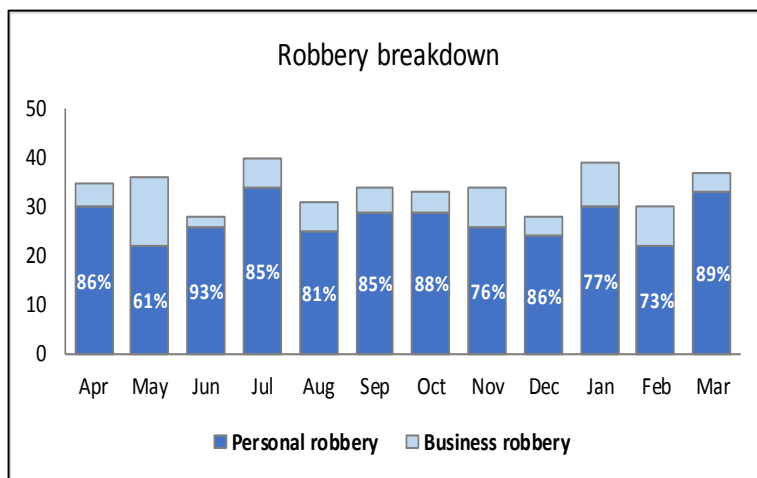
In January and February there was a higher proportion of business robbery compared to expected norms.
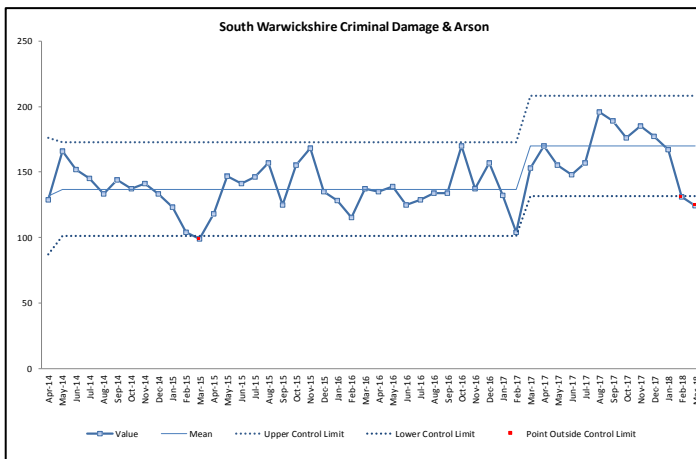
Criminal Damage & Arson

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

Warwickshire Criminal Damage & Arson
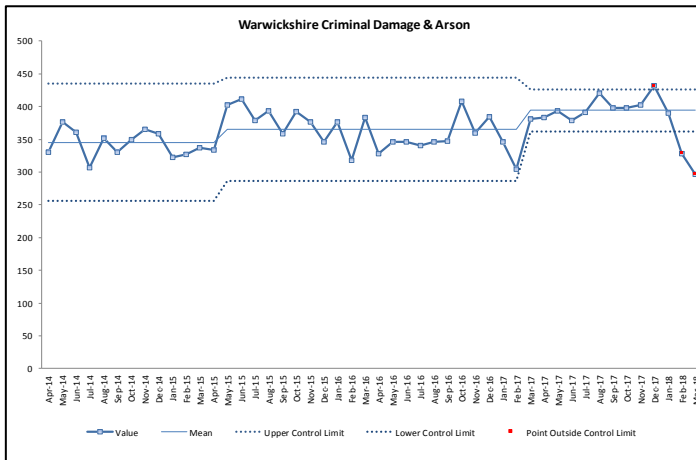
	Jan-18	Feb-18	Mar-18
North Warwickshire	223	197	173
South Warwickshire	167	131	124
Warwickshire	390	328	297

1,015 criminal damage offences were recorded in the last quarter, a decrease of 18% on the previous quarter (1,233) and below the quarter average (1,153). This was driven by exceptionally low volumes across South Warwickshire in February and March.

South Warwickshire Criminal Damage & Arson

422 offences were recorded across South Warwickshire in the last quarter; a 21% reduction compared with the previous quarter (538) and below the quarterly average (494).   Exceptional volumes were recorded in the last 2 months of the quarter.

The reduced volumes in South Warwickshire were driven by a 22% decrease in criminal damage to a vehicle and a 25% decrease in 'other criminal damage' offences.

Rural Crime

Signs of Improvement would be:
❖ Stable volumes of recorded crime
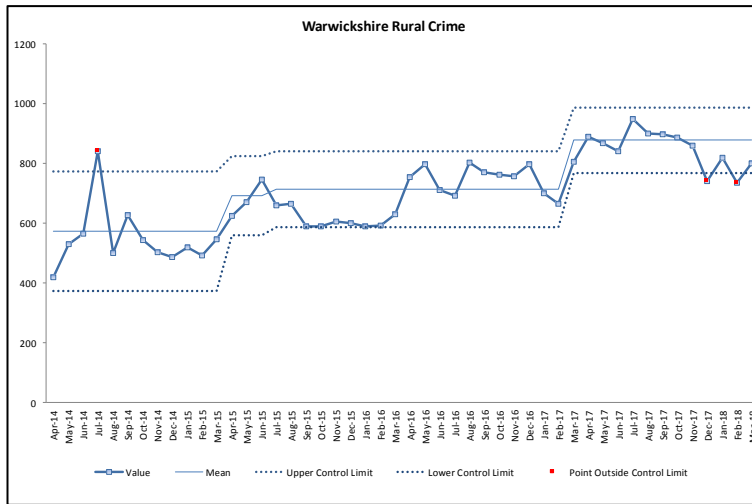
	Jan-18	Feb-18	Mar-18
North Warwickshire	369	336	378
South Warwickshire	452	399	423
Warwickshire	821	735	801

Rural crime offences are a subset of total recorded crime and are identified by their geographical location[6].

2,357 offences were recorded across Warwickshire last quarter. This is a 5% reduction on the previous quarter (2,490) and is lower than the quarter average (2,550). This decrease was driven by lower volumes in North Warwickshire (12% decrease).

An exceptional low volume was recorded in Warwickshire last February. This low volume was driven by low volumes in both policing areas.

Despite this decline in this quarter, growth has been seen in 2 prominent offence types compared to the previous quarter:
- Assault Without Injury – 5% growth (249 offences vs 238 in last quarter)
- Burglary - Residential (dwelling only) – 10% growth (206 offences vs 188 in last quarter)

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

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[6] 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

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 February data to give a more accurate analysis.
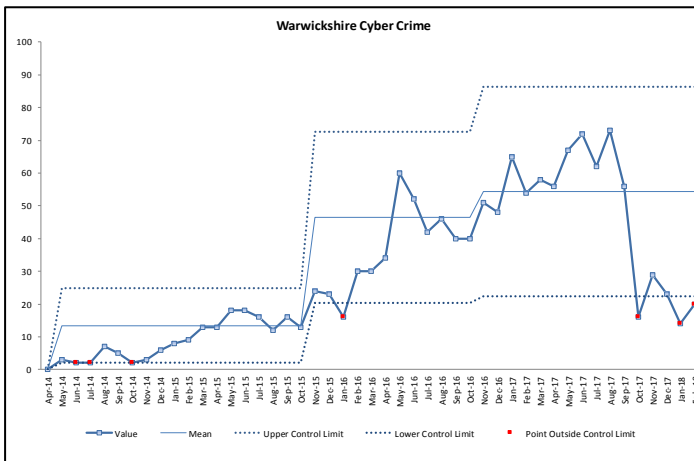
|	Dec-17	Jan-18	Feb-18
North Warwickshire	17	9	18
South Warwickshire	6	5	2
Warwickshire	23	14	20

20 offences were flagged as cyber crime in February. This was an increase compared to the previous month (14) and significantly below the monthly average (54).

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 over two thirds (74%) post ATHENA when comparing Apr-17 to Sep 17 and Oct-17 to Feb-18.

We will be working with the Information Management Unit and the ASI Audit team to ensure more accurate use of these keywords.

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.
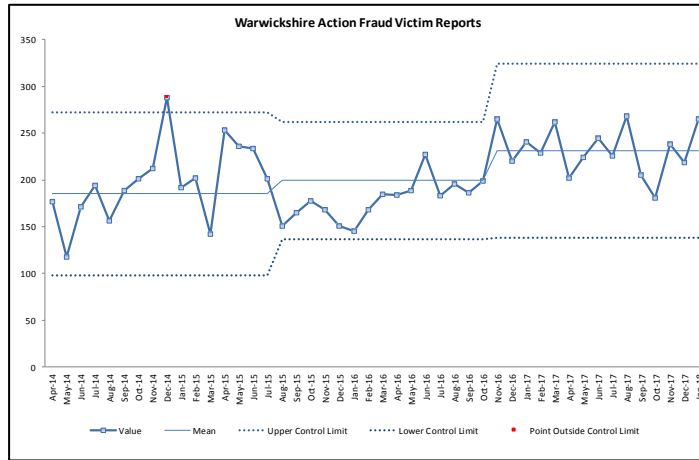
265 Action Fraud victim reports (which exclude company referrals) were recorded in January 2018[7]. This was an increase compared to December 2017 (219) and is above the monthly average (231).
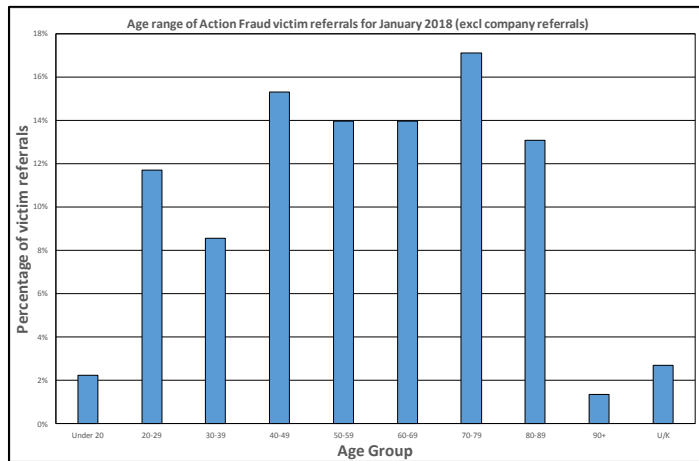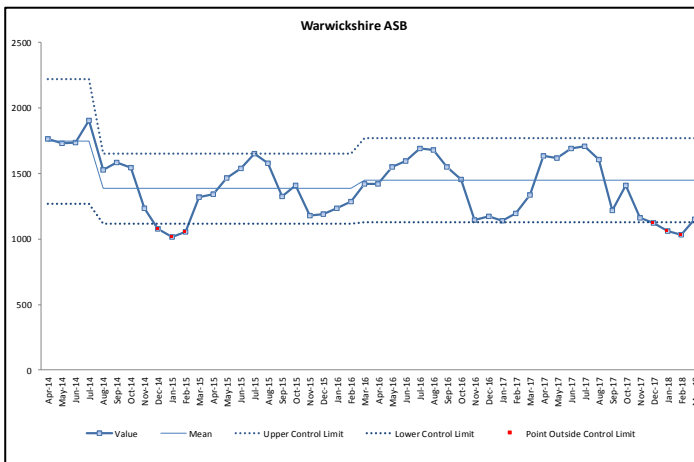

Victims aged 50+ accounted for the largest proportion of Action Fraud victim reports (59%) reported in January 2018.

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[7] Data is only available to October 2017 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

Warwickshire ASB

	Jan-18	Feb-18	Mar-18
North Warwickshire	610	592	695
South Warwickshire	453	443	454
Warwickshire	1063	1035	1149

3,247 ASB incidents were recorded in the last quarter. This was a 12% reduction compared to the previous quarter (3,693) and below the quarter average (4,105). This was driven by 2 consecutive months of exceptionally low volumes of incidents across North Warwickshire last quarter.

Reduced volumes were seen across both policing areas last quarter. Exceptionally low volumes have been seen across North Warwickshire for the last 5 months.

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

Anti Social Behaviour incidents by Category in Warwickshire
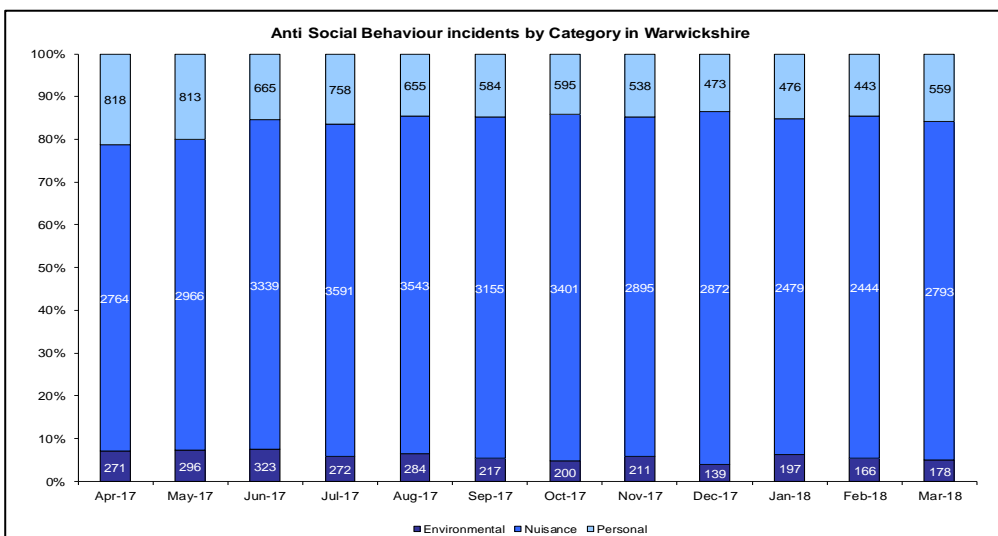
In the last quarter, 77% of all ASB incidents were nuisance, 16% personal and 7% environmental, comparable to the previous quarter.

510 'personal' ASB incidents were recorded last quarter, a 2% reduction compared to the previous quarter (521) and below the quarter average (613).

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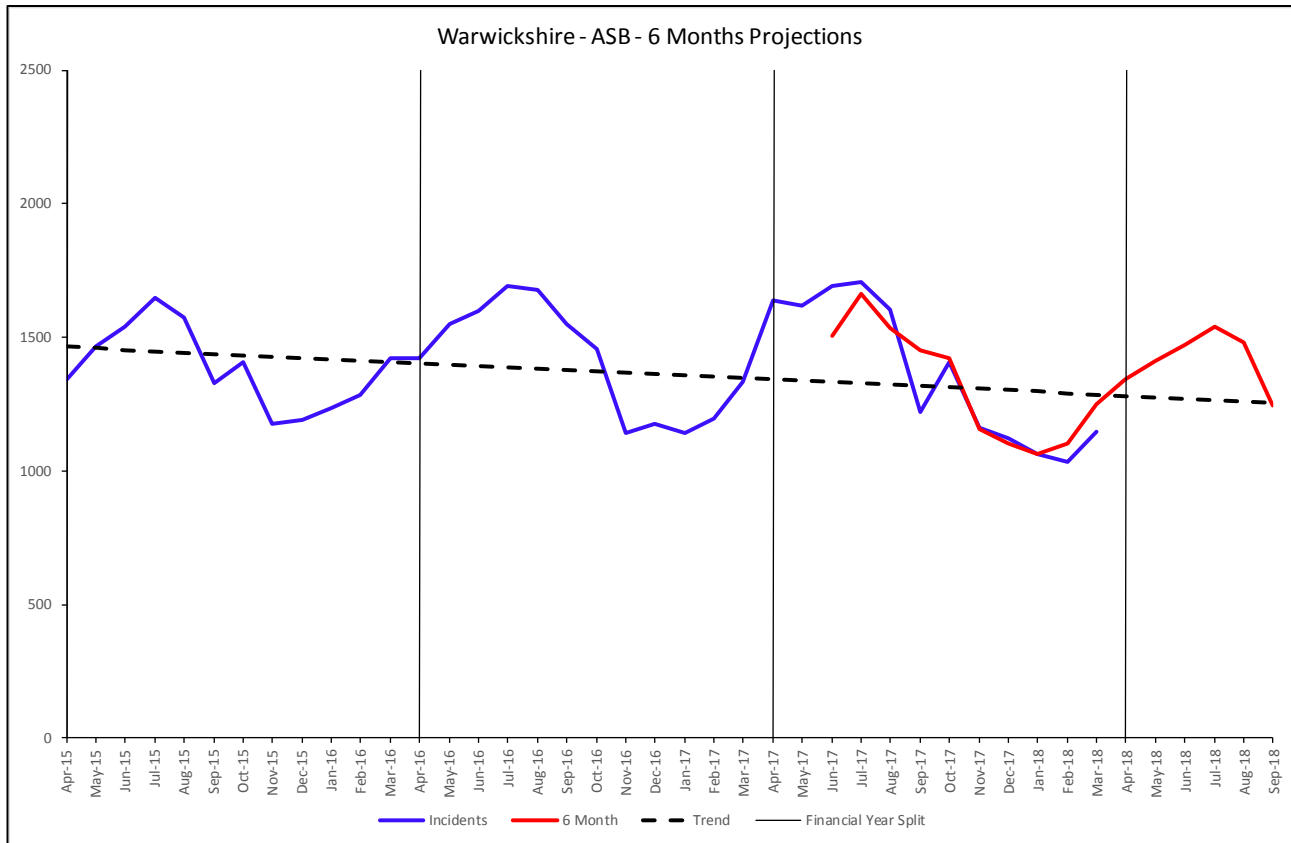
Ensuring Efficient & Effective Policing

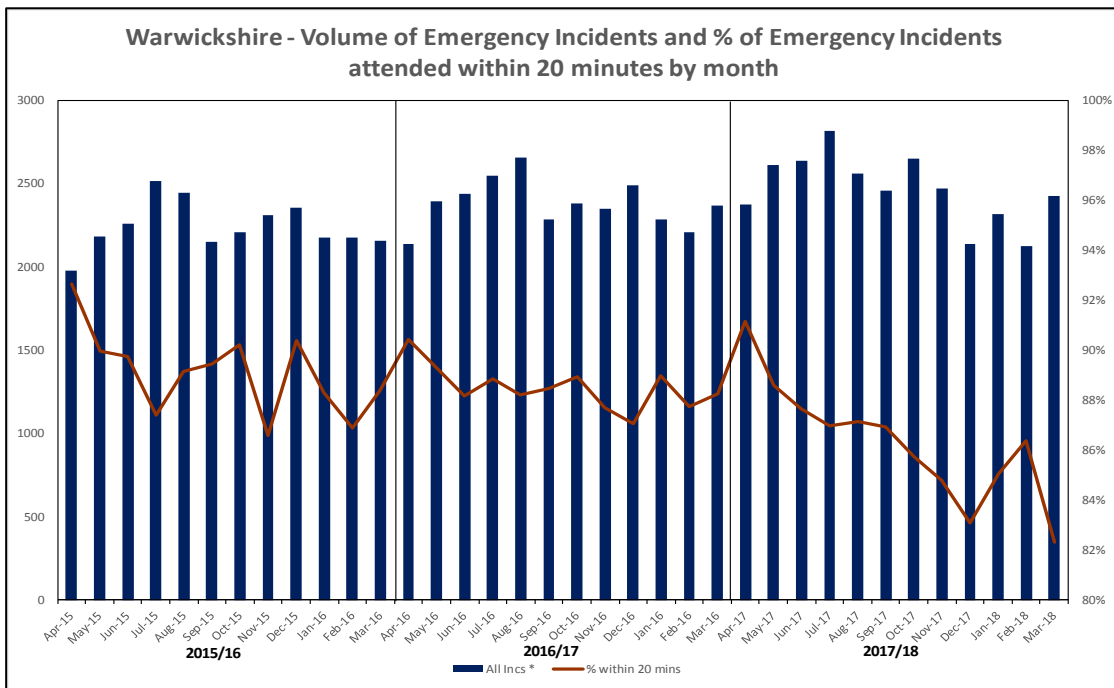## Response Times to Emergency Incidents

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.

6,865 emergency incidents were recorded in the last quarter, a 5% reduction compared to the previous quarter (7,254). The proportion of incidents attended within 20 minutes has decreased since the previous month and is now at 82%.

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 30 seconds this is a small increase compared to the previous month (12 mins 18 seconds) and is above the monthly average (12mins 54 seconds).

In the last quarter following 8th consecutive months of above average increases the average emergency response time has increased from 11 mins 36 seconds to 12 mins 54 seconds.
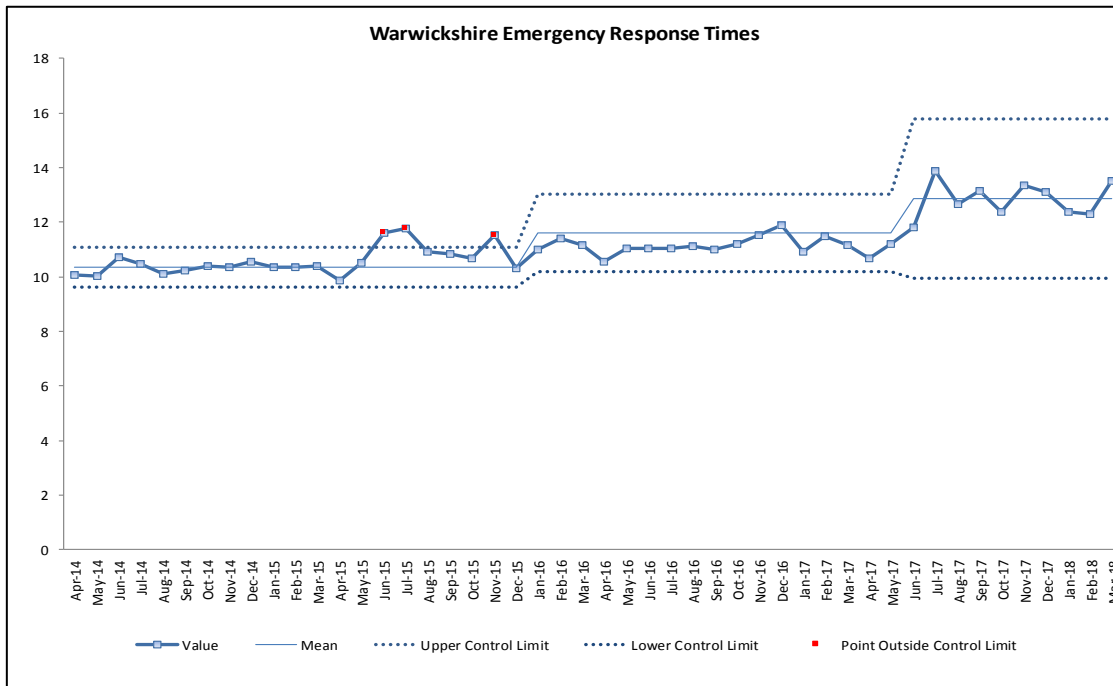
NB: from April 2016 we have been able to produce a more accurate data set

A new operational policing framework has been introduced from April 2018 which will better align resources to demand. It is also designed to reduce demand on operational resources and we therefore anticipate improvements in response times once it is embedded.

# 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. In addition a 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.
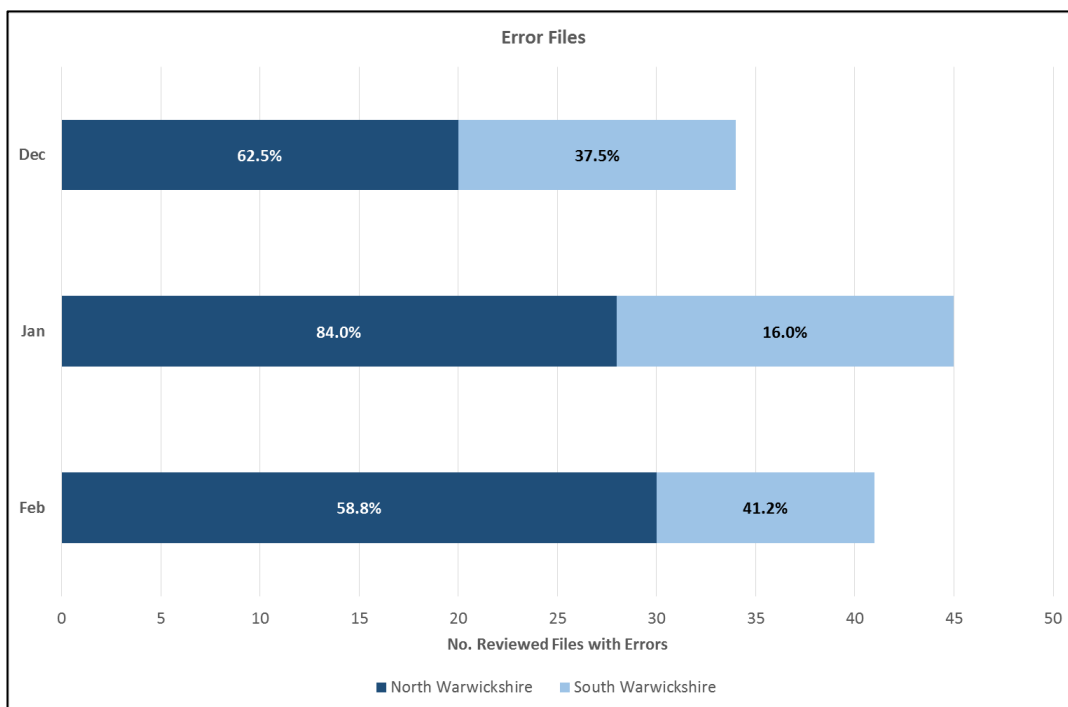
Most of the errors were identified as non-compliance with national file standards.

Reason for Error

Legend: not comply with national file standards | not meet required evidential standards | not meet victim/witness requirements
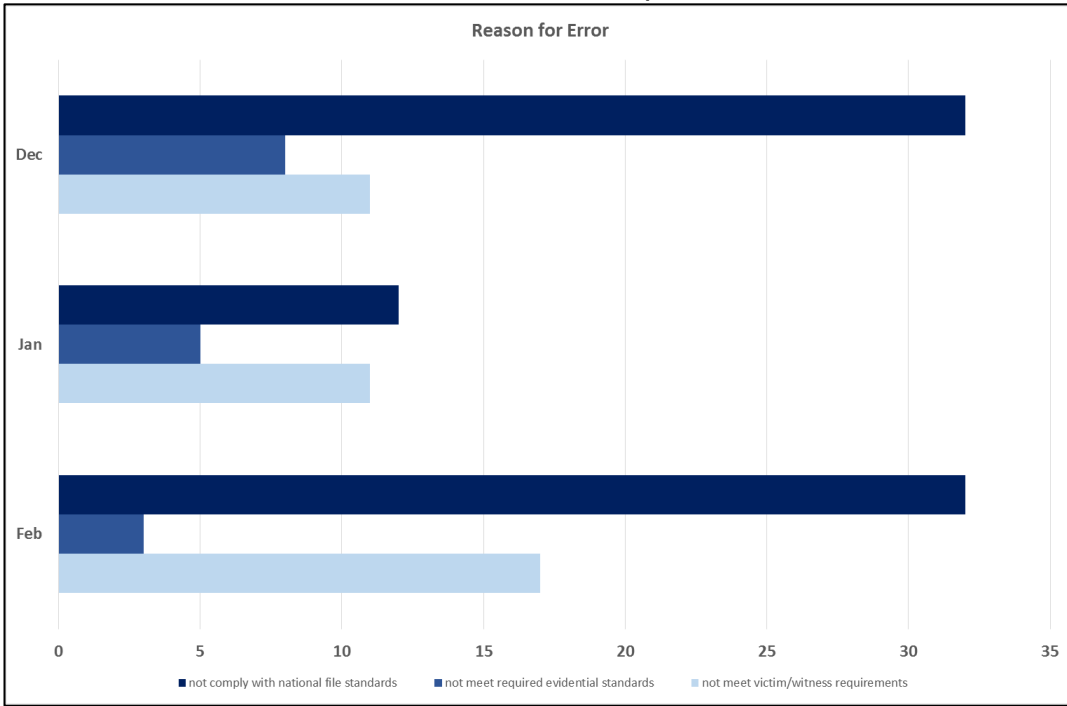
Discontinuance

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.

In February 21 cases were discontinued across Warwickshire.

	Cases discontinued	
	No.	%
North Warwickshire	12	57%
South Warwickshire	9	43%
Warwickshire	21	

CPS discontinued these cases for 9 differing reasons, the top 3 are shown below.

Main Reasons for Discontinued Cases - Warwickshire

- Incorrect charging decision – legal element missing: 5 (24%)
- Disclosure issues with CPS or police: 4 (19%)
- Victim retracted or refused to give evidence: 4 (19%)

Number of Cases
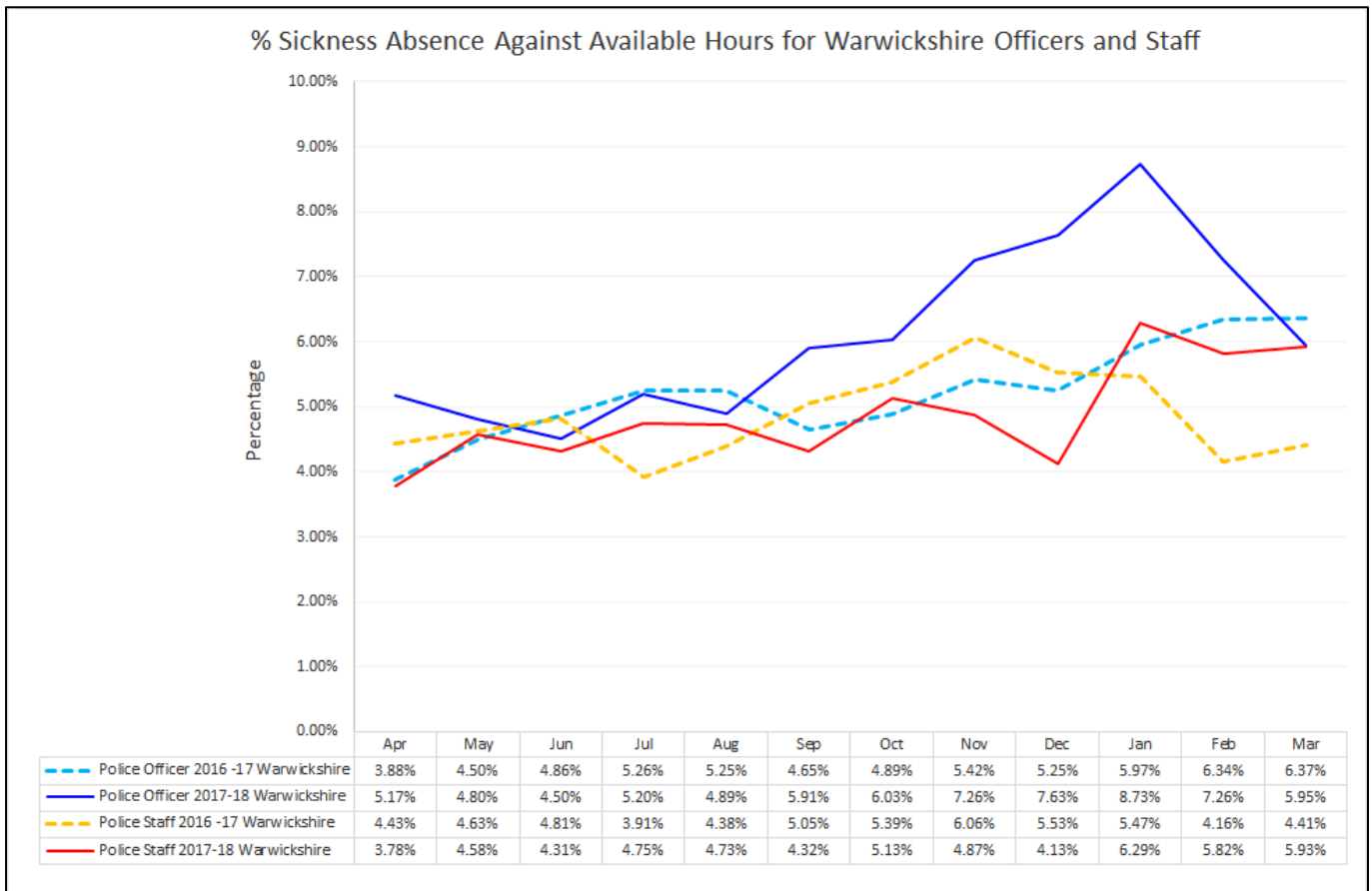
Sickness

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 March 2018 is 5.06%, which is a decrease from 6.20% in February 2018. For Staff, the average percentage of hours lost in March 2018 is 5.05% which is a decrease from 6.45% in February 2018.

The average percentage of hours lost to sickness for Officers in the last quarter is 7.31%, which is an increase on the previous quarter (6.97%) and the same quarter last year (6.22%). For Staff, average percentage of hours lost to sickness in the last quarter is 6.01%, which is an increase on the previous quarter (4.71%) and the same quarter last year (4.68%).

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

% 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%	7.63%	8.73%	7.26%	5.95%
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%	4.13%	6.29%	5.82%	5.93%

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 meeting will be held in April 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 April 2017 to March 2018.
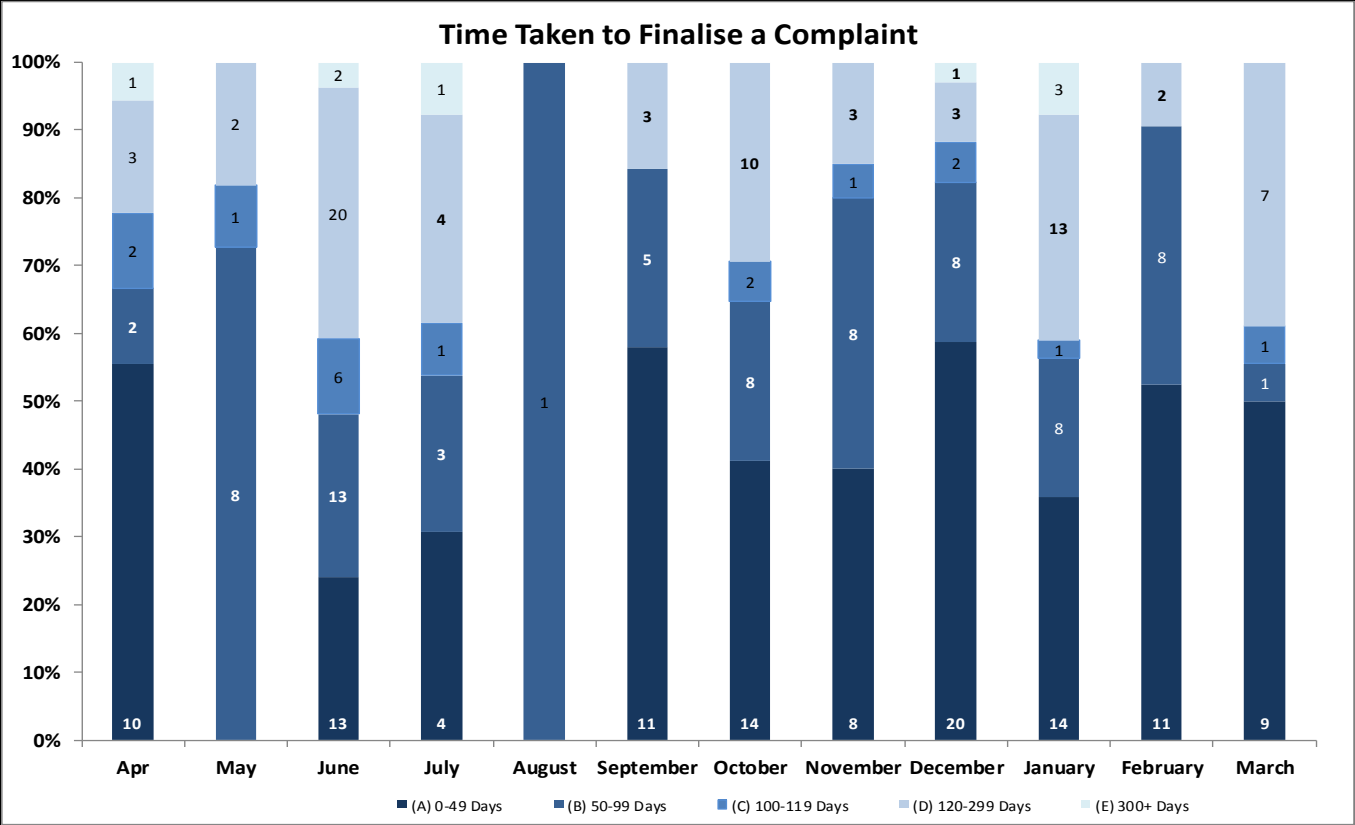
Timeliness to Record & Finalise
Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

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 52% of complaints were recorded in 3 days, below this 80% aspiration. However 97% of complaints were recorded within the 10 day national target.

Time Taken to Record a Complaint

Legend: (A) 0-3 Days, (B) 4-5 Days, (C) 6-10 Days, (D) 11+ Days
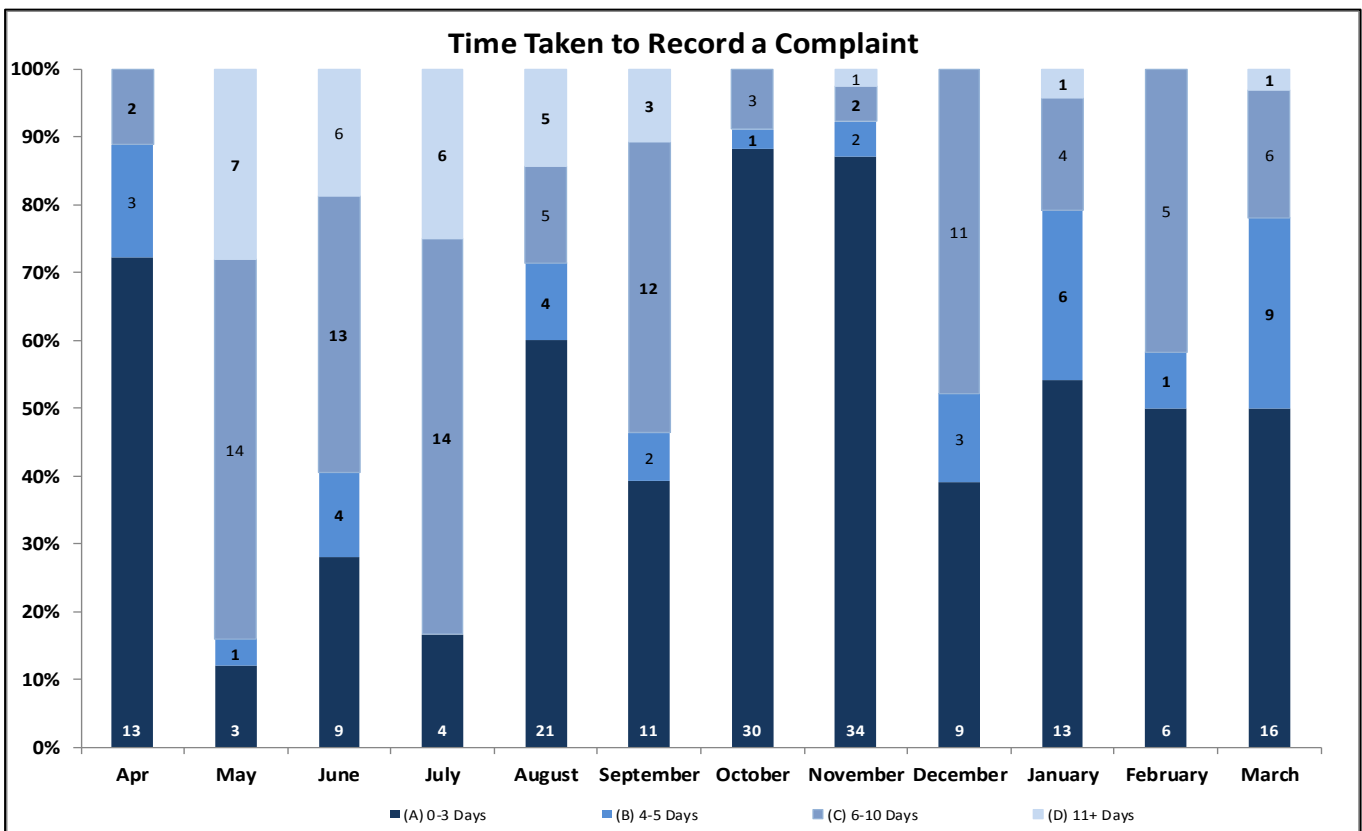
Having been aware of a fall in performance towards the end of 2017, the command team have actively addressed the issue. A number of challenges are being worked through including additional training and staff realignment. Performance has shown some improvement but there is more progress to be made.

The second national target is to finalise cases within 120 days. In the last quarter 68% of cases were finalised in 120 days, a decrease compared to the previous quarter (81%).

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

16,090 calls on the 999 system were received last quarter, a reduction compared to the previous quarter (18,196). The percentage of abandoned 999 calls last quarter (0.16%) was comparable to the previous quarter (0.20%).

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.
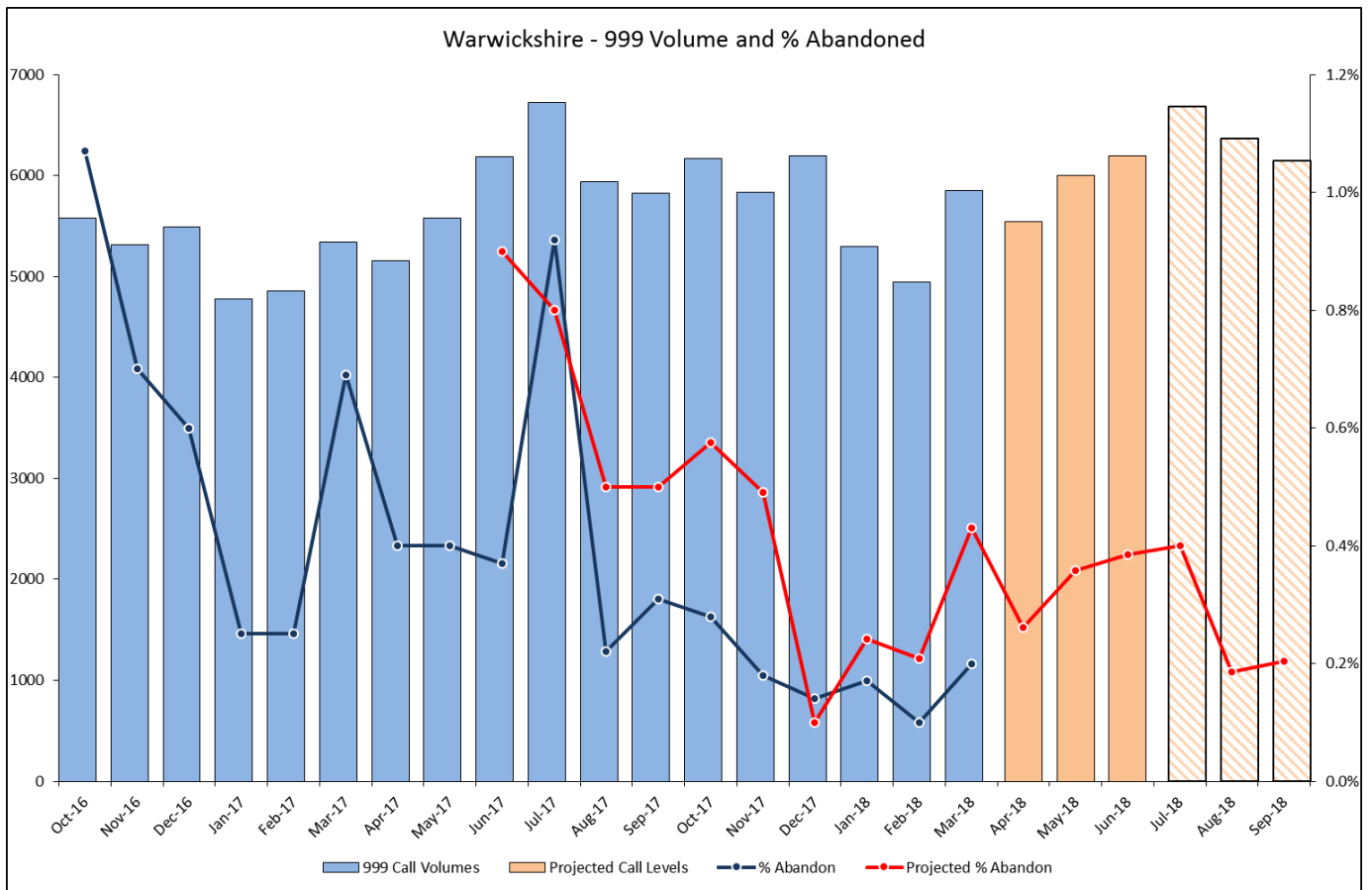
The proportion of 999 calls answered within 10 seconds remained relatively stable for the last quarter compared to the previous quarter however, performance was lower than the projected level but it remains above the 90% aspiration. Again, the goal is for OCC performance to be better than then projection data.

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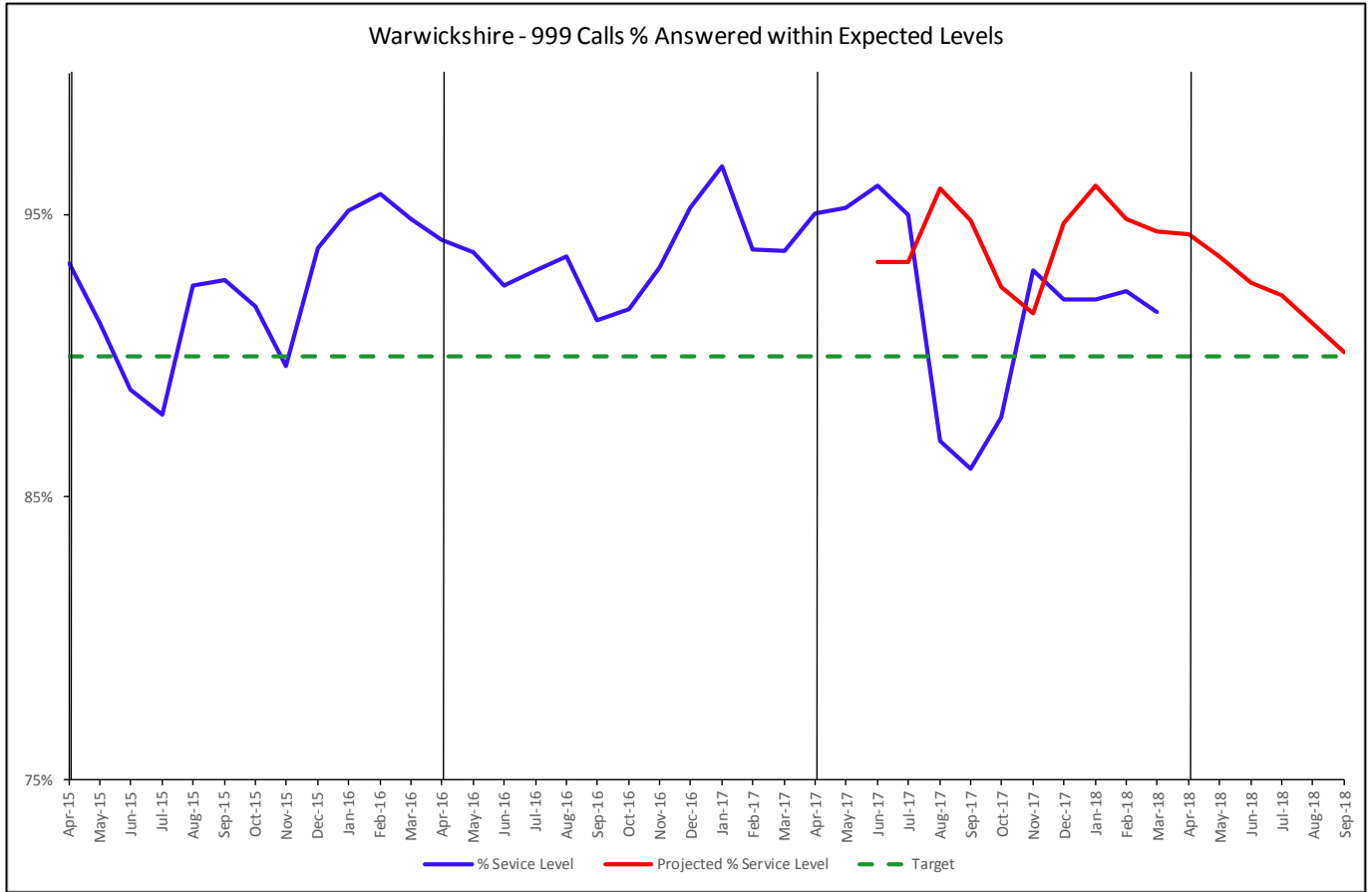
Non-Emergency Calls

50,420 non-emergency calls were received last quarter; a reduction compared to the previous quarter (53,605). There has been an increase in the non-emergency calls abandoned rate last quarter (6.3%) compared to the previous quarter (5.7%).

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 % Abandoned
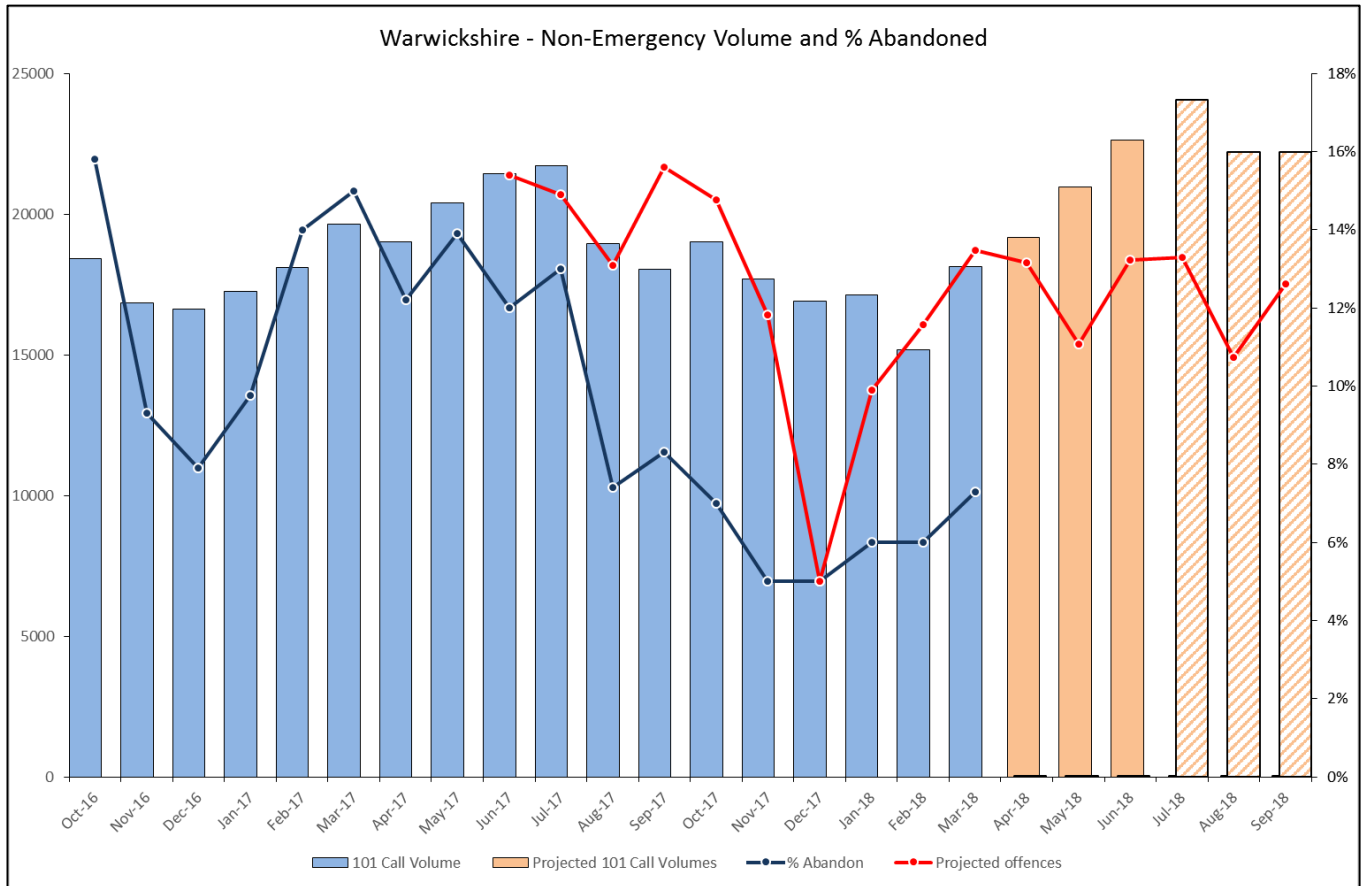
The % of calls answered in 30 seconds decreased for the last quarter compared to the previous quarter and was lower than the 80% target. Performance is slightly above projected levels in March and the goal is to maintain this trend.

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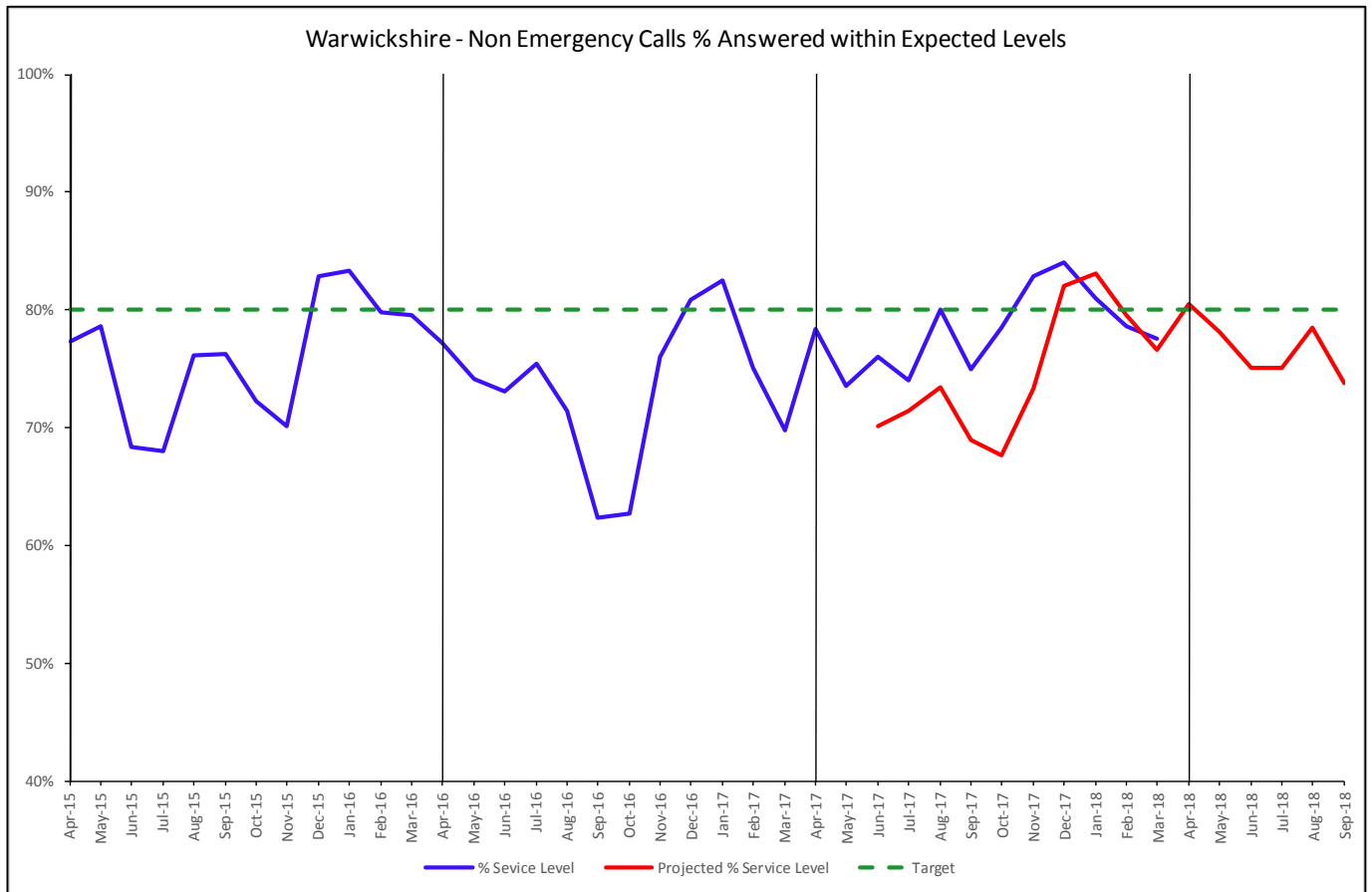
OCC performance is monitored and actively managed on a weekly basis to ensure appropriate resources are in place to manage demand.
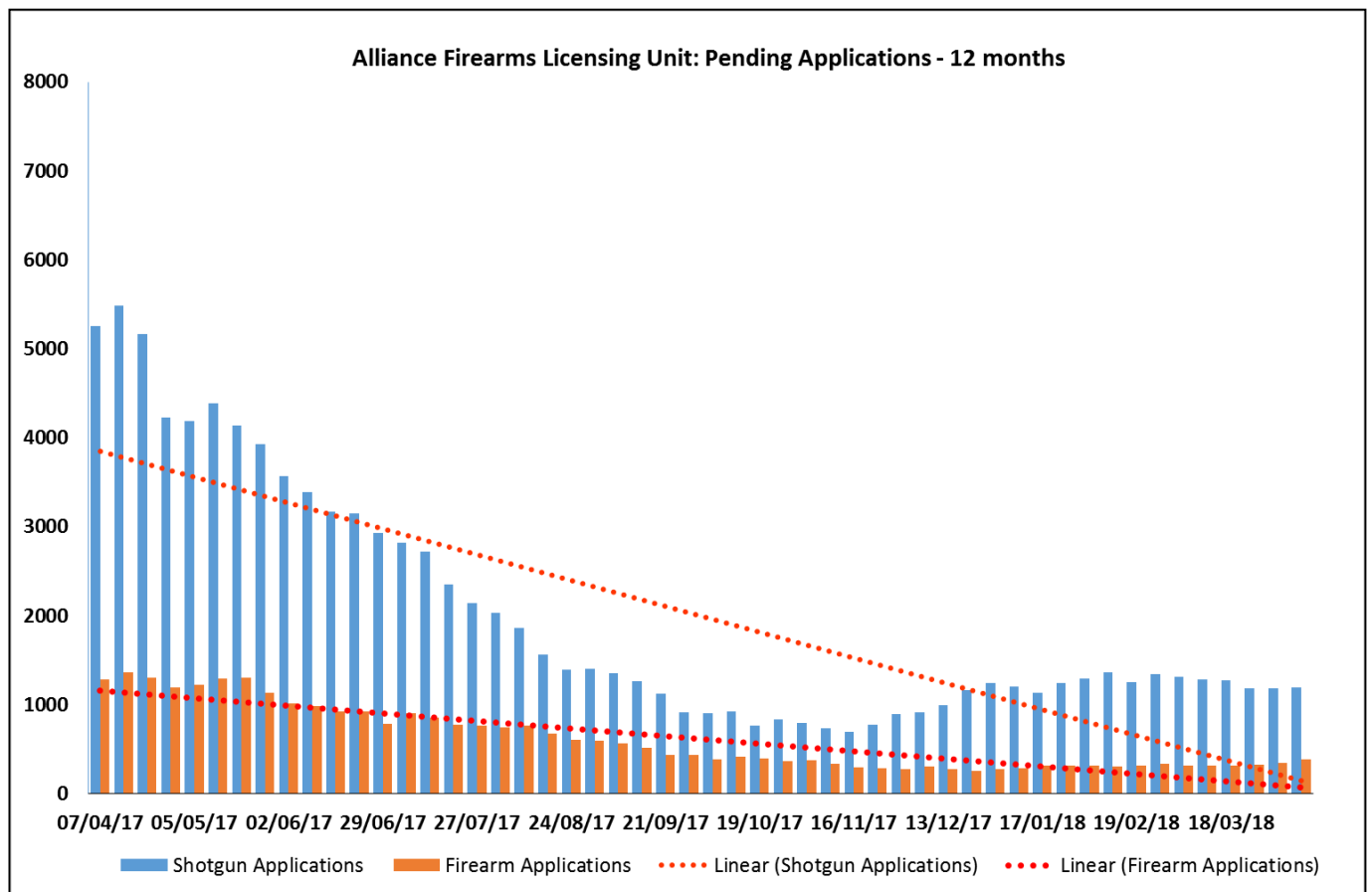
Firearms Licensing

Signs of Improvement would be:
  ❖ 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 indicates how the volume of pending applications (particularly in terms of shotgun applications) was brought to manageable levels during 2017 and is being maintained through 2018.

Work continues in addressing the long term issue of the 5 year license renewal cycle, with an aim to level out this demand. The Firearms Licensing IAG has been prominent in promoting this early renewal scheme and an article have featured in the British Association of Shooting and Conservation (BASC) magazine and other shooting publications.