



WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

Performance Summary July - September 2018

A SAFER, MORE SECURE WARWICKSHIRE

Summary

Topic	Inclusion	Data	Commentary	
<i>Putting Victims and Survivors First</i>				
Confidence	Quarter report	Decrease compared to previous period but above national average.	Confidence update will be provided in the next monthly report.	4
Victim Satisfaction	Month & quarter	Decrease compared to previous quarter	Feedback received from independent consultant review of service	5
Repeat Victimisation	Month & quarter	Growth in the volume of repeat victims	'Repeats' data shared with VMU and SPOCs	8
<i>Protecting People from Harm</i>				
Hate Crime	Month & quarter	Decrease on previous quarter. Satisfaction – Decrease compared to previous quarter	Volumes in expected range	10
Missing Persons Reports	Quarter unless exceptional	Decrease in missing person reports compared to previous quarter	Volumes in expected range	12
Sexual Offences – Rape	Month & quarter	Comparable to 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	Volumes in expected range	16
Child at Risk / CSE	Month & quarter	CaR - Decrease on previous month CSE - Decrease on previous month	CaR – Seasonal volume decrease CSE – Volumes in expected range	18
Road Traffic Casualties	Quarter unless exceptional	16 roads death in the last quarter		19
<i>Preventing & Reducing Crime</i>				
Total Recorded Crime	Month & quarter	Increase on previous quarter	Increase in line with seasonal trends	20
Violence with Injury	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	27
Violence without Injury	Exceptional	Increase on previous quarter	Exceptional volumes in July	28
Robbery	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	30
Residential Burglary-Dwelling	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	32
Business & Community Burglary	Exceptional	Comparable to previous quarter	Decrease in monthly average	34
Theft from a person	Exceptional	Increase on previous quarter	Exceptional volumes in September	36
Public order	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	38
Harassment	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	41
Malicious communications	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	42
Business Crime	Quarter unless exceptional	Increase on previous quarter		43
Rural Crime	Quarter unless exceptional	Increase on previous quarter	Increase in line with seasonal trends	44
Cyber Crime	Month & quarter	Decrease on previous month		46
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	ASB volumes following the expected seasonal trend.	48
<i>Ensuring Efficient and Effective Policing</i>				
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in emergency incidents compared to the previous quarter and the last quarter in 2017/18	Increase in the average emergency response time compared to previous month	50
Criminal Justice – File Quality	Quarter report		More detailed CJ Performance report available	52
Sickness	Month & quarter	Increase in Officer sickness rates – quarterly and monthly Decrease in staff sickness rate – quarterly but increase on previous month	Health & Wellbeing activity ongoing	55
Complaints	Quarter report	Recording complaints below 80 % aspirational target.		56
Call Handling	Month & quarter	Increase in 999 and non 999 call volumes and abandon rates.		58

Performance Summary

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



Alliance Control Strategy 2018/19

Strategic Policing Requirement

Terrorism

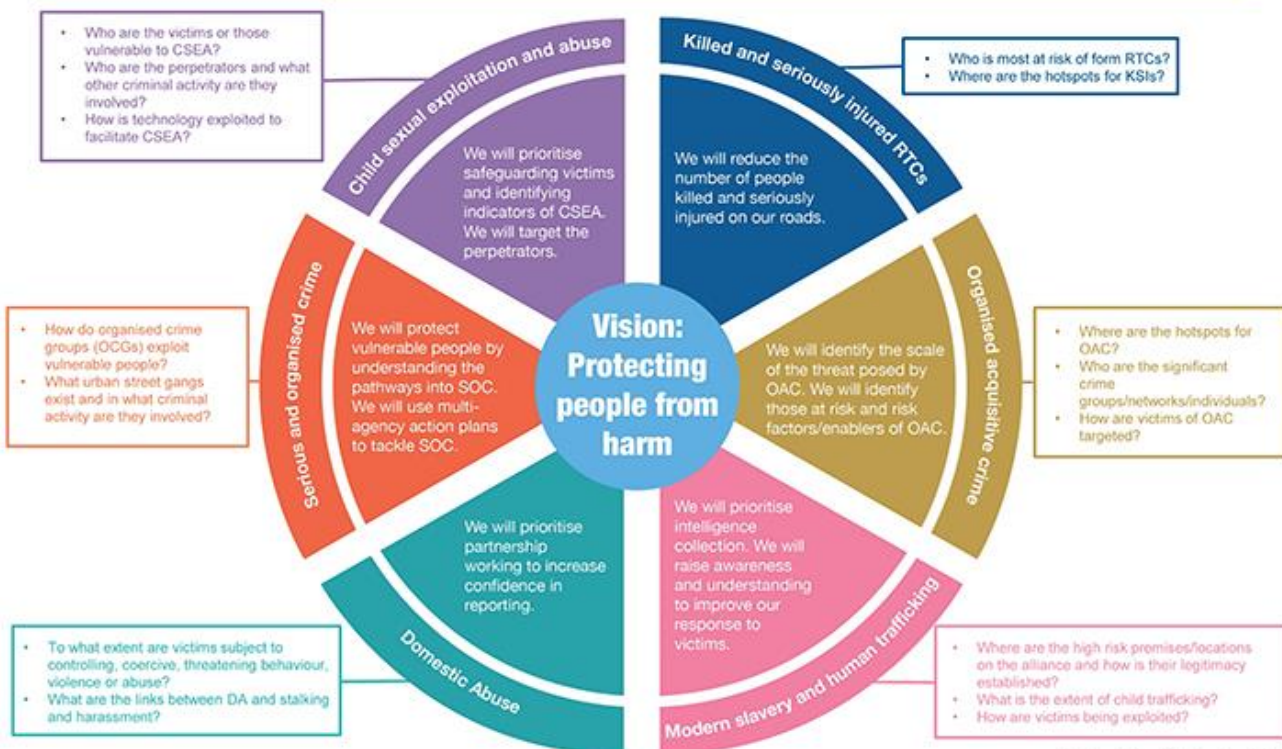
Serious and organised crime

Cyber crime

Threats to public order

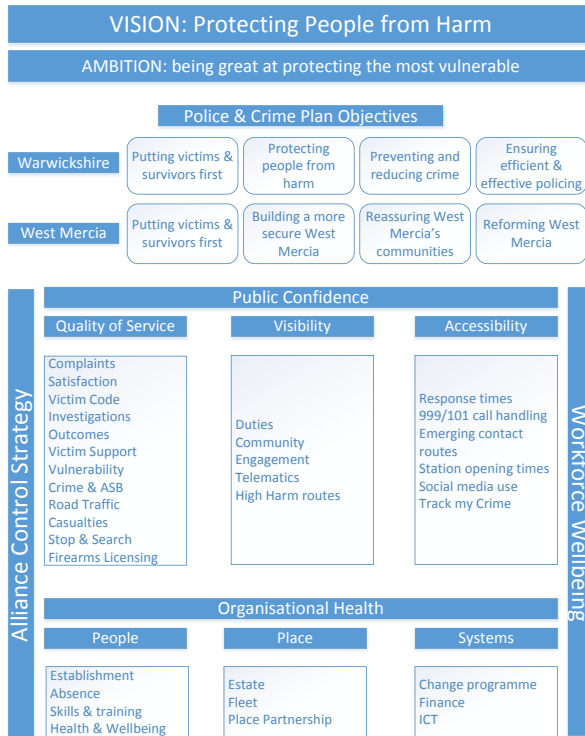
Civil emergencies

Child sexual exploitation and abuse



Review date – September 2018

Alliance Performance Framework

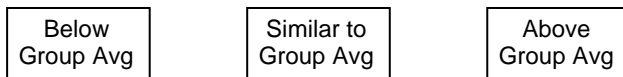


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers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

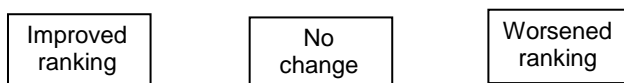
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

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

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



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



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

Putting Victims & Survivors First

Confidence in Police

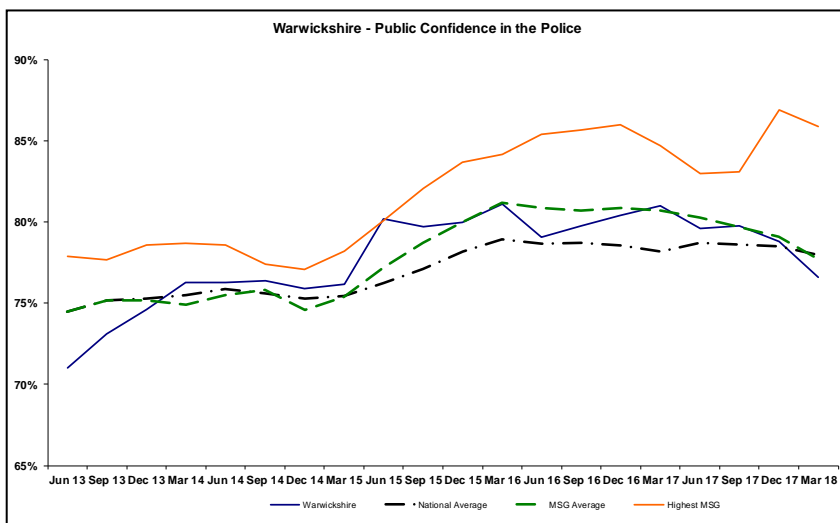
Signs of Improvement would be:

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

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to March 2018.

The latest data shows a small reduction in performance compared to the previous period, with 77% of people having confidence in the police in their local area in the 12 months to March 2018, compared to 79% in the 12 months to December 2017. Performance is below both the national and MSG average.

Against the Most Similar Group² (MSG) of peer forces, Warwickshire is currently ranked 5th of the 8 forces, one place lower than the previous reporting period. The force's ranking against all forces has dropped from 19th (Dec 17) to 25th (Mar 18).



	Dec-17		Mar-18	
	%	Rank	%	Rank
Warwickshire	78.8%	4	76.6%	5
MSG Average	79.1%		77.7%	

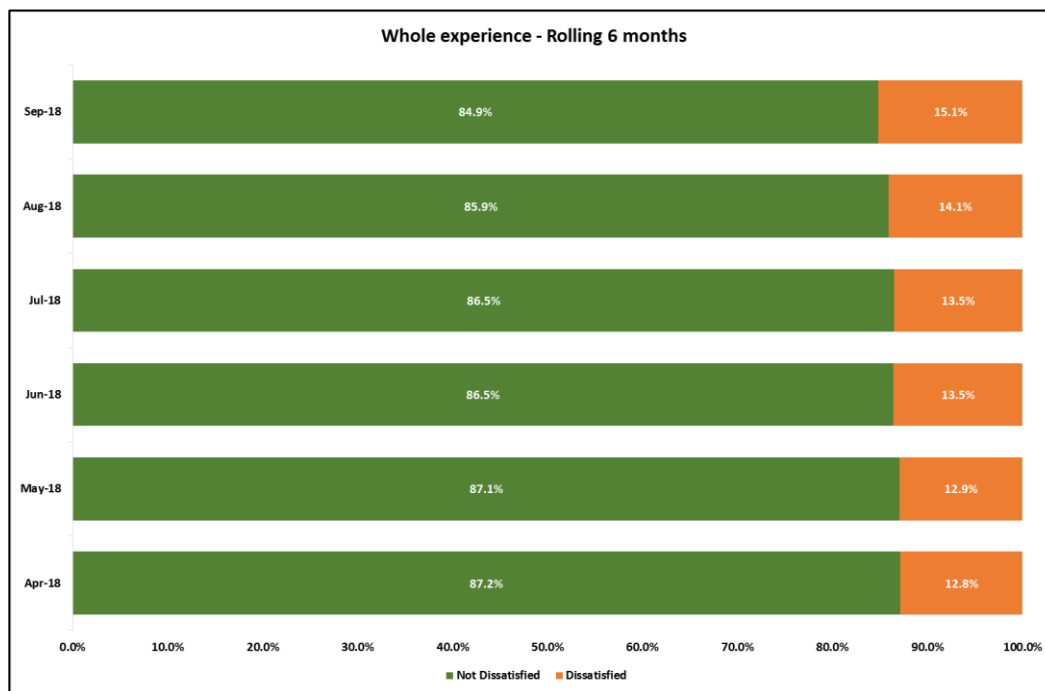
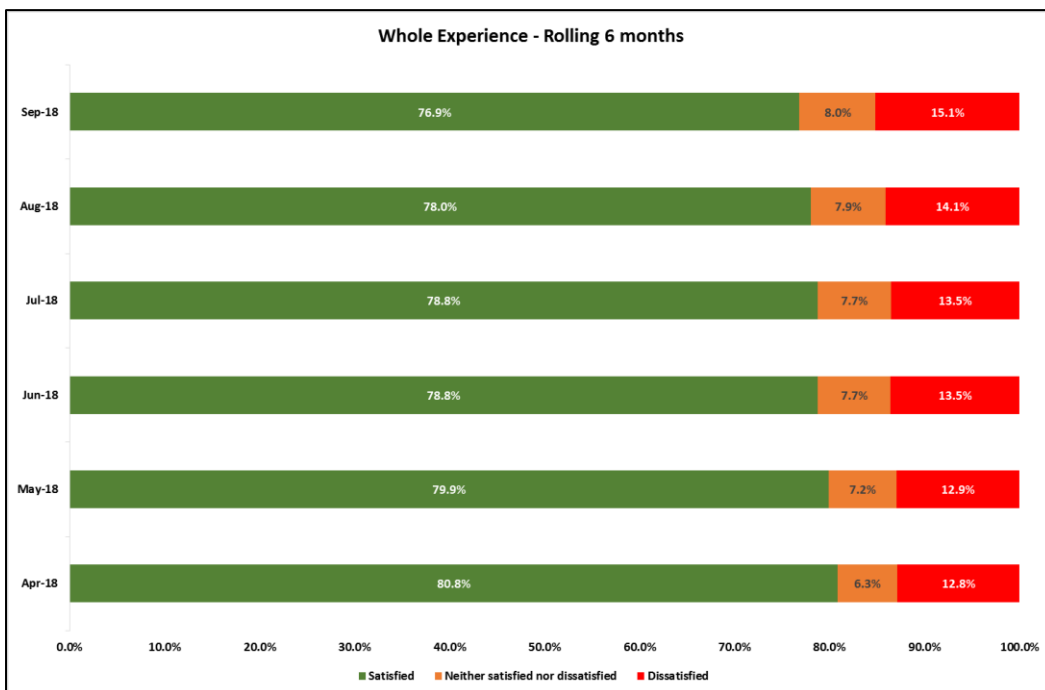
The alliance has recently launched a confidence strategy and this is driving activity from which we expect to see improvements in this area. The strategy is available on the force website.

¹ 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

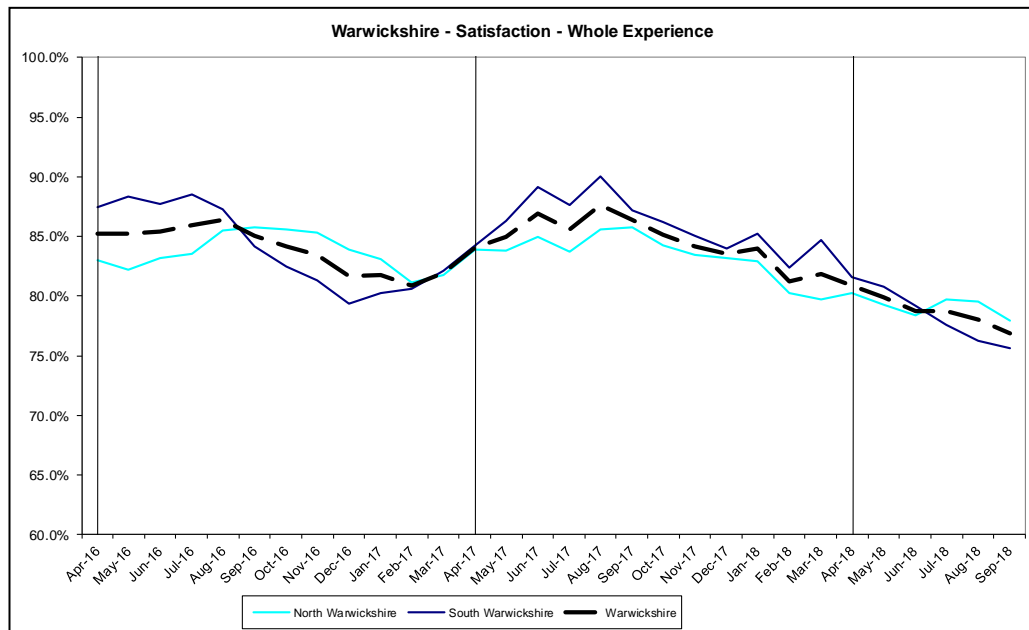


	Jul-18	Aug-18	Sep-18
North Warwickshire	79.7%	79.5%	77.9%
South Warwickshire	77.6%	76.2%	75.6%
Warwickshire	78.8%	78.0%	76.9%

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 (78% Jul-Sep compared to 80% Apr-Jun 18- rolling 6 months). Performance decreased across both policing areas and also across each measured stage of satisfaction, with the exception of treatment.

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

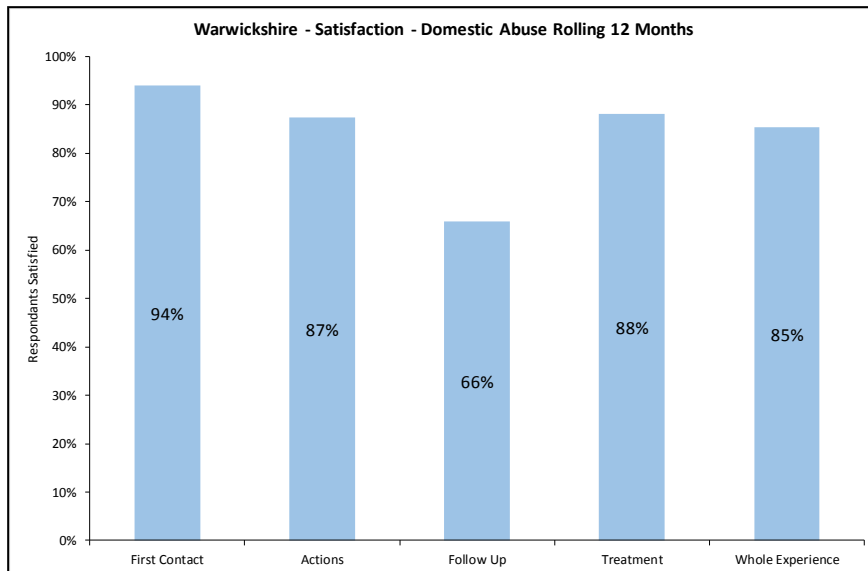


The force has recently engaged an independent consultant to review our processes for assessing victim satisfaction and to help inform any decision making as to where improvements can be made. He has produced a report and ASI are writing a series of recommendations which will go to the strategic steering group. The desire is for the consultant to return to provide training to key leads who will then be able to cascade the learning across the organisation. This will be to improve the knowledge of how to improve service delivery across different victim groups such as different demographic groups. This is very much aimed at improving reassurance which he has identified as a key driver for improving satisfaction.

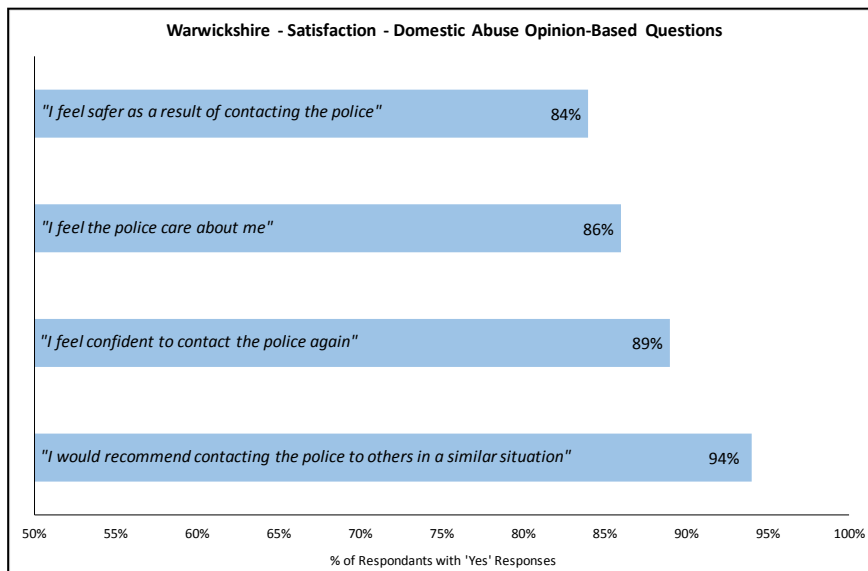
Domestic Abuse

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.



	Jul-18	Aug-18	Sep-18
First Contact	95%	95%	94%
Actions	89%	88%	87%
Follow Up	71%	68%	66%
Treatment	90%	88%	88%
Whole Experience	88%	86%	85%



	Jul-18	Aug-18	Sep-18
"I feel safer as a result of contacting the police"	87%	85%	84%
"I feel the police care about me"	88%	86%	86%
"I feel confident to contact the police again"	91%	89%	89%
"I would recommend contacting the police to others in a similar situation"	96%	95%	94%

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

Repeat Victims

Signs of Improvement would be:

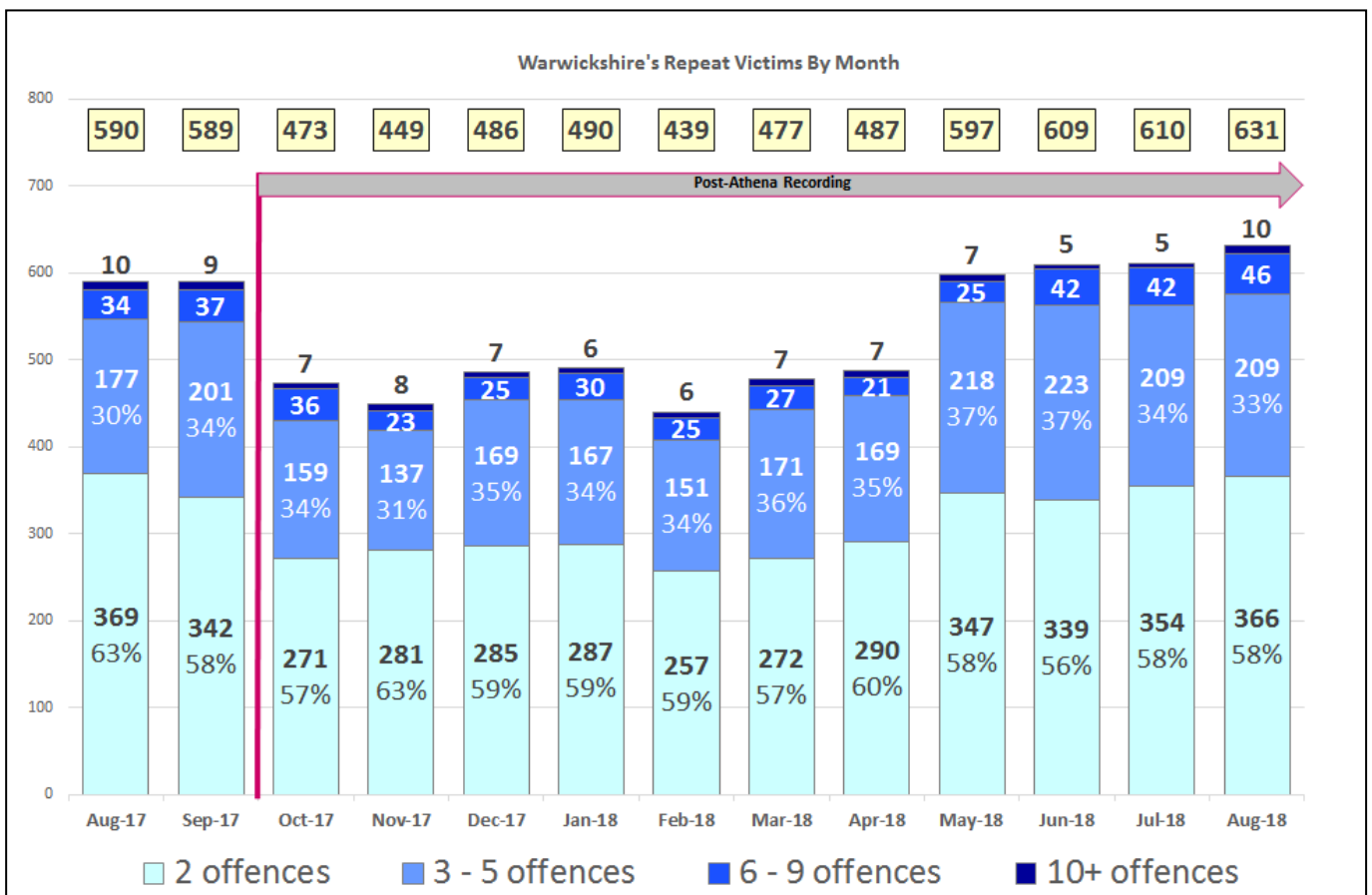
- ❖ Reduction in repeat victims

A repeat victim is defined as an individual recorded as a victim in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat victim can have presence in both alliance force areas, these counts reflect Warwickshire's victims/ offenders only, but quantifies total offences across the alliance.

Repeat Victimisation

The introduction of ATHENA in October 17 meant a change of process and modelling of repeat victims. This means that the data post October 17 may not be directly comparable to previous months.

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



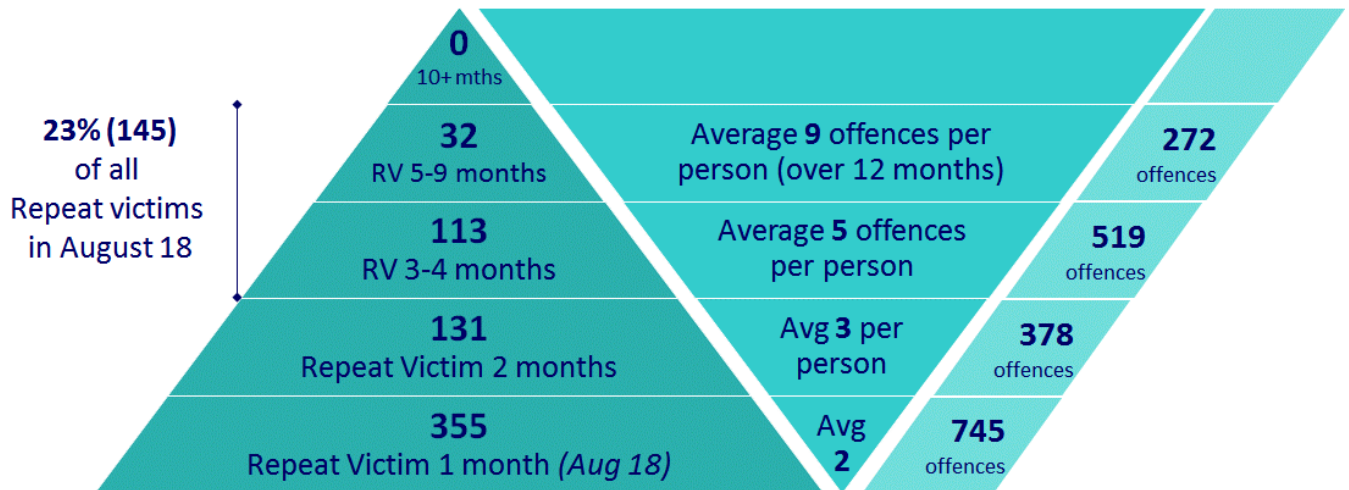
In August, 25% (631) of all victims (2,541) were repeat victims (subject to at least one further offence in the last 12 months). This volume and repeat rate have increased from the previous month, with 610 repeat victims and a 24% repeat rate in July. The number of repeat victims in August 18 is 7% higher than the level seen in August 17 (590).

81 (13%) of August's repeat victims were also a repeat victim in July, with 19 individuals (3%) being a repeat victim in each of the last 3 months – June, July and August.

Frequent Repeat Victims

'Frequent repeat victims' are those individuals who are identified as a repeat victim in the current reporting month (August) who have also been identified as a repeat victim more than once in the previous 11 months.

This chart indicates the frequency of repeat victimisation for August's 631 repeat victims over the last 12 months.



145 (23%) of August's repeat victims have appeared as a repeat victim in 3 or more months over the last 12 months. This volume and proportion rate have remained stable from the previous month (141, 23%).

August's frequent repeat victim cohort amounts to 791 offences recorded in the last 12 months, of which 190 were recorded in August.

32 individuals have appeared as a repeat victim between 5 to 9 months in the last 12 months. This represents 272 offences, of which 44 were recorded in August.

Protecting People from Harm

Hate Crime

Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



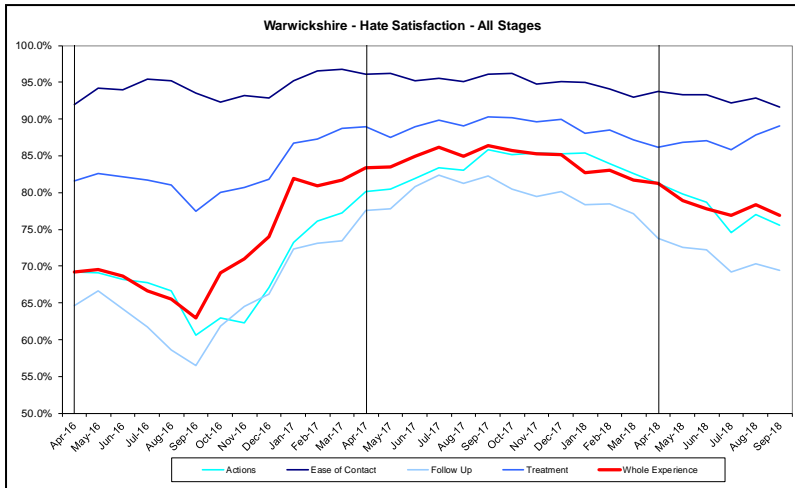
	Jul-18	Aug-18	Sep-18
North Warwickshire	50	38	34
South Warwickshire	28	33	34
Warwickshire	78	71	68

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.

217 offences/ incidents were recorded this quarter. This is a 13% reduction compared to the previous quarter (248) but above the quarter average (206). 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 at both Force and local policing area level.

Hate Crime Victim Satisfaction



	Jul-18	Aug-18	Sep-18
North Warwickshire	79.5%	82.0%	78.8%
South Warwickshire	73.2%	72.9%	74.2%
Warwickshire	76.9%	78.4%	76.9%

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.

77% 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 (79%).

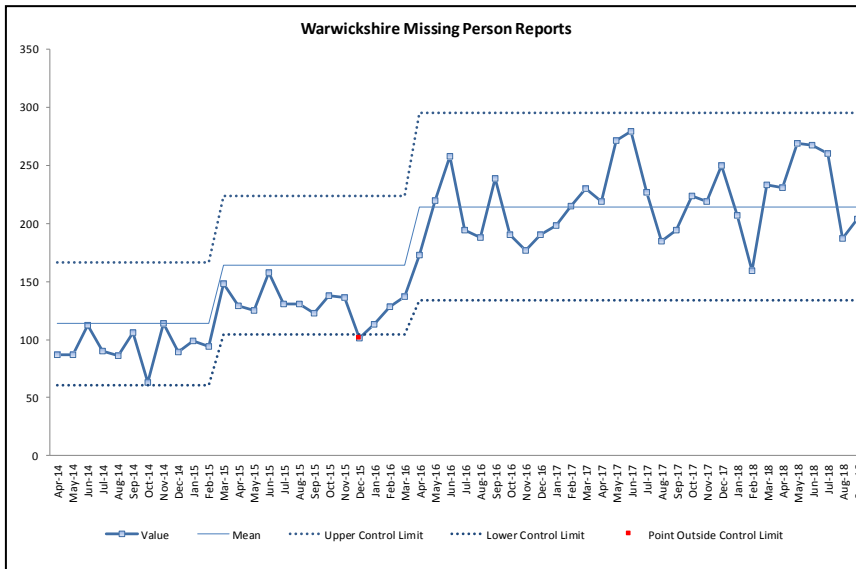
Performance decreased most notably in South Warwickshire, with 74% satisfied last quarter compared with 77% the previous quarter. Performance decreased slightly in North Warwickshire.

Missing Persons

Signs of Improvement would be:

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

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



	Jul-18	Aug-18	Sep-18
North Warwickshire	163	114	147
South Warwickshire	97	73	57
Warwickshire	260	187	204

651 missing person reports were recorded during the last quarter. This is a 15% decrease compared with the previous quarter (765). Volumes typically follow a seasonal pattern with increased volumes in spring, but reduced volumes in August in line with the school summer half term.

Decreasing volumes have been seen across both policing areas with a significant reduction in missing reports in South Warwickshire.

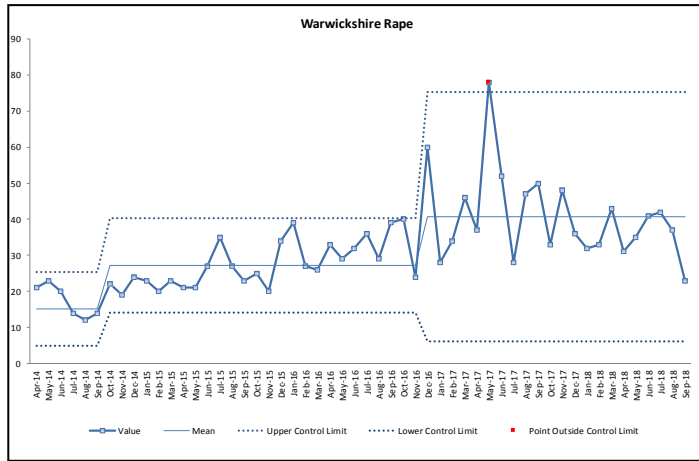
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing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

Sexual Offences

Signs of Improvement would be:

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

Rape



	Jul-18	Aug-18	Sep-18
North Warwickshire	22	20	15
South Warwickshire	20	17	8
Warwickshire	42	37	23

Peer Comparison

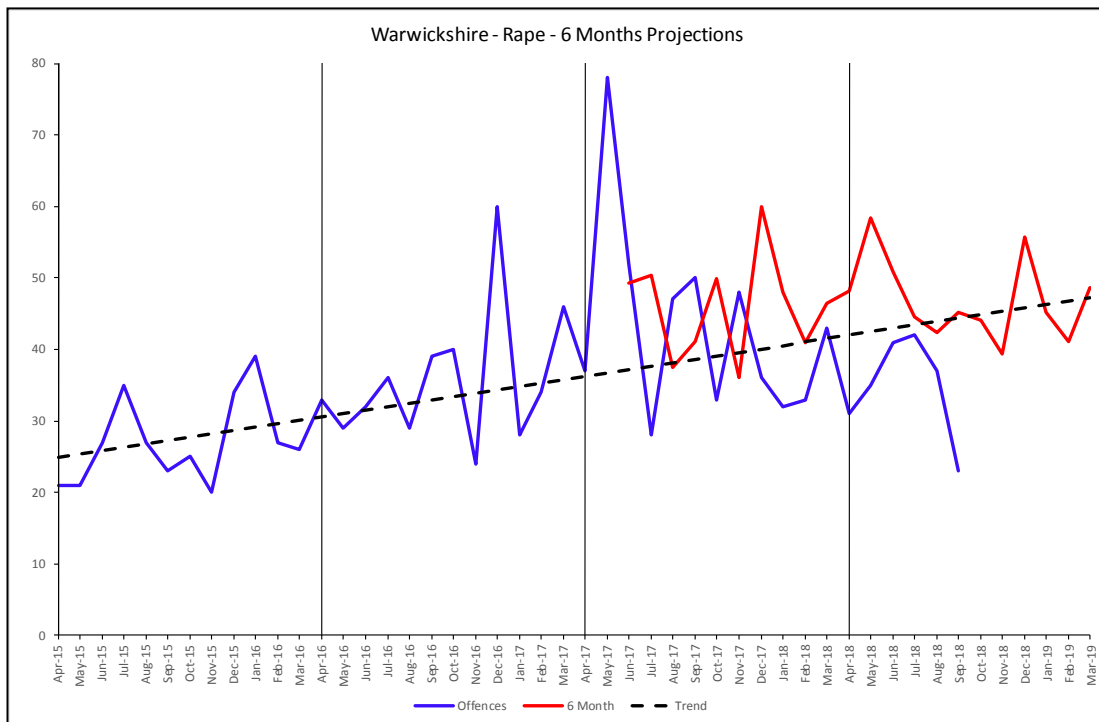
Offence Volume Below Group Avg

Relative Position Worsened ranking

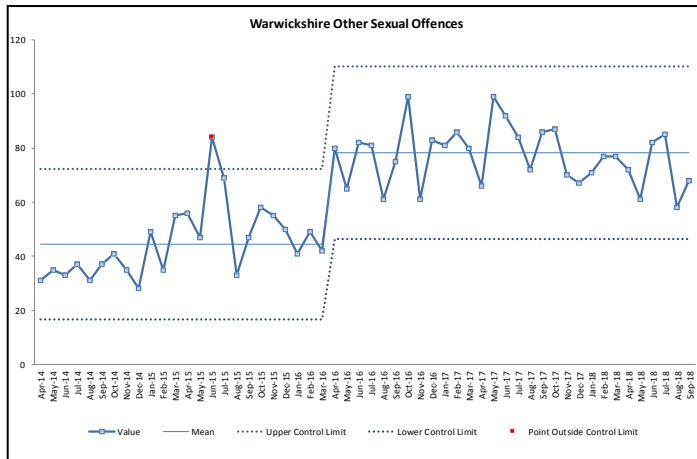
102 rape offences were reported to the police last quarter, a slight decrease compared to the previous quarter (107) and below the quarter average (109). 63% (64) of offences reported were 'recent' (recorded within 28 days of the offence) – this is an 11% increase on the previous quarter (56).

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 lower than anticipated but are projected to increase in the next quarter.



Other Sexual Offences



	Jul-18	Aug-18	Sep-18
North Warwickshire	48	23	32
South Warwickshire	37	35	36
Warwickshire	85	58	68

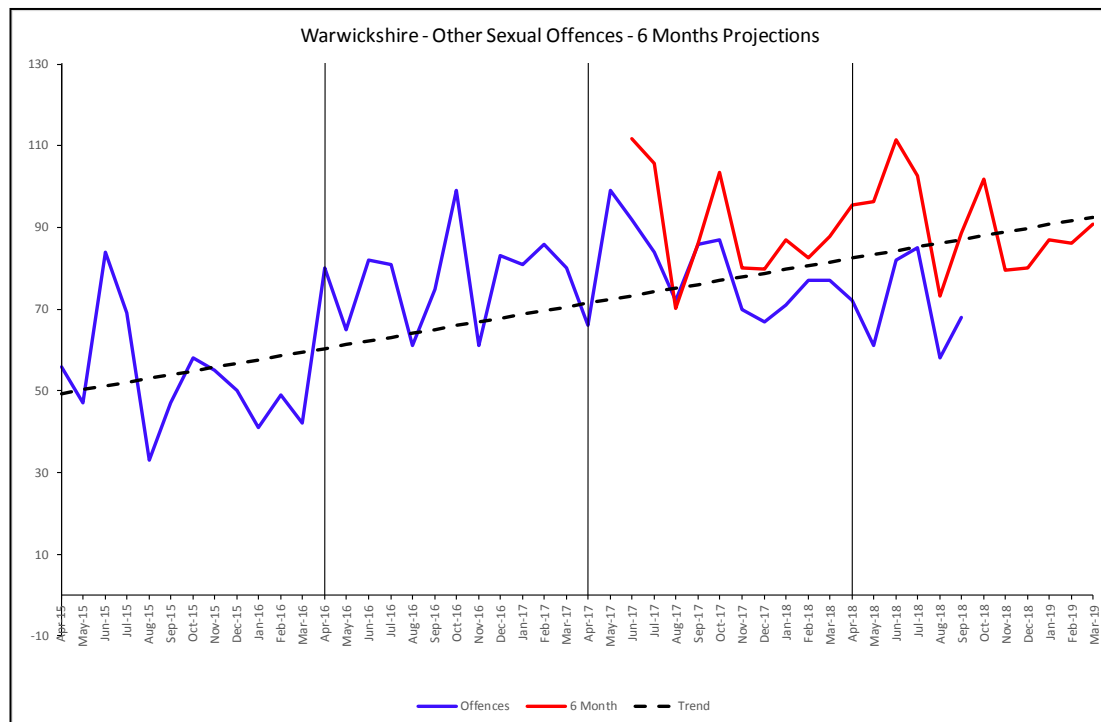
Peer Comparison

<p style="text-align: center; font-weight: bold;">Offence Volume</p>	<p>Below Group Avg</p>
<p style="text-align: center; font-weight: bold;">Relative Position</p>	<p>No change</p>

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.

211 other sexual offences were reported to the police last quarter, comparable to the previous quarter (215) and below the quarter average (219). Reduced volumes were seen across North Warwickshire. 66% (142) of offences reported were 'recent' (recorded within 28 days of the offence) – this volume is in line with the previous quarter.

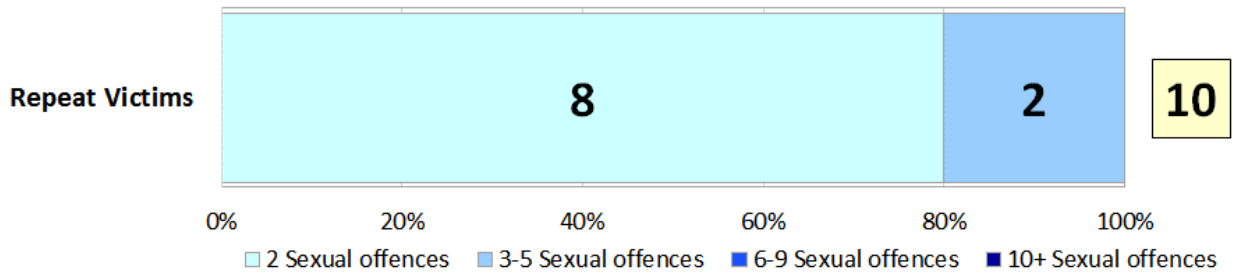
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates an increase in offending in the next few months.



Repeat Victims of Sexual Offences

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August (latest available data), 12% (10) of sexual offence victims (84) across Warwickshire were repeat victims of another sexual offence³ in the last 12 months. The number of repeat victims has remained stable compared to the previous month (11, 10%). The following chart provides a breakdown of sexual offence repeat victims by instances of repeat victimisation.



³ This includes both rape and other sexual offences.

Domestic Abuse

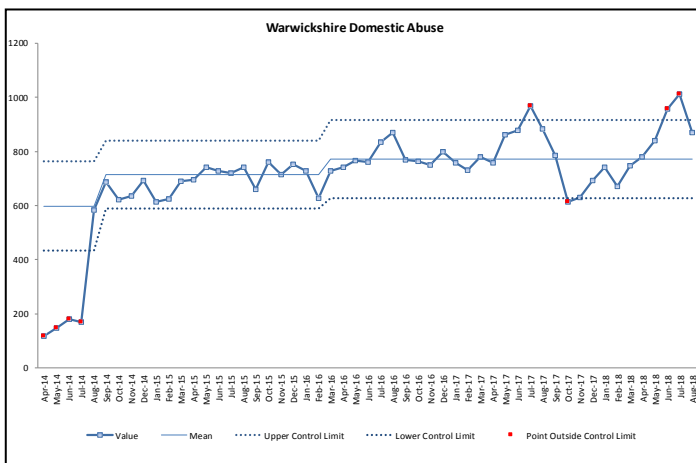
Signs of Improvement would be:

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

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker/ keyword on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

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

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



	Jun-18	Jul-18	Aug-18
North Warwickshire	589	637	523
South Warwickshire	369	376	347
Warwickshire	958	1013	870

870 domestic abuse offences & crimed incidents were recorded in August. This is a 14% reduction compared to the previous month (1,013) but above the monthly average (773). This was driven by reduced volumes across both policing areas. Violence without injury continues to be the most prevalent crime type making up 53% (289) of recorded crimes.

Domestic Violence Protection Notices (DVPNs)

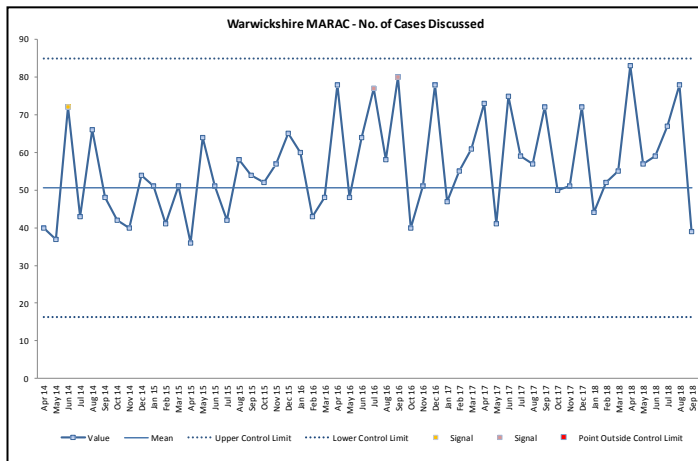
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives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

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

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.



184 cases were discussed at Warwickshire MARACs last quarter (58 repeat cases). This is a decrease compared to the previous quarter (199) but above the quarterly average (177).

Child at Risk / Child Sexual Exploitation

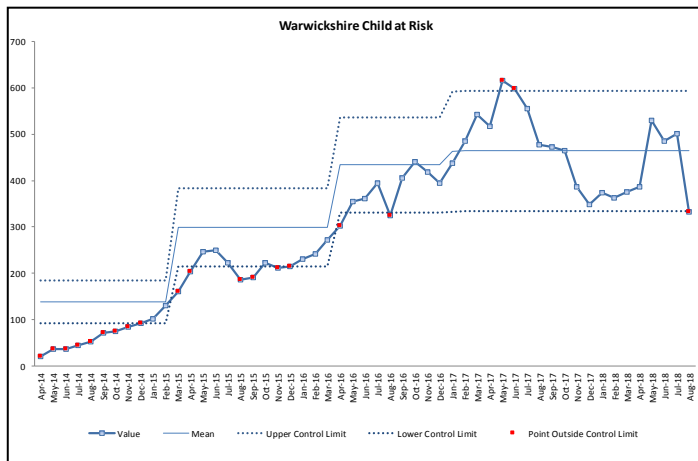
Signs of Improvement would be:

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

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

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

Child at Risk



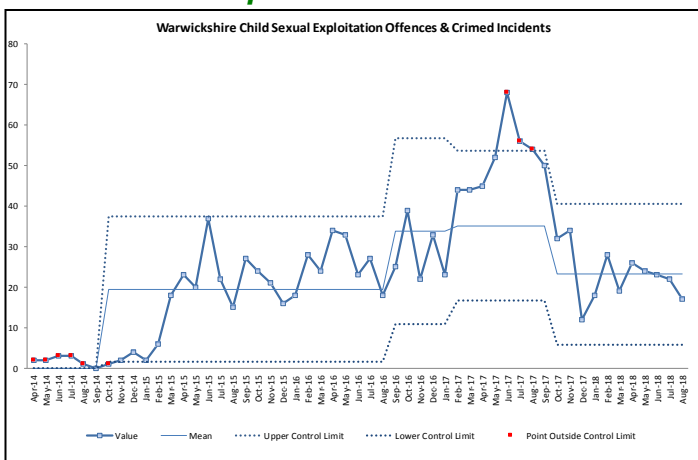
	Jun-18	Jul-18	Aug-18
North Warwickshire	269	292	190
South Warwickshire	217	209	143
Warwickshire	486	501	333

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

333 'child at risk' markers were applied to offences/incidents in August. This is a reduction compared to the previous month (501) and significantly below the monthly average (464). Reduced volumes were seen across both policing areas. This in line with previous years where volumes typically decrease in August.

The use of the Child at Risk marker/keyword has decreased by 19% (528) when comparing 18/19 year to month figures to last year.

Child Sexual Exploitation



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

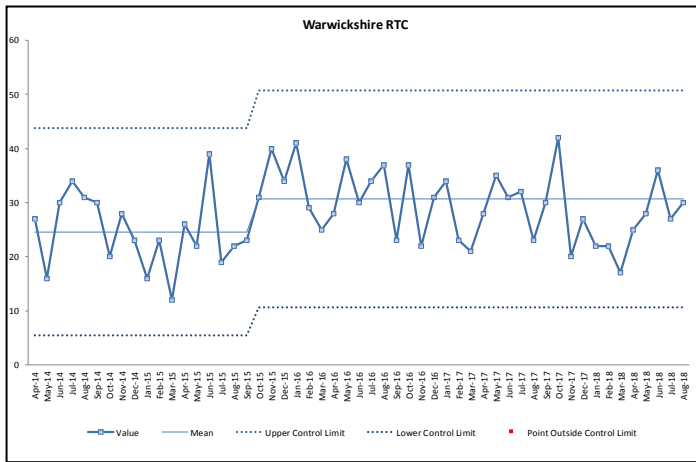
17 CSE offences/ incidents were recorded in August, comparable to the previous month (22) but below with the monthly average (23).

The use of the CSE marker/keyword has decreased by 59% (163) when comparing 18/19 year to month figures to last year.

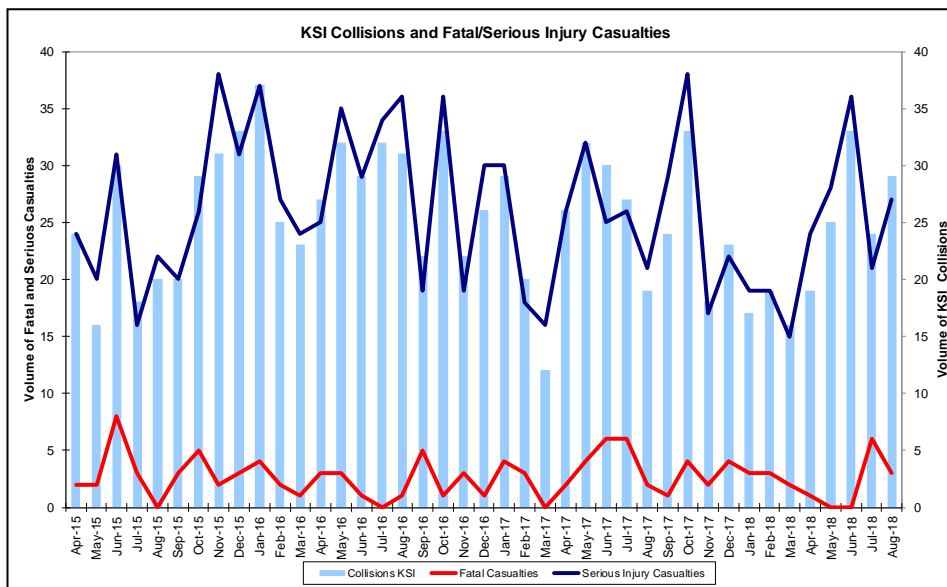
Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



	Jun-18	Jul-18	Aug-18
North Warwickshire	15	20	17
South Warwickshire	21	7	13
Warwickshire	36	27	30



In the last quarter⁴ there was 16 road deaths – 6 motorcyclists, 5 pedestrians, 2 car drivers, 2 van drivers and 1 HGV driver.

9 fatalities occurred in North Warwickshire (3 on the motorway) and 7 in South Warwickshire.

In July & August - half (50%) of all fatal and serious injury casualties were car drivers or passengers; 16% were motorcyclists, 21% were in goods vehicles and 5% were cyclists.

Speed enforcement operates through fixed and mobile enforcement cameras at 84 sites across Warwickshire and 26,676 offences have been recorded from April to August 2018.

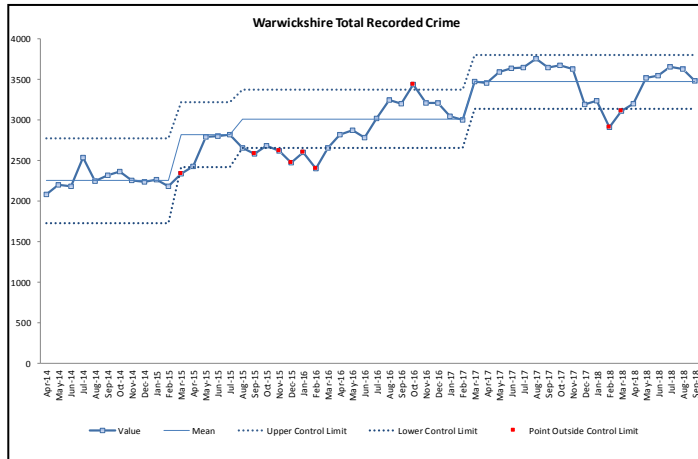
⁴ At the time of publication data regarding serious injury casualties in September is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Preventing & Reducing Crime

Total Recorded Crime

Signs of Improvement would be:

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



	Jul-18	Aug-18	Sep-18
North Warwickshire	2104	2012	1925
South Warwickshire	1555	1620	1559
Warwickshire	3659	3632	3484

Peer Comparison

Offence Volume Above Group Avg

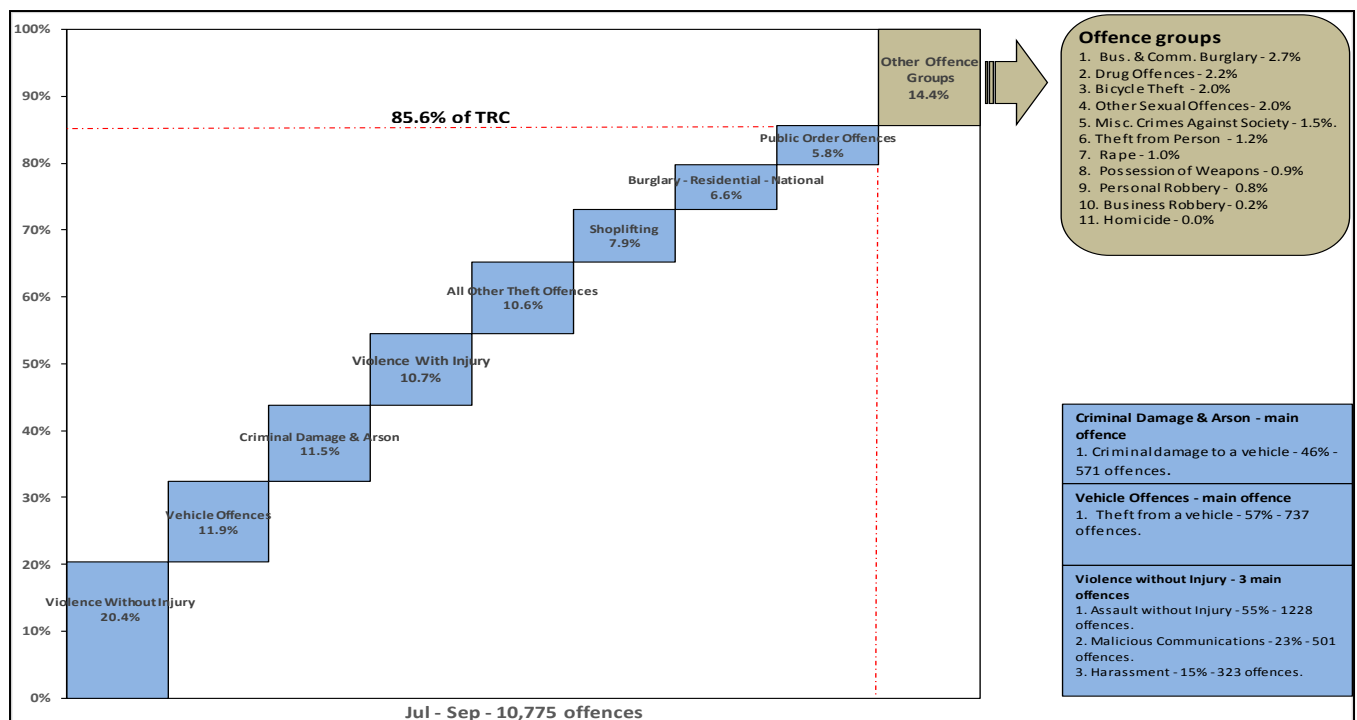
Relative Position No change

10,775 offences were recorded across Warwickshire last quarter. This is a 5% increase compared to the previous quarter (10,266) and above the quarter average (10,196).

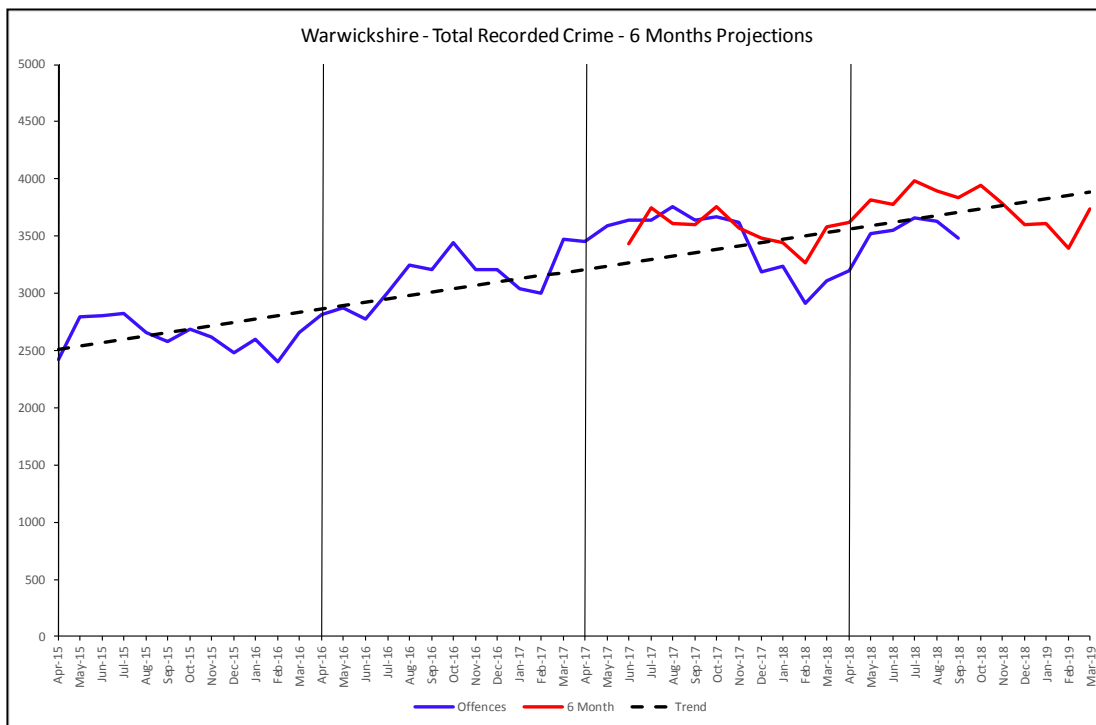
Increased volumes were seen across both policing areas in the last quarter.

Total recorded crime is following a generally seasonal pattern, with volumes increasing over the summer period and starting to decrease in September.

Breakdown of Total Recorded Crime Jul-Sep by proportion



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



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

The following table provides an indication of where crime volumes may be at the end of 2018/19. These projections are based entirely on the recorded crime patterns of the previous 4 years and this year to date and do not take account of any changes to the policing or wider environment.

	17/18 Year End	18/19 Projection	Projected % Change
Total Recorded Crime	41467	43118	4%
Violence with Injury	4420	4653	5%
Violence without Injury	7511	8882	18%
Sexual Offences – Rape	517	483	-7%
Sexual Offences – Other	948	951	0%
Business Robbery	76	57	-25%
Personal Robbery	333	352	6%
Residential Burglary - Dwelling	2203	2168	-2%
Business & Community Burglary	2299	1967	-14%
Vehicle	4887	4964	2%
Theft from Person	435	503	16%
Shoplifting	3756	3670	-2%
Bicycle Theft	958	835	-13%
All Other Theft	4452	4311	-3%
Criminal Damage & Arson	4613	4780	4%

The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table. Nuneaton and Bedworth District is clear outliers in terms of Total Recorded Crime.

Policing Area Comparison by Crime Type

	Warwickshire				North Warks District				Nuntn & Bedwt District				Rugby District				Stratford District				Warwick District			
	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop
Violence With Injury	1108	1079	11%	1.99	133	130	12%	2.10	347	342	12%	2.73	223	211	12%	2.15	157	149	9%	1.28	248	247	10%	1.77
Violence Without Injury	2099	1982	20%	3.77	211	204	18%	3.34	668	599	23%	5.26	397	389	21%	3.82	315	327	18%	2.58	508	464	20%	3.62
Rape	107	109	1%	0.19	7	10	1%	0.11	32	30	1%	0.25	15	21	1%	0.14	25	20	1%	0.20	28	29	1%	0.20
Other Sexual Offences	215	219	2%	0.39	26	26	2%	0.41	65	55	2%	0.51	29	35	2%	0.28	37	45	2%	0.30	58	58	2%	0.41
Business Robbery	6	15	0%	0.01		3	0%		3	3	0%	0.02	1	4	0%	0.01	1	2	0%	0.01	1	4	0%	0.01
Personal Robbery	81	85	1%	0.15	10	8	1%	0.16	21	33	1%	0.17	17	15	1%	0.16	12	11	1%	0.10	21	18	1%	0.15
Vehicle Offences	1155	1211	11%	2.07	164	190	14%	2.59	353	322	12%	2.78	238	226	13%	2.29	170	196	10%	1.39	230	276	9%	1.64
Theft from Person	112	125	1%	0.20	3	6	0%	0.05	35	35	1%	0.28	18	22	1%	0.17	15	19	1%	0.12	41	44	2%	0.29
Bicycle Theft	175	184	2%	0.31	4	6	0%	0.06	38	46	1%	0.30	63	47	3%	0.61	27	32	2%	0.22	43	52	2%	0.31
Shoplifting	880	885	9%	1.58	49	52	4%	0.77	247	263	9%	1.94	152	152	8%	1.46	108	125	6%	0.88	324	293	13%	2.31
All Other Theft Offences	1098	1083	11%	1.97	158	154	14%	2.50	208	219	7%	1.64	184	179	10%	1.77	289	276	16%	2.36	259	255	10%	1.84
Criminal Damage & Arson	1186	1171	12%	2.13	125	116	11%	1.98	326	323	11%	2.57	216	225	11%	2.08	184	181	10%	1.50	335	326	13%	2.39
Other Crimes Against Society	1124	989	11%	2.02	124	96	11%	1.96	324	313	11%	2.55	226	213	12%	2.18	170	145	10%	1.39	280	222	11%	1.99
Burglary – Business & Community	472	525	5%	2.04	94	88	8%	3.64	115	113	4%	2.18	52	76.5	3%	1.24	133	124	8%	2.56	78	123	3%	1.33
Burglary - Residential (dwelling only)	448	538	4%	1.94	42	67	4%	1.63	104	129	4%	1.97	67	90	4%	1.60	120	117	7%	2.31	115	135	4%	1.96
Total Recorded Crime	10268	10198		18.44	1150	1156		18.19	2887	2825		22.73	1898	1905		18.28	1763	1766		14.42	2570	2547		18.30

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)

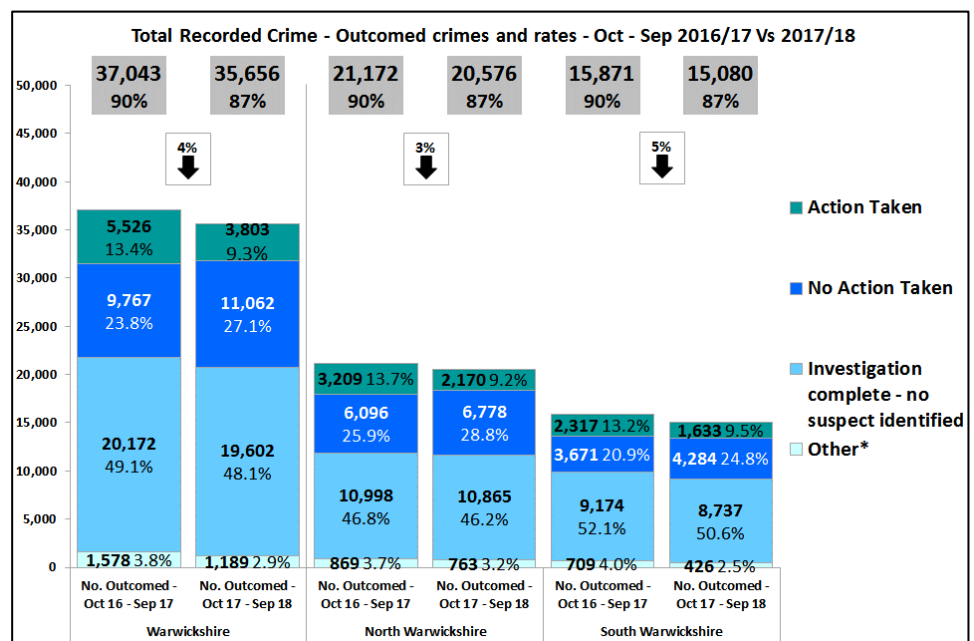
Twelve months have passed since the introduction of ATHENA in October 17. The data presented here is a 12 month picture, showing outcome performance pre and post ATHENA. Over the last year, we have seen a reduction in the proportion of overall offences outcomed including the proportion identified as 'action taken'. Furthermore, there is a trend for offences to take longer to be assigned an outcome

We will provide a more comprehensive annual report on outcomes outlining results in more detail.

Outcome Rate

The following chart shows the pattern of outcomes for total recorded crime offences for the last 12 months and the previous 12 months. The number of crimes and outcome rates relate to those offences recorded and outcomed in each 12 month period.

- Across Warwickshire, 87% (35,656) of all offences (40,790) recorded in the last 12 months were assigned an outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (37,043, 90%).
- There has been a 4% reduction in the number of offences recorded and outcomed in the last 12 months compared to last year.



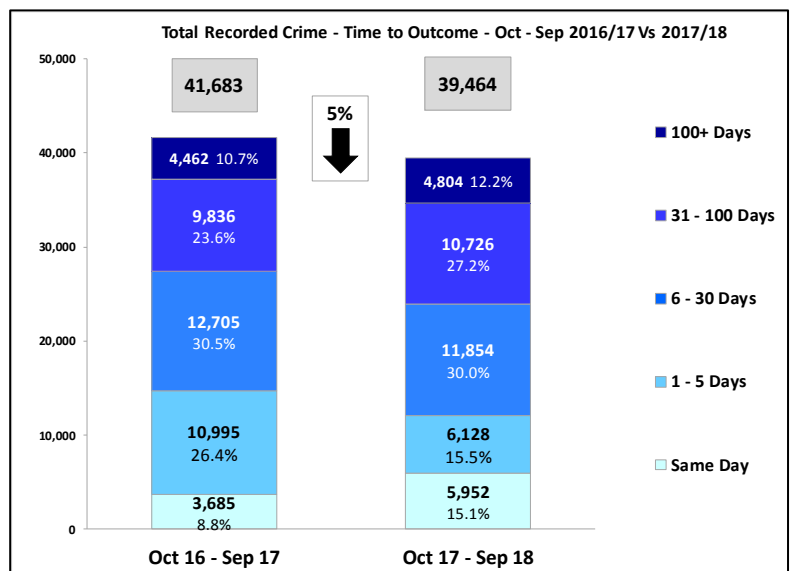
* 'Other' outcome category includes: 'further investigation not in the public interest' and 'transferred to external agency'

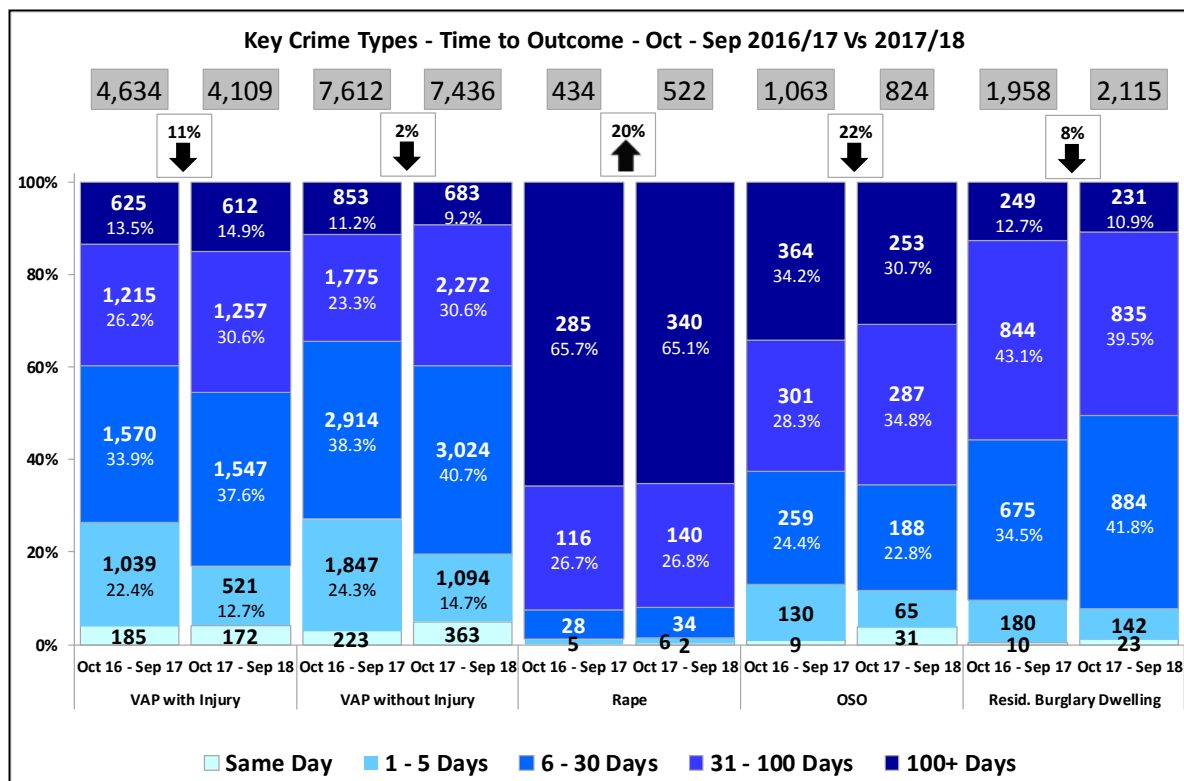
- 11.6% (9,658) of all offences recorded in the last 12 months were assigned an ‘action taken’ outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (14,233, 16.7%).
- Total outcome rates across North Warwickshire and South Warwickshire have decreased by an average 3 percentage points compared to the previous year.
- The ‘action taken’ rates across both policing areas have reduced by an average 4 percentage points compared to the previous year.

Time to Outcome

In order to include outcomes that may have taken a long time to assign, the following charts cover offences outcomed in the last 12 months regardless of when the offence was initially recorded, firstly by total recorded crime, and secondly by key crime types. These figures can then be compared to the equivalent 12 month period last year.

- There has been a 5% reduction in the number of offences outcomed in the last 12 months compared to last year.
- Across Warwickshire, 31% of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is a decrease compared to the previous year (35%).

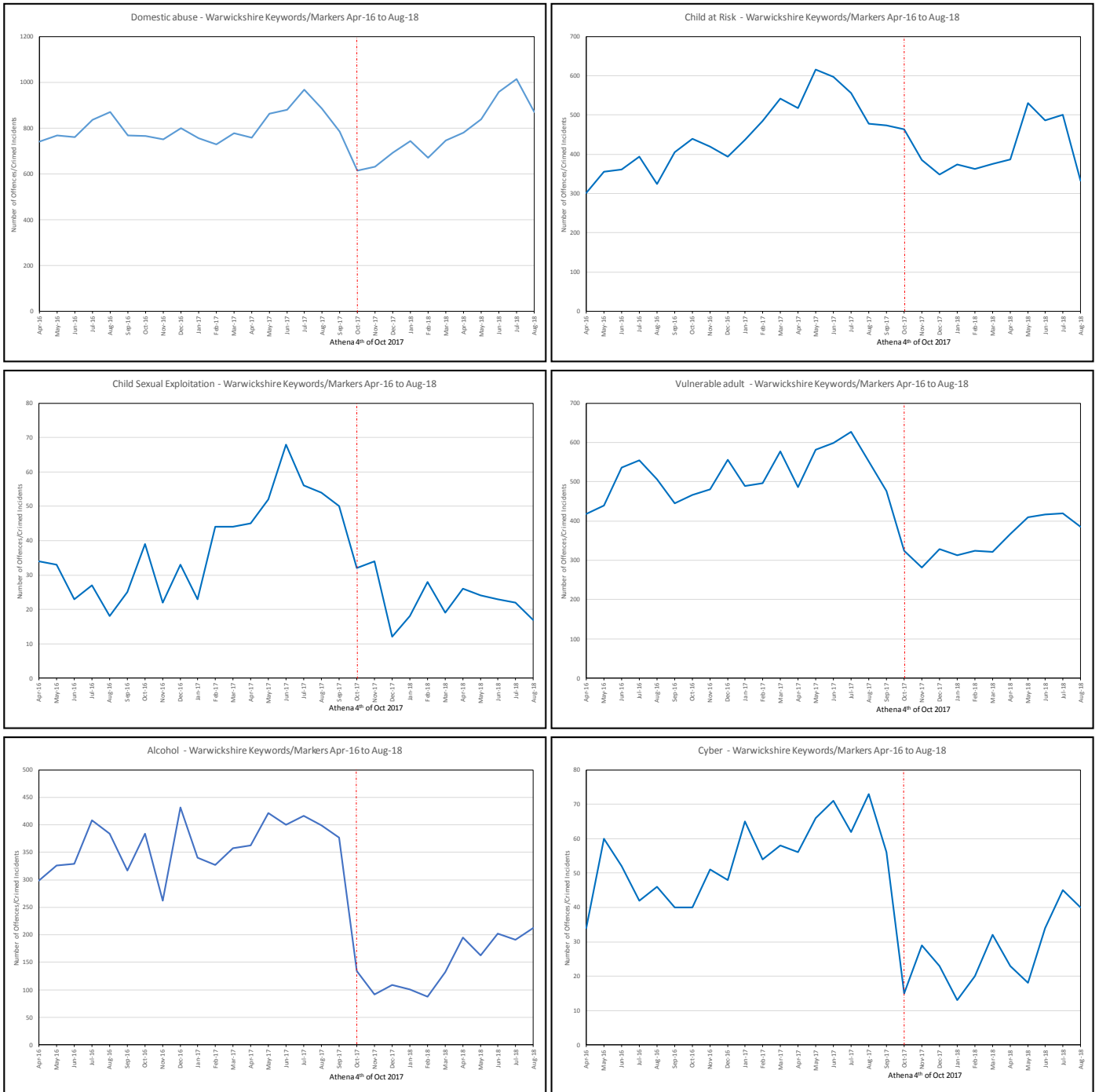




- Violence with injury offences** - 11% reduction in the number of violence with injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence with injury offences (84%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (74%).
- Violence without injury offences** - 2% decrease in the number of violence without injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence without injury offences (80%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (73%). The proportion of offences outcomed on the same day has also increased from 2.9% in the previous year to 4.9% in the last 12 months.
- Rape offences** - 20% growth in the number of rape offences outcomed in the last 12 months compared to last year. The proportionality of rape offences across the various time ranges has remained relatively the same in the last 12 months compared to the previous year.
- Other sexual offences** - 22% reduction in the number of other sexual offences outcomed in the last 12 months compared to last year. The proportion of other sexual offences outcomed on the same day has increased from 0.8% to 3.8% in the last 12 months. This trend is subject to further investigation to understand what may be driving this change.
- Residential burglary dwelling offences** - 8% reduction in the number of residential burglary dwelling offences outcomed in the last 12 months compared to last year. In the last 12 months, a lower proportion of residential burglary dwelling offences (50%) are being outcomed 100+ days of the offence being recorded compared to 12 months ago (56%). More offences (50%) are being outcomed in the first month of being recorded compared to the equivalent time period last year (44%).

Vulnerability Factors

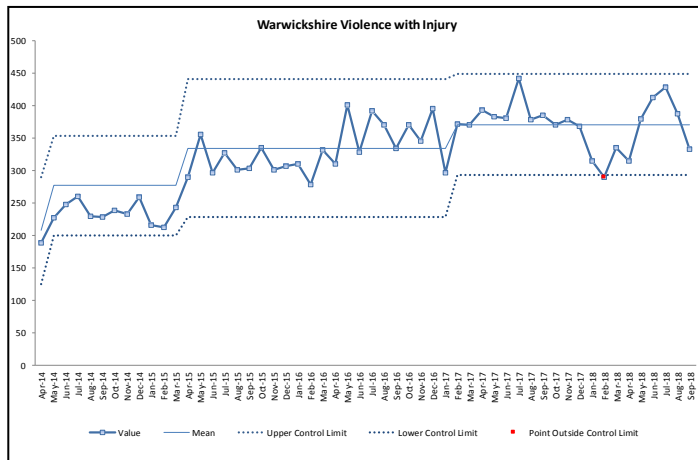
The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Following a notable drop in the identification of these offences in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months.



Violence with Injury⁵

Signs of Improvement would be:

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



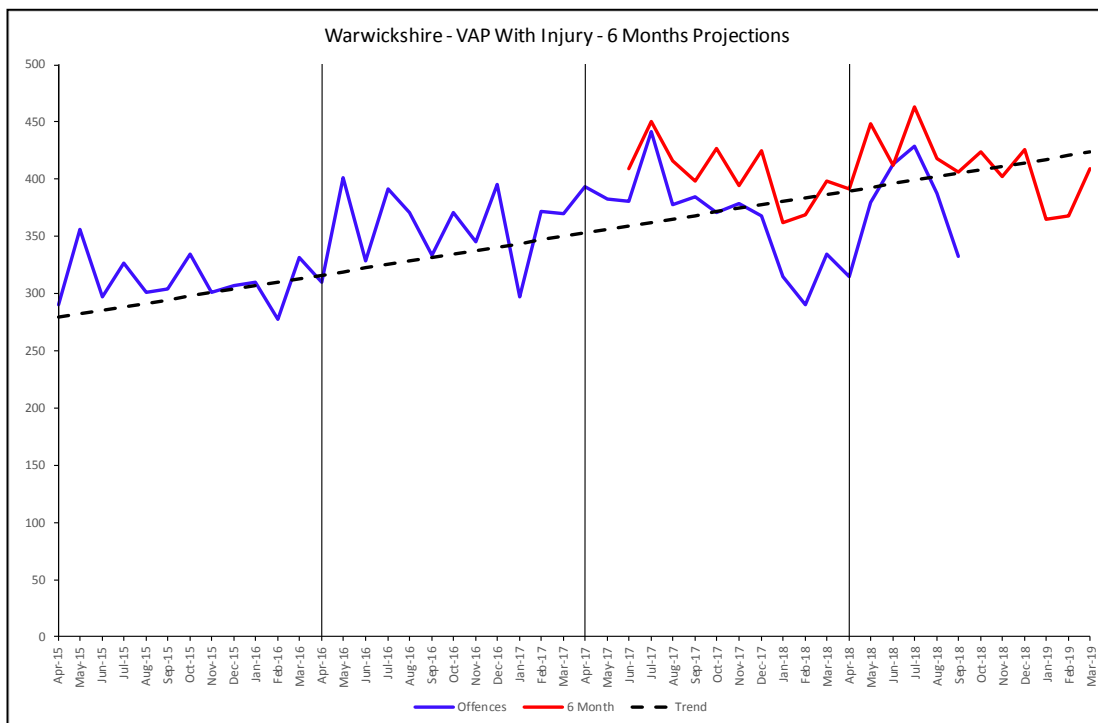
	Jul-18	Aug-18	Sep-18
North Warwickshire	270	232	219
South Warwickshire	159	156	114
Warwickshire	429	388	333

Peer Comparison

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

1,150 violence with injury offences were recorded in the last quarter; a 4% increase on the previous quarter (1,108) and above the quarter average (1,079). Increased volumes were seen across both policing areas, although volumes remain within the expected range.

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

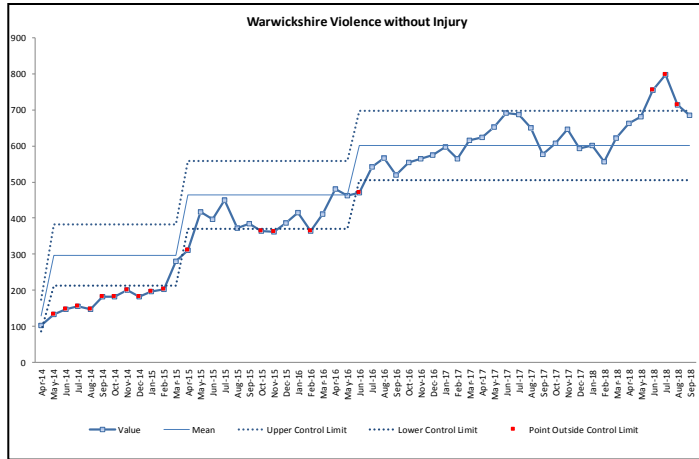


⁵Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Violence without Injury

Signs of Improvement would be:

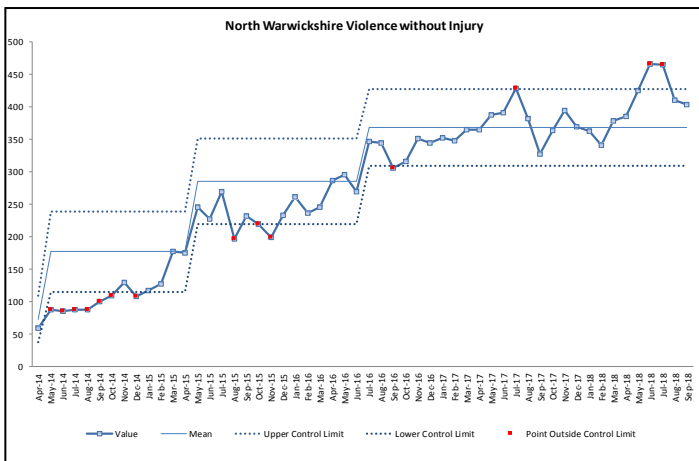
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



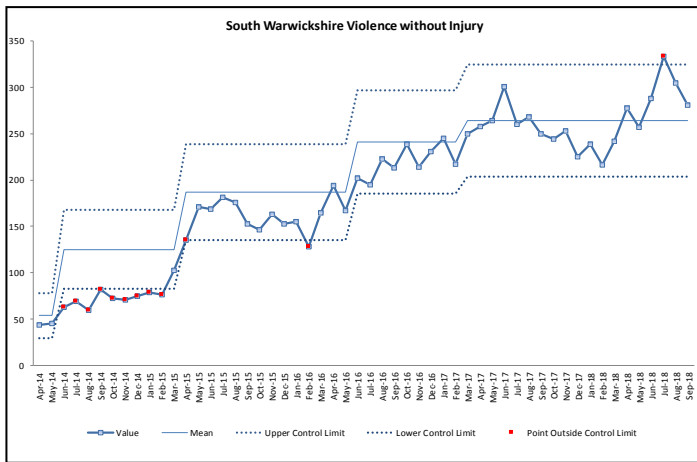
	Jul-18	Aug-18	Sep-18
North Warwickshire	465	410	404
South Warwickshire	333	305	281
Warwickshire	798	715	685

2,198 violence with injury offences were recorded in the last quarter; a 5% increase on the previous quarter (2,099) and above the quarter average (1,982). Exceptional volumes were seen across Warwickshire in July and August but have returned within the expected range in September.

Overall this increase is believed to be driven predominantly by England football matches during the world cup in July as there was an uplift of an average 46% of offences across the force on match days compared to the rest of the month.

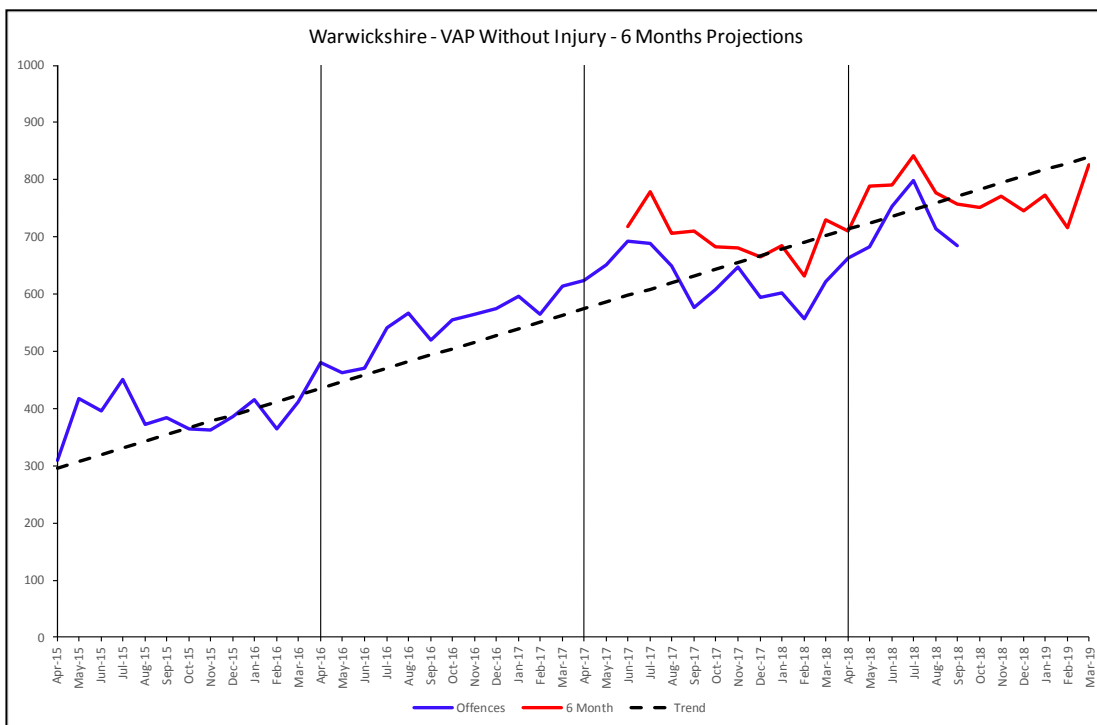


1,279 offences were recorded across North Warwickshire during the last quarter, comparable to the previous quarter (1,276) and above the quarterly average (1,191).



919 offences were recorded across South Warwickshire during the last quarter, a 13% increase compared to the previous quarter (817) and above the quarterly average (790).

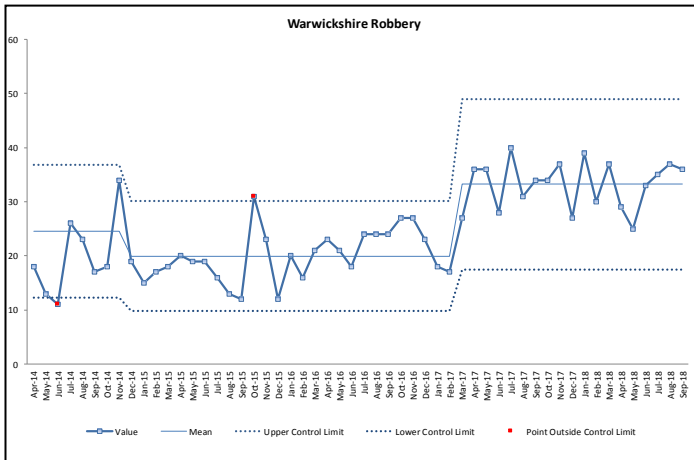
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates an increase in recorded offences over the next quarter.



Robbery

Signs of Improvement would be:

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



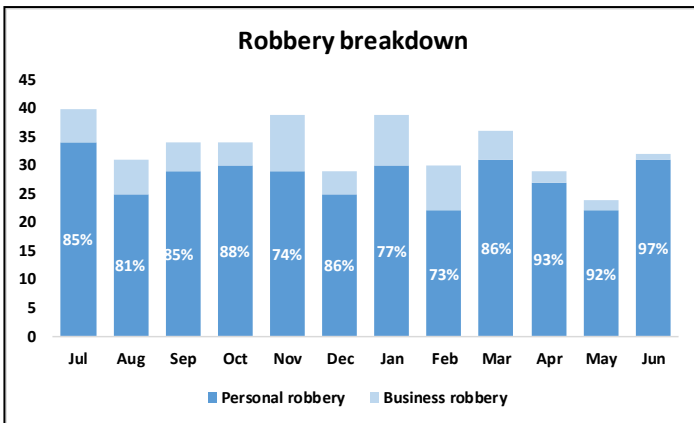
	Jul-18	Aug-18	Sep-18
North Warwickshire	22	27	23
South Warwickshire	13	10	13
Warwickshire	35	37	36

Peer Comparison

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

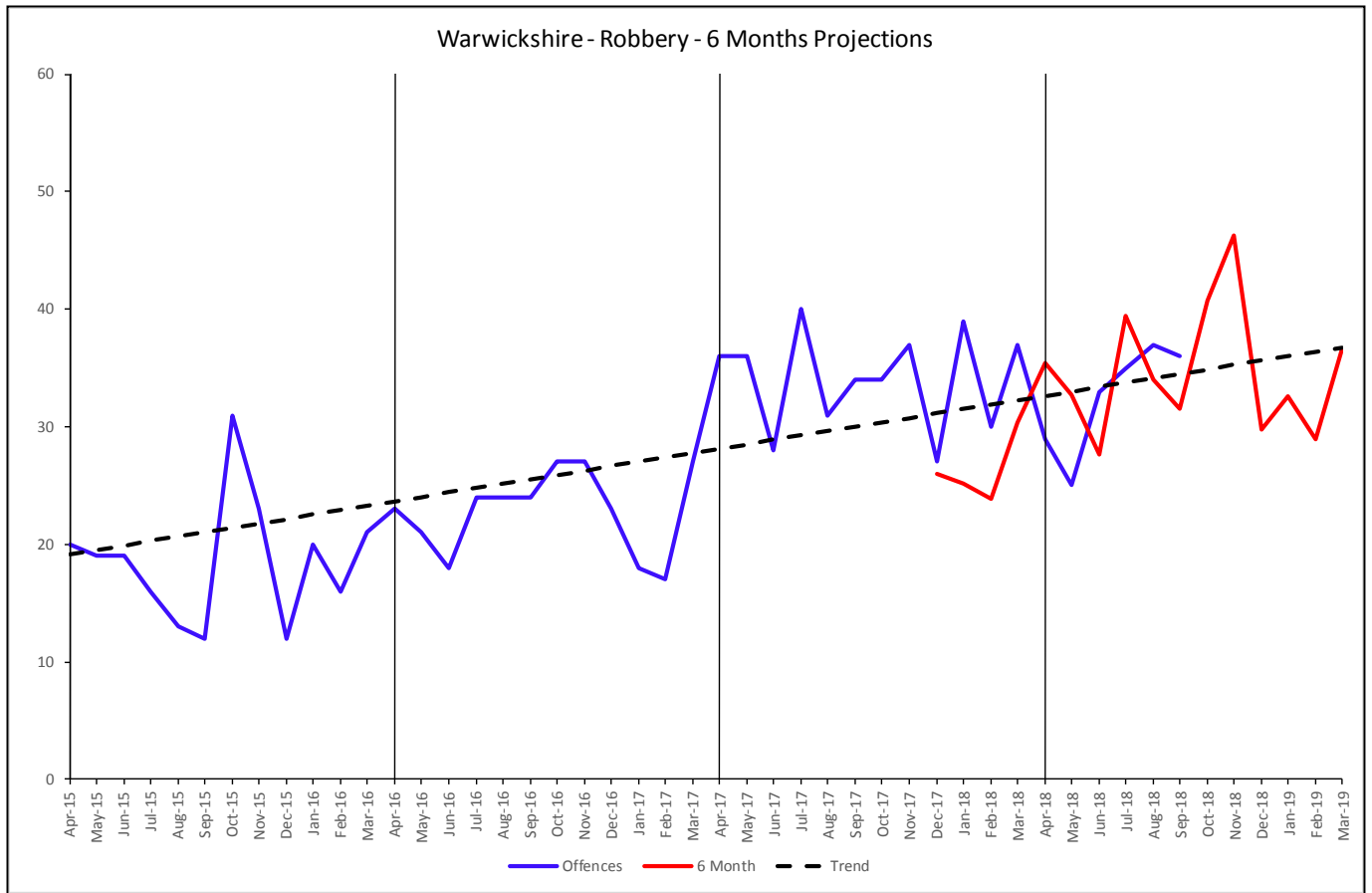
108 offences were recorded in the last quarter. This was a 24% increase compared to the previous quarter (87) and above the quarter average (100).

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



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

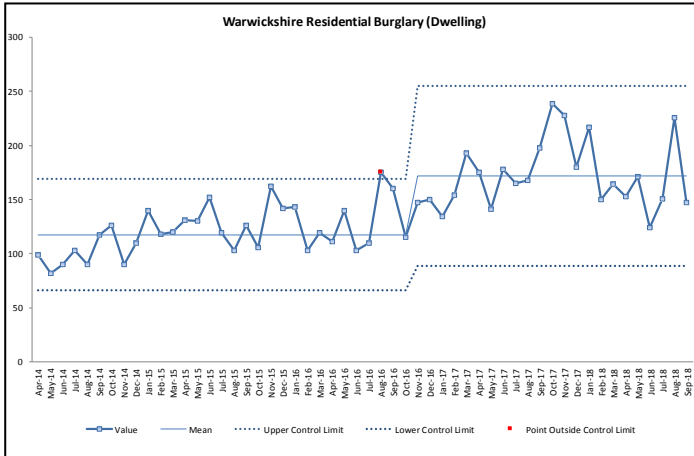
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next quarter.



Residential Burglary - Dwelling

Signs of Improvement would be:

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



	Jul-18	Aug-18	Sep-18
North Warwickshire	82	94	84
South Warwickshire	69	132	63
Warwickshire	151	226	147

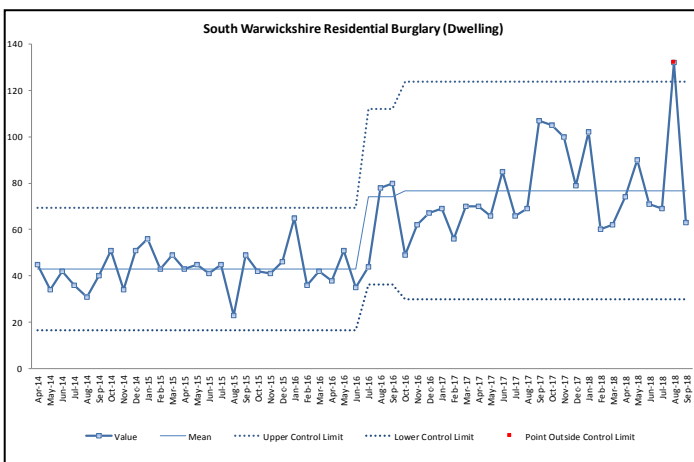
Peer Comparison

Offence Volume: Above Group Avg

Relative Position: No change

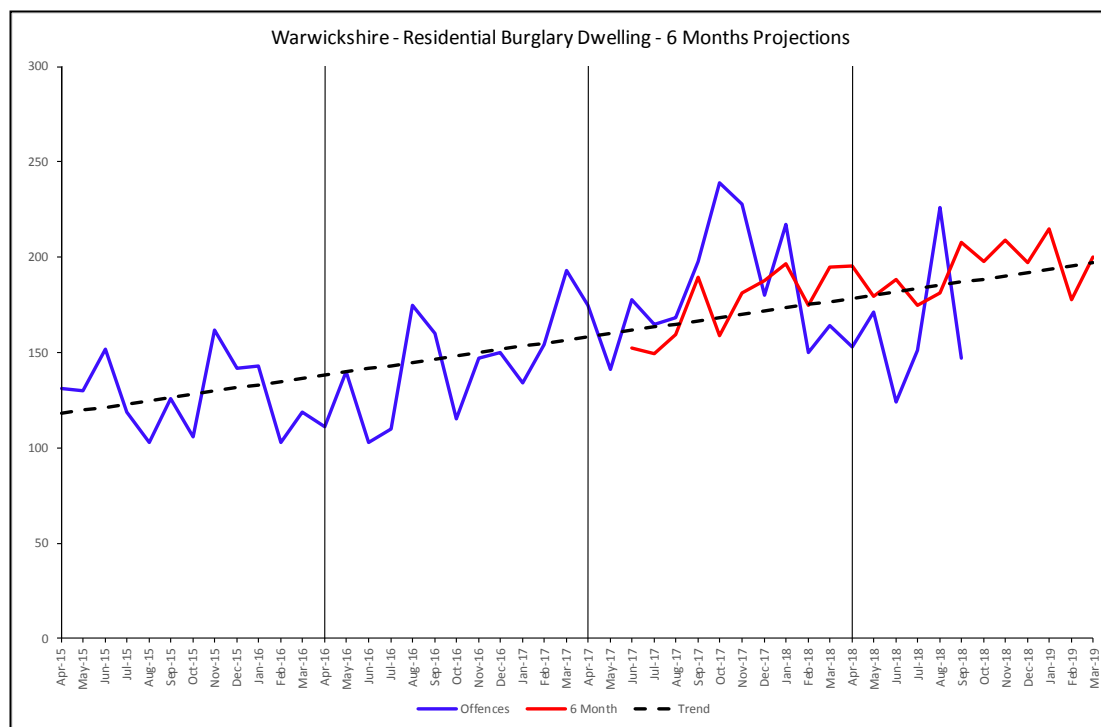
This data is a subset of residential burglary offences, excluding those offences targeting sheds and outbuildings, so that it remains consistent with the previous domestic burglary classification.

524 residential burglary-dwelling offences were recorded in the last quarter. This is a 17% increase compared to the previous quarter (448) but below the quarter average (538). Increased volumes have been seen across both policing areas last quarter but volumes remain within the expected range.



Exceptional volumes were seen in South Warwickshire in August but have returned to normal levels in September.

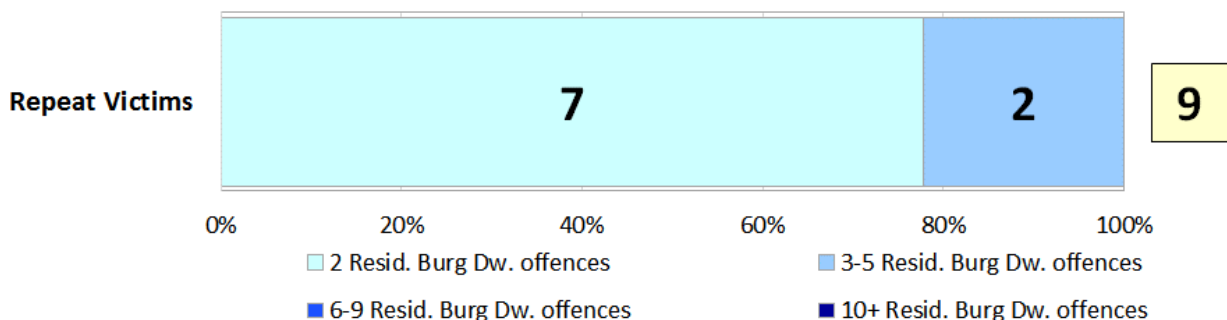
The following chart provides a medium (6 month) projection for residential burglary-dwelling offences. At force level, the recorded volumes are below the projected but volumes are expected to continue on a slow upward trend.



Repeat Residential Burglary-Dwelling

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August (latest available data), 4% (9) of all residential burglary-dwelling victims (231) across Warwickshire were repeat victims of another residential burglary-dwelling offence in the last 12 months. The number of repeat victims has increased from the previous month but the repeat rate has remained stable (5, 4%). The following chart provides a breakdown of residential burglary-dwelling repeat victims by instances of repeat victimisation.

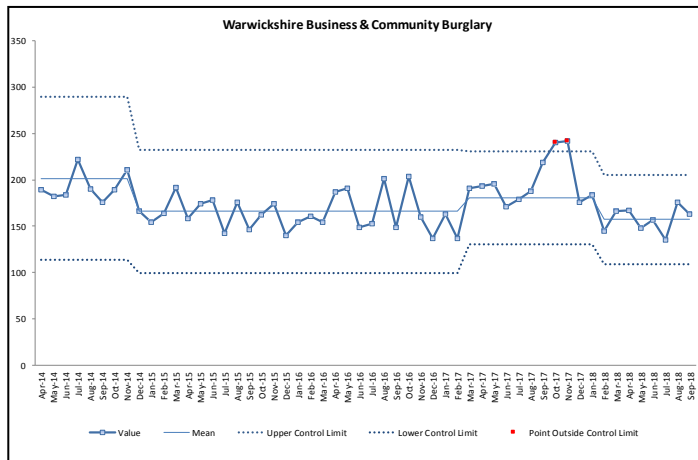


One North Warwickshire repeat victim has been a victim of 3 residential burglary-dwelling offences over the last 12 months, and was shown to be a repeat victim in both July 18 and August 18.

Business & Community Burglary

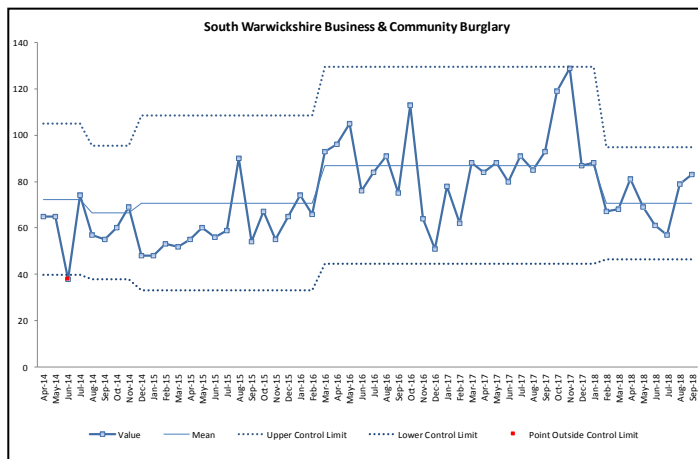
Signs of Improvement would be:

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



	Jul-18	Aug-18	Sep-18
North Warwickshire	78	97	80
South Warwickshire	57	79	83
Warwickshire	135	176	163

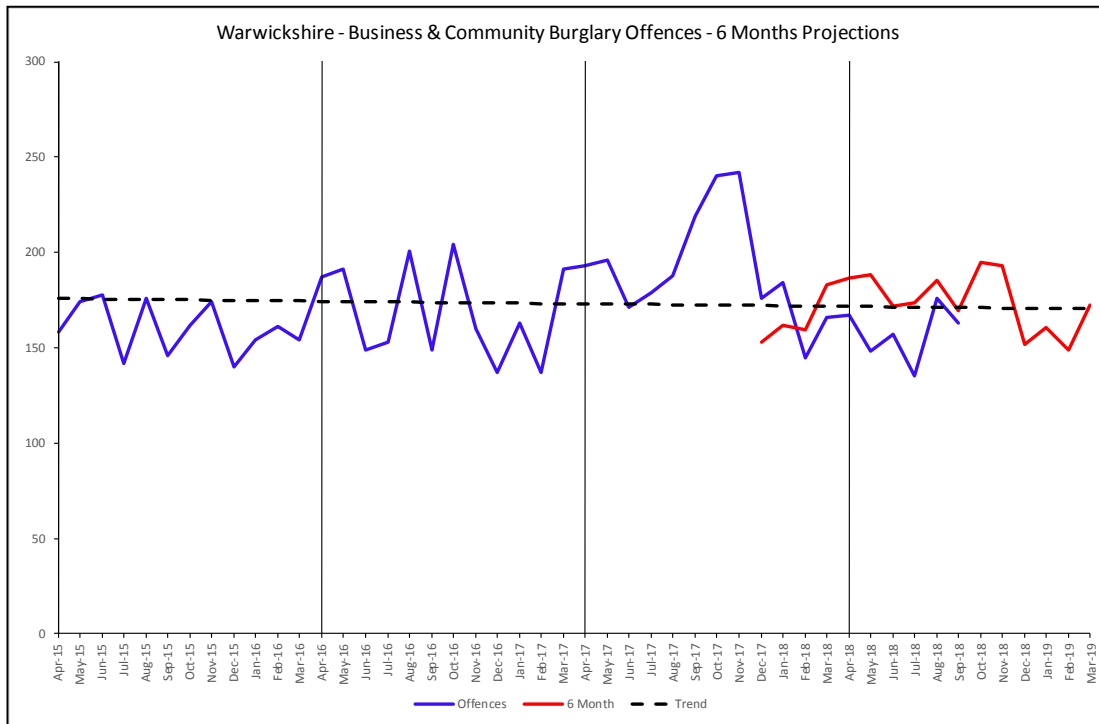
474 business and community burglary offences were recorded in the last quarter. This is comparable to the previous quarter (472) but below the quarter average (525). Increased volumes have been seen across South Warwickshire policing area last quarter but volumes remain within the expected range.



Volumes across South Warwickshire have been below the monthly average for 8 consecutive months.

The monthly average has now decreased from 87 to 71 business and community burglary offences per month.

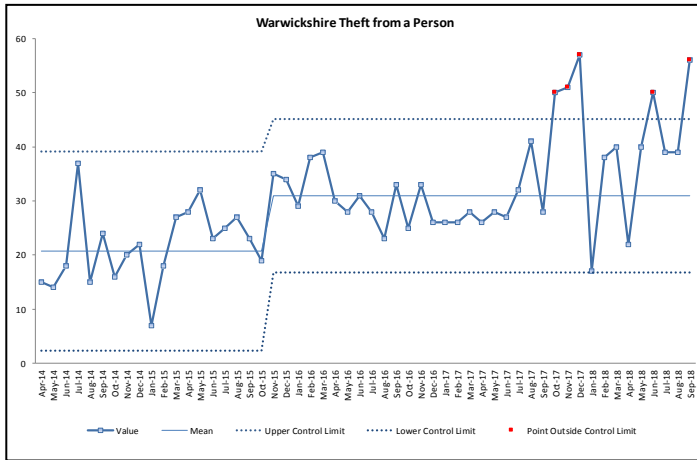
The following chart provides a medium (6 month) projection for business and community burglary offences. At force level, the recorded volumes are comparable with projections and volumes are expected to continue on a slow downward trend.



Theft from Person

Signs of Improvement would be:

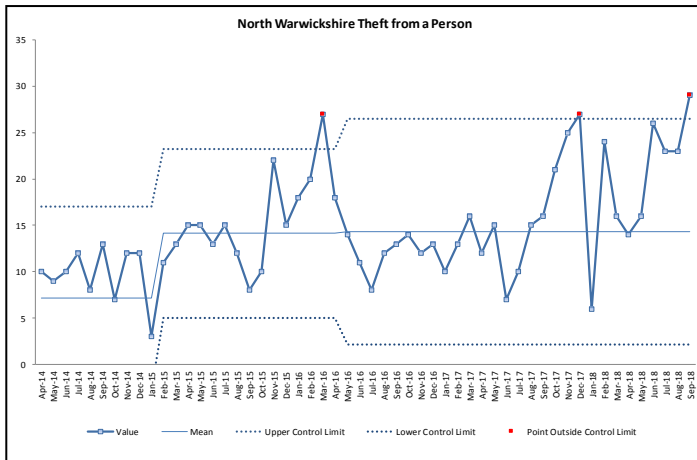
- ❖ Stable volumes of recorded crime



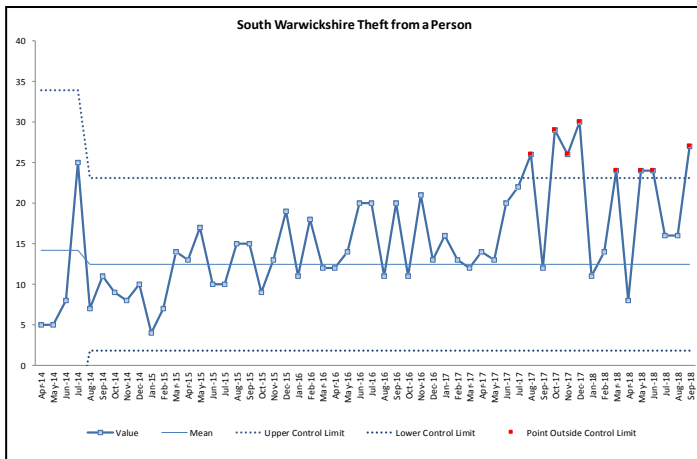
	Jul-18	Aug-18	Sep-18
North Warwickshire	23	23	29
South Warwickshire	16	16	27
Warwickshire	39	39	56

134 theft from person offences were recorded in the last quarter, an increase of 20% on the previous quarter (112) and significantly above the quarter average (125). Increased volumes were seen across both policing areas last quarter.

Exceptional volumes were recorded in both policing areas in September.

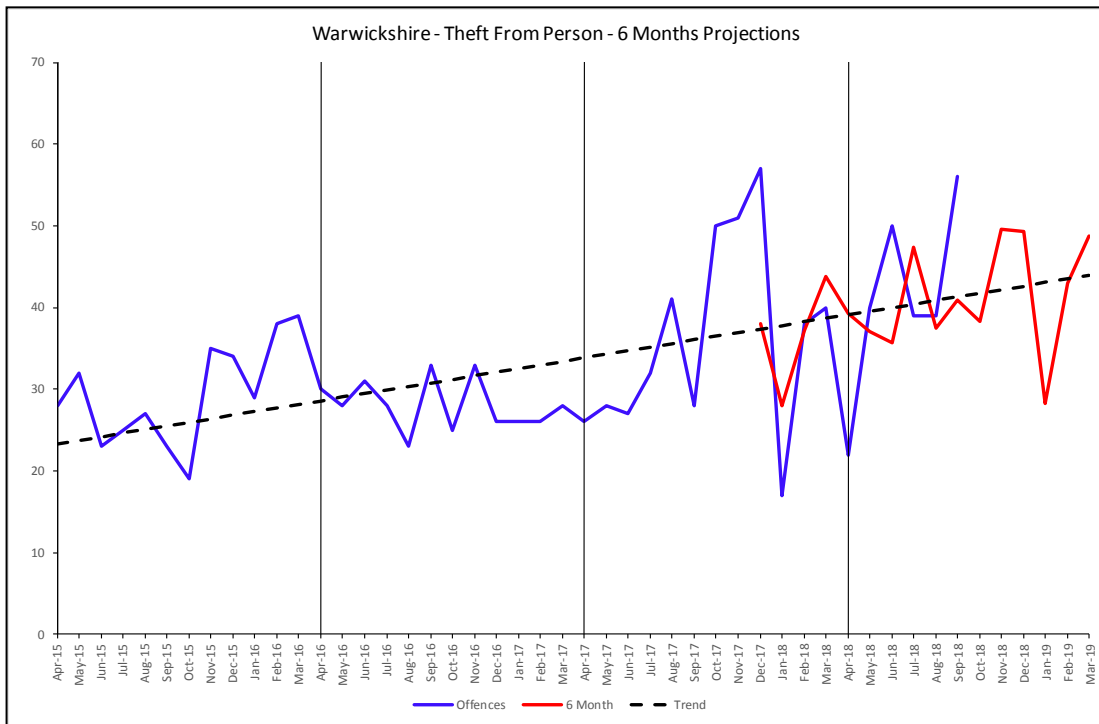


75 offences were recorded across North Warwickshire in the last quarter; a 34% increase compared with the previous quarter (56) and above the quarterly average (63). Exceptional volumes were recorded in September.



59 offences were recorded across South Warwickshire in the last quarter; a 5% increase compared with the previous quarter (56) and above the quarterly average (62). Exceptional volumes were recorded in September.

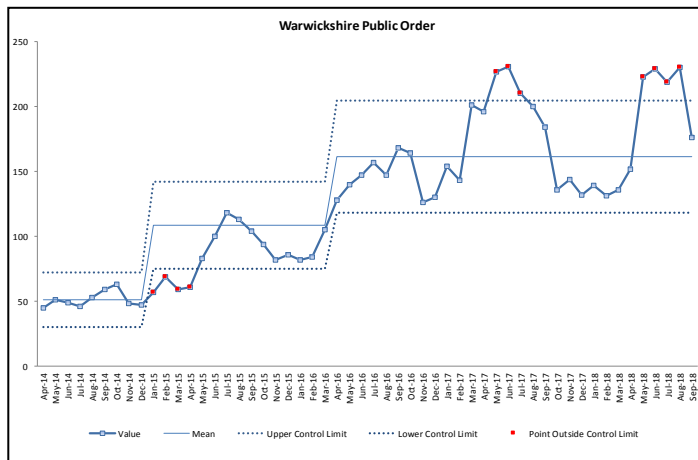
The following chart provides a medium (6 month) projection for theft from person offences. At force level, the recorded volumes are above the projection, however volumes are projected to decrease in the next quarter.



Public Order

Signs of Improvement would be:

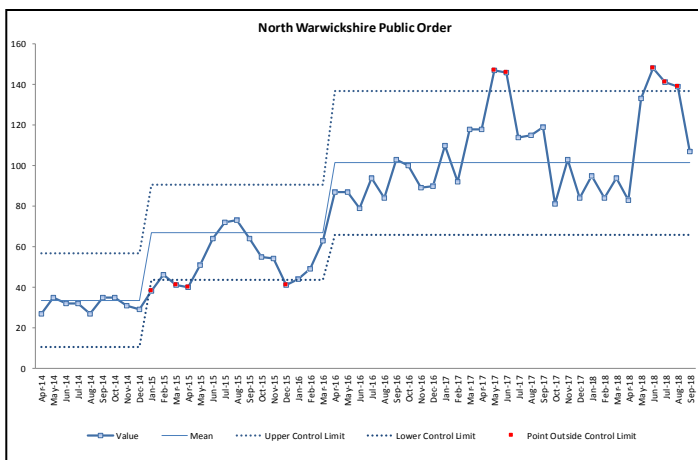
- ❖ Stable volumes of recorded crime



	Jul-18	Aug-18	Sep-18
North Warwickshire	141	139	107
South Warwickshire	78	91	69
Warwickshire	219	230	176

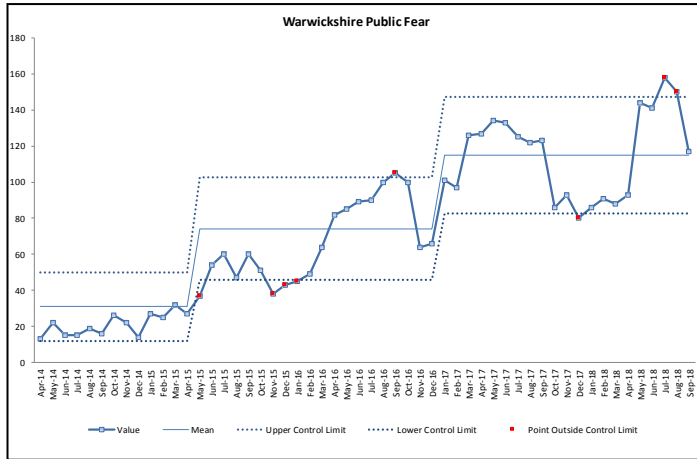
625 public offences were recorded in the last quarter, an increase of 3% on the previous quarter (604) but below the quarter average (512). Increased volumes were seen across North Warwickshire.

Exceptional volumes were seen across Warwickshire in July and August which were driven by exceptional volumes across North Warwickshire.



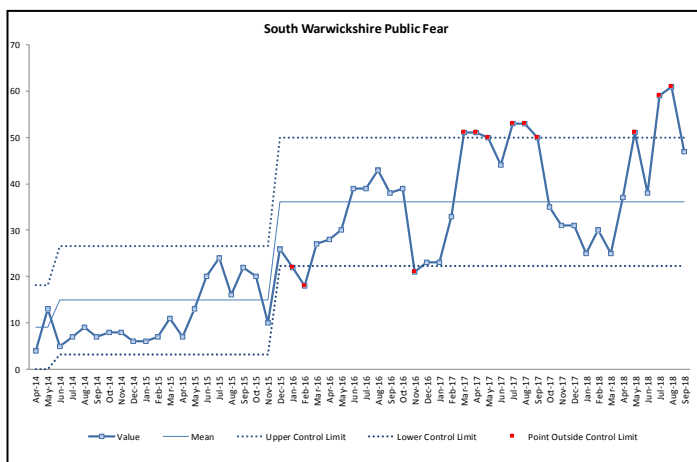
387 offences were recorded across North Warwickshire in the last quarter; a 6% increase compared with the previous quarter (364) but below the quarterly average (323). Exceptional volumes were recorded in July and August.

Public fear, alarm & distress offences



Further analysis of public order offences in July and August revealed that public fear, alarm & distress offences were driving the exceptional monthly increases and represented 72% of all public order offences in July and 65% in August.

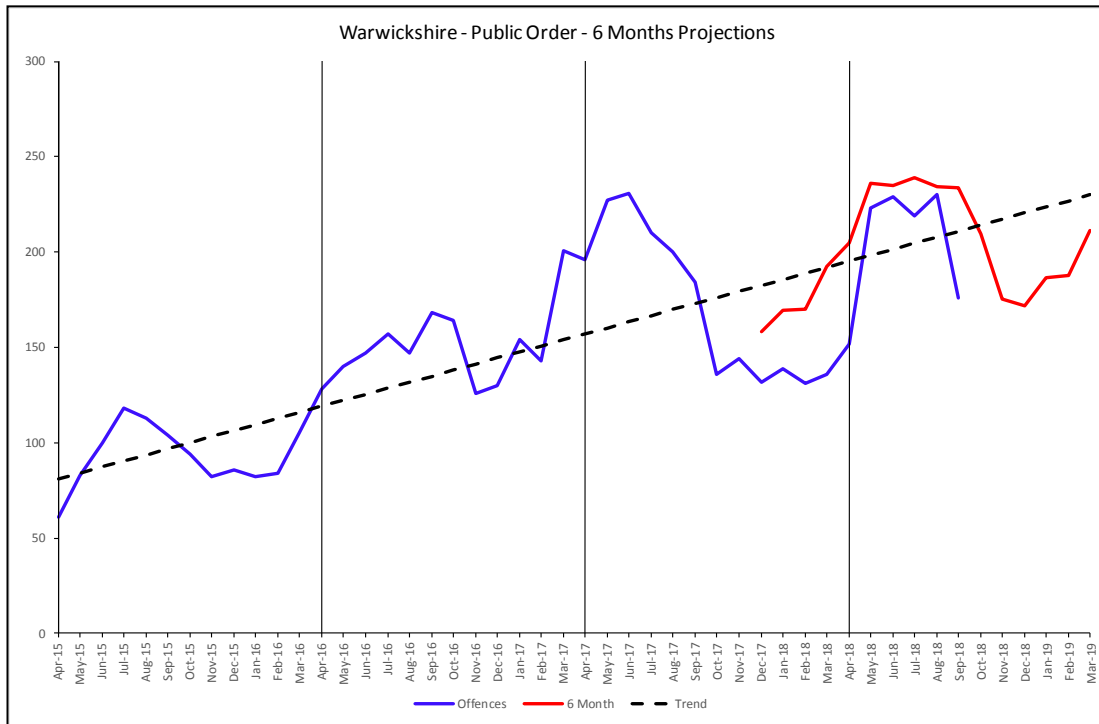
Exceptional volumes were seen across Warwickshire in July and August which were driven by exceptional volumes across South Warwickshire.



167 offences were recorded across South Warwickshire in the last quarter; a 33% increase compared with the previous quarter (126) and above the quarterly average (118). Exceptional volumes were recorded July and August with strong presence in both districts.

The increase in public fear offences across the summer months was influenced by the sustained good weather and the football World Cup.

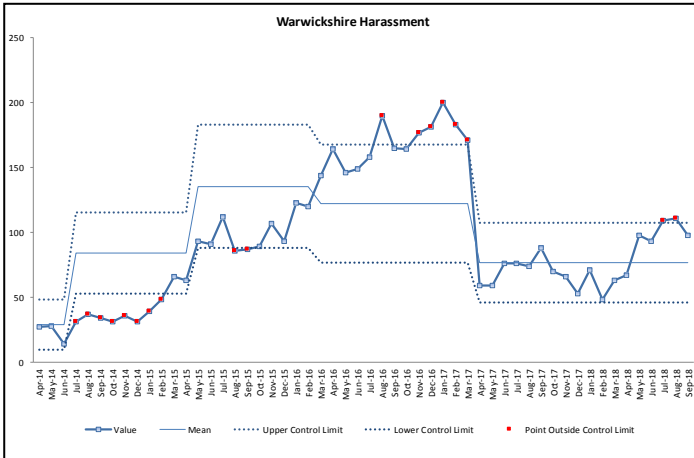
The following chart provides a medium (6 month) projection for public order offences. At force level, volumes are projected to decrease from current volumes in the next quarter.



Harassment

Signs of Improvement would be:

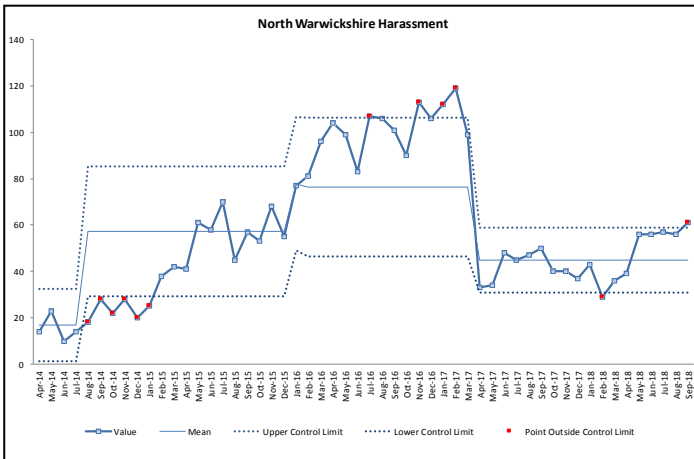
- ❖ Stable volumes of recorded crime



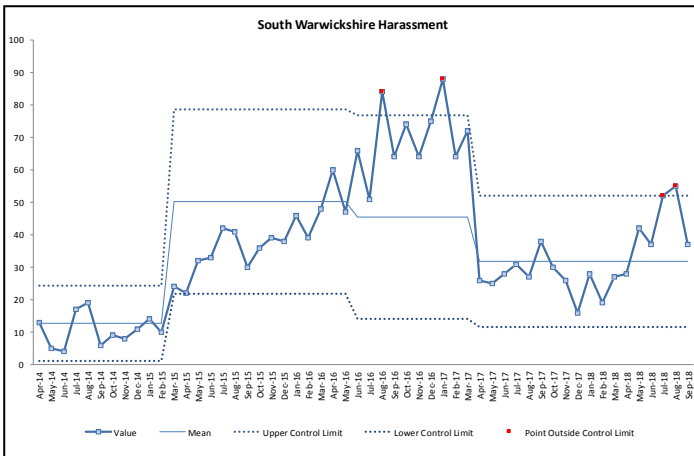
	Jul-18	Aug-18	Sep-18
North Warwickshire	57	56	61
South Warwickshire	52	55	37
Warwickshire	109	111	98

318 harassment offences were recorded in the last quarter, an increase of 23% on the previous quarter (258) but below the quarter average (237). Increased volumes were seen across both policing areas.

Exceptional volumes were seen across Warwickshire in July and August. The greatest volume and increase has been seen in sec2 harassment offences.



174 offences were recorded across North Warwickshire in the last quarter; a 15% increase compared with the previous quarter (151) and above the quarterly average (138). Exceptional volumes were record in September.

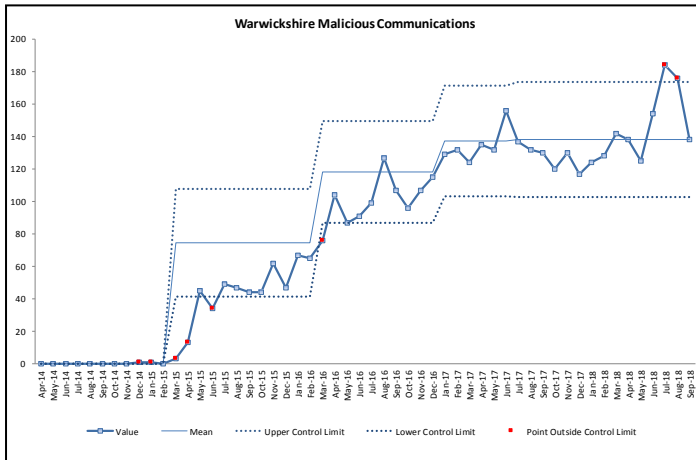


144 offences were recorded across South Warwickshire in the last quarter; a 35% increase compared with the previous quarter (107) and above the quarterly average (100). Exceptional volumes were record in July and August.

Malicious Communications

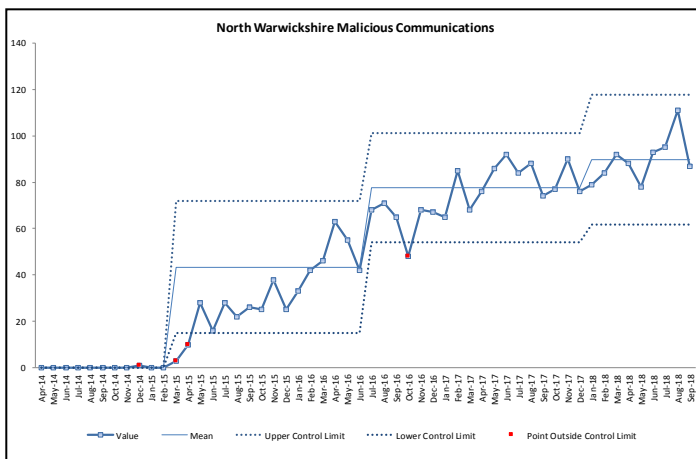
Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



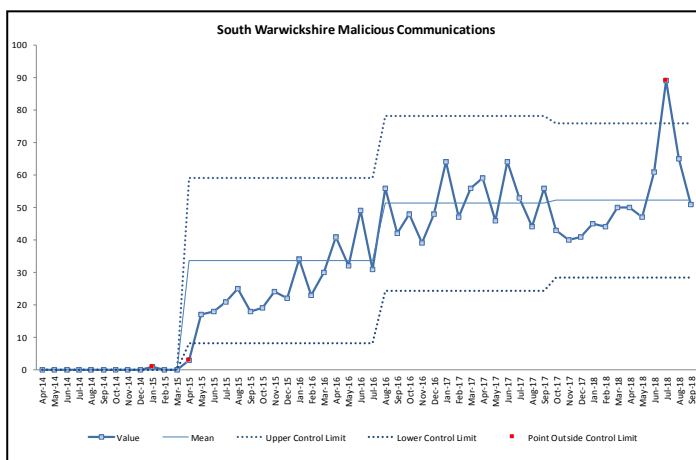
	Jul-18	Aug-18	Sep-18
North Warwickshire	95	111	87
South Warwickshire	89	65	51
Warwickshire	184	176	138

498 malicious communication offences were recorded in the last quarter, an increase of 20% on the previous quarter (417) and above the quarter average (419). Increased volumes were seen across both policing areas.



Volumes across North Warwickshire have been above the monthly average for 8 consecutive months.

The monthly average has now increased from 78 to 90 malicious communication offences per month.



205 offences were recorded across North Warwickshire in the last quarter; a 30% increase compared with the previous quarter (158) and above the quarterly average (157). Exceptional volumes were seen in July.

Business Crime

Signs of Improvement would be: Stable volumes of recorded crime

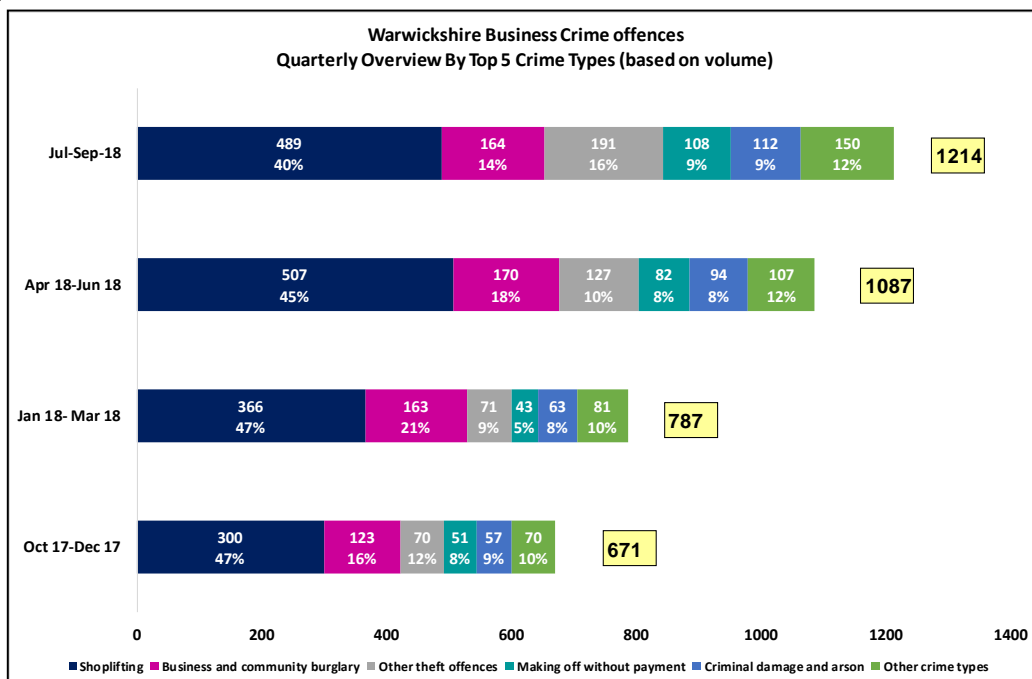
Business crime is now identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.



	Jul-18	Aug-18	Sep-18
North Warwickshire	215	229	176
South Warwickshire	239	169	185
Warwickshire	454	399	361

1,214 business crimes were recorded in the last quarter, a 12% increase compared with the previous quarter (1,087) and above the quarter average of 950. Increased volumes were seen across South Warwickshire.

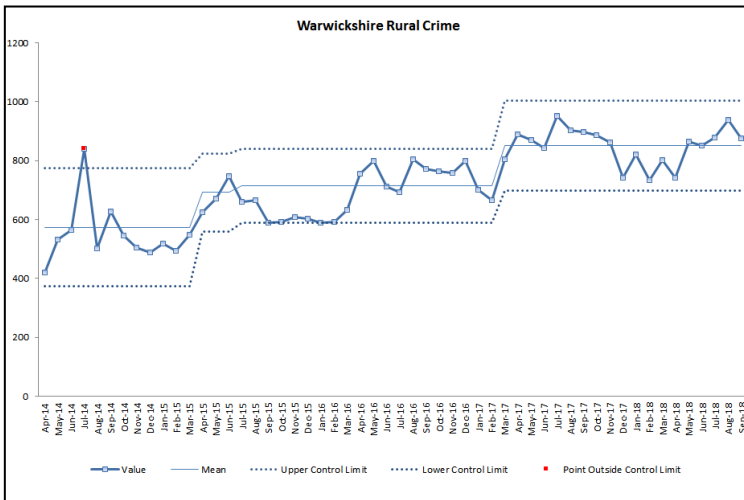
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by quarter. Volumes of Shoplifting offences decreased in the last quarter, but volumes of Other theft offences, Making off without payment offences, Criminal damage and Arson offences and Other crime types increased compared with the previous quarter. However, volumes have decreased in each of the previous 2 months which could suggest that recorded volumes are now in line with offences committed.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

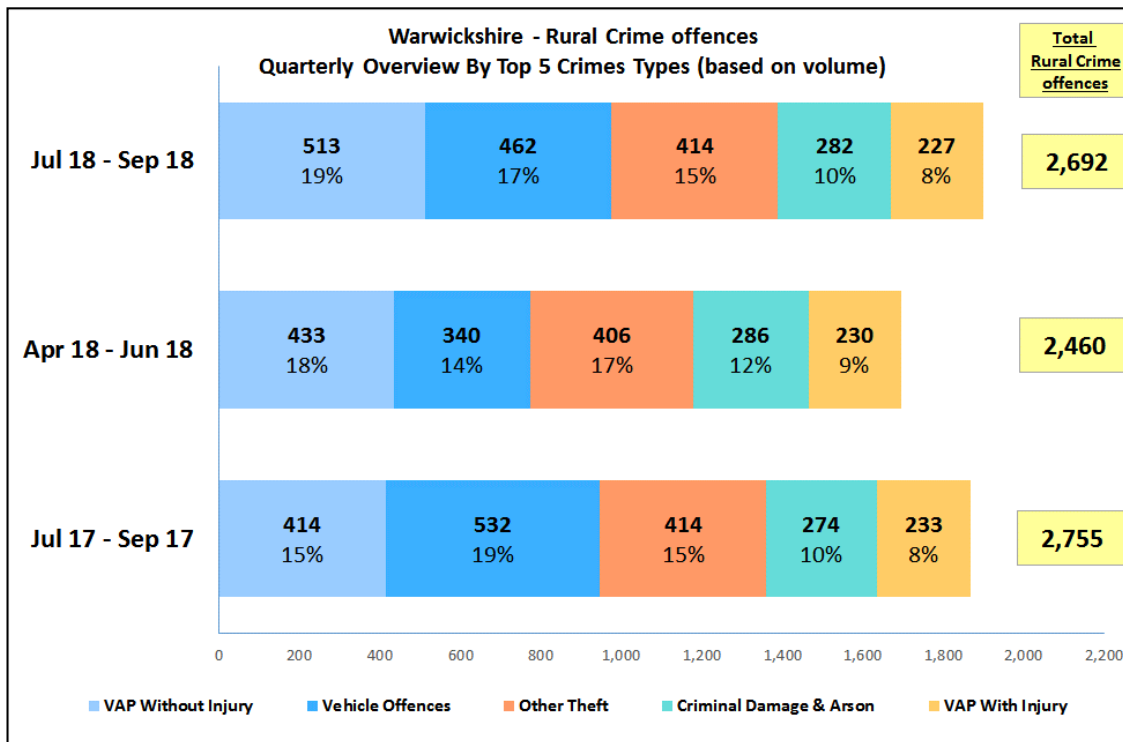


	Jun-18	Jul-18	Aug-18
North Warwickshire	363	398	385
South Warwickshire	516	540	490
Warwickshire	879	938	875

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

2,692 offences were recorded across Warwickshire last quarter. This is a 9% increase on the previous quarter (2,460) and is higher than the quarter average (2,500). This increase was driven by higher volumes in South Warwickshire (15% increase).

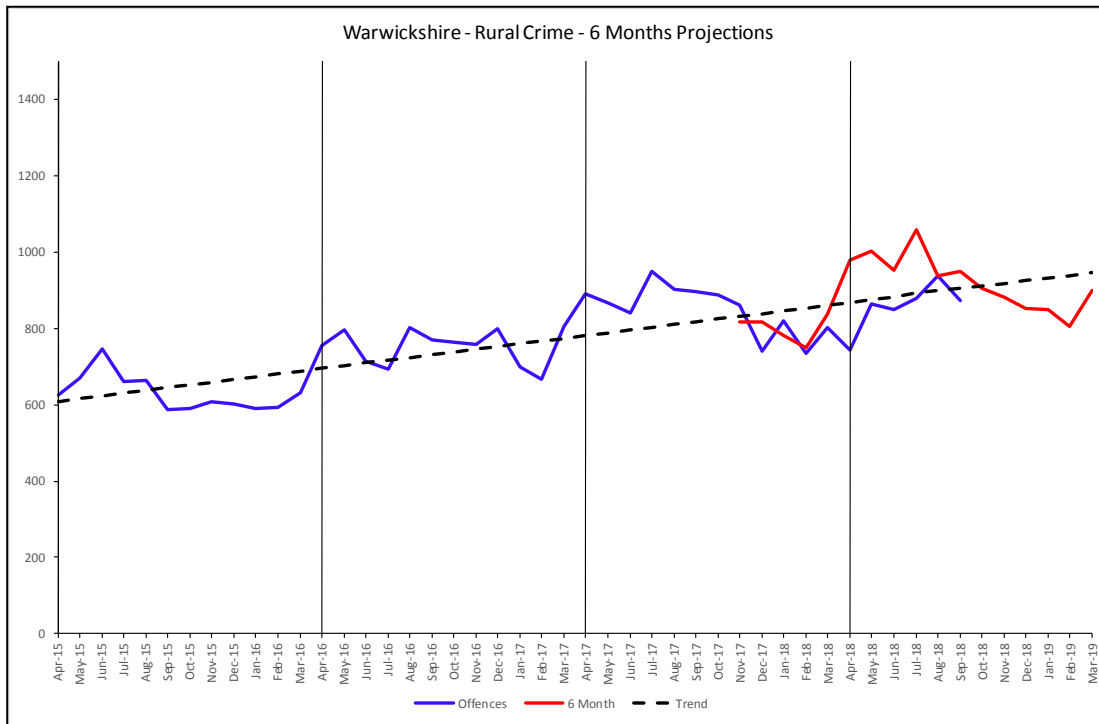
This chart shows the top 5 'rural crime' offence types for Warwickshire ranked by number of offences with percentage share of total rural crime broken down by policing area for the last quarter compared to previous quarter and previous year.



The top 5 'rural crime' offence types in this quarter represent 71% of all rural crime offences compared to 69% for the last quarter.

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

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



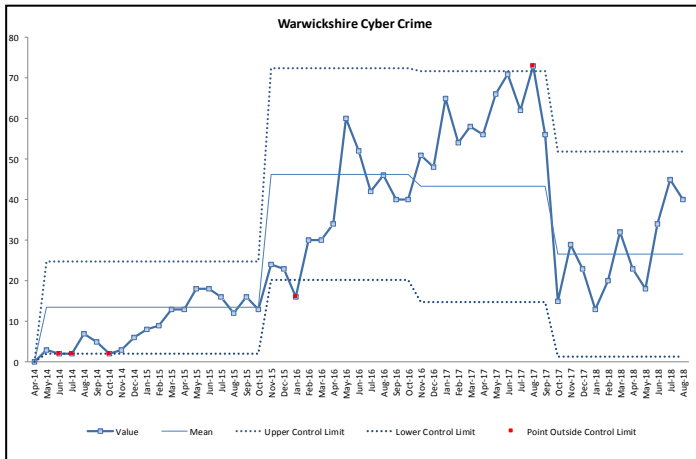
Cyber/ On-line Crime

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

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



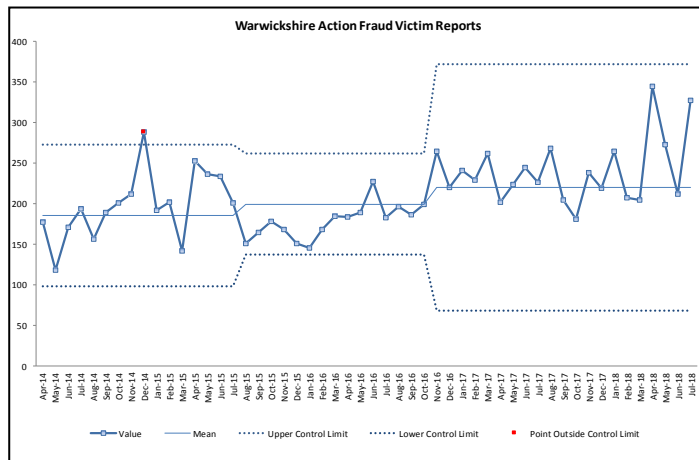
	Jun-18	Jul-18	Aug-18
North Warwickshire	17	9	19
South Warwickshire	17	36	21
Warwickshire	34	45	40

40 offences were flagged as cyber crime in August. This was a decrease compared to the previous month (45) and below the monthly average (27). This was driven by a reduction in volumes across South Warwickshire last month.

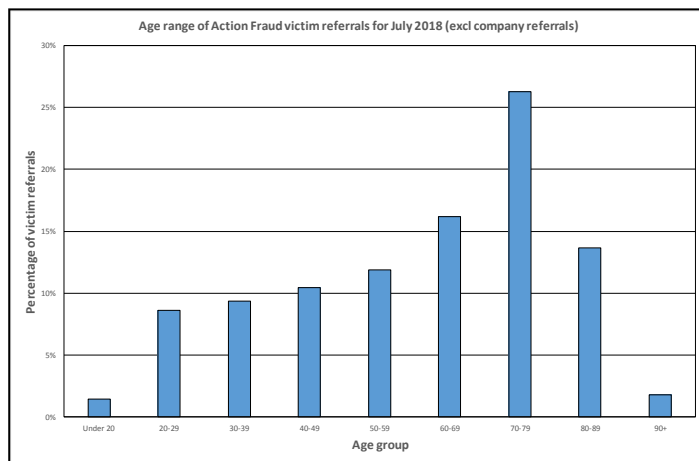
The use of the cyber/ online marker/keyword has decreased by 56% post ATHENA when comparing Nov-16 to Sep 17 and Oct-17 to Sep-18.

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.



327 Action Fraud victim reports (which exclude company referrals) were recorded in July 2018⁷. This was an increase compared to June 2018 (212) and is significantly above the monthly average (220).



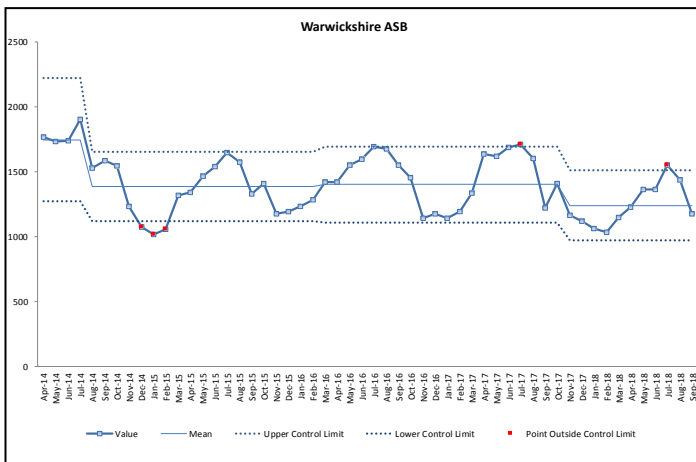
Victims aged 70-79 accounted for over 1 in 4 Action Fraud victim reports (26%) in July 2018.

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

Anti-Social Behaviour

Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents

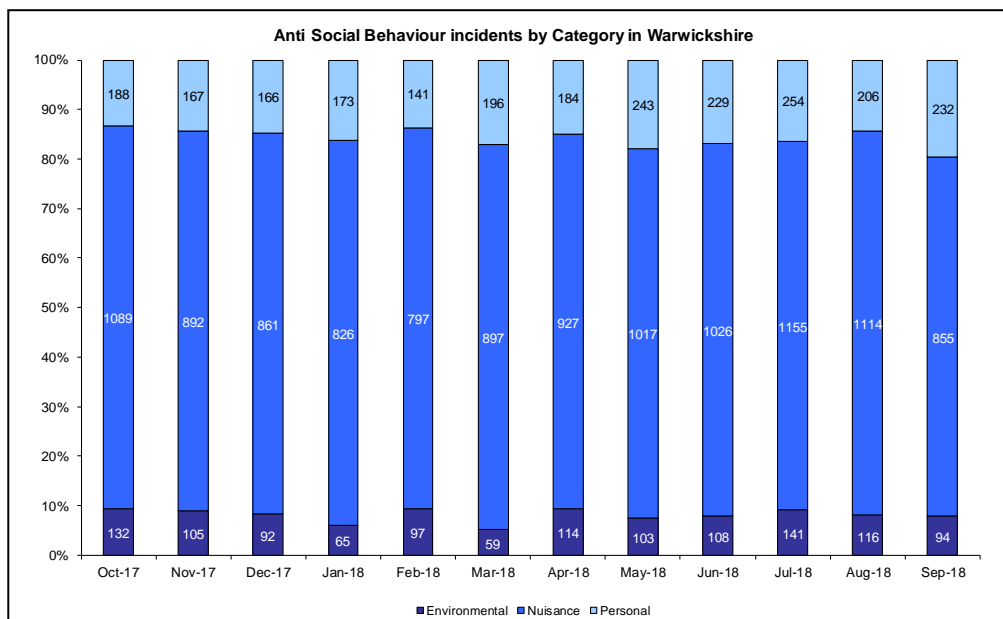


	Jun-18	Jul-18	Aug-18
North Warwickshire	928	842	661
South Warwickshire	622	594	514
Warwickshire	1550	1436	1175

4,161 ASB incidents were recorded in the last quarter. This was a 5% increase compared to the previous quarter (3,951) and above the quarter average (3,764). Increased volumes were seen across both policing areas.

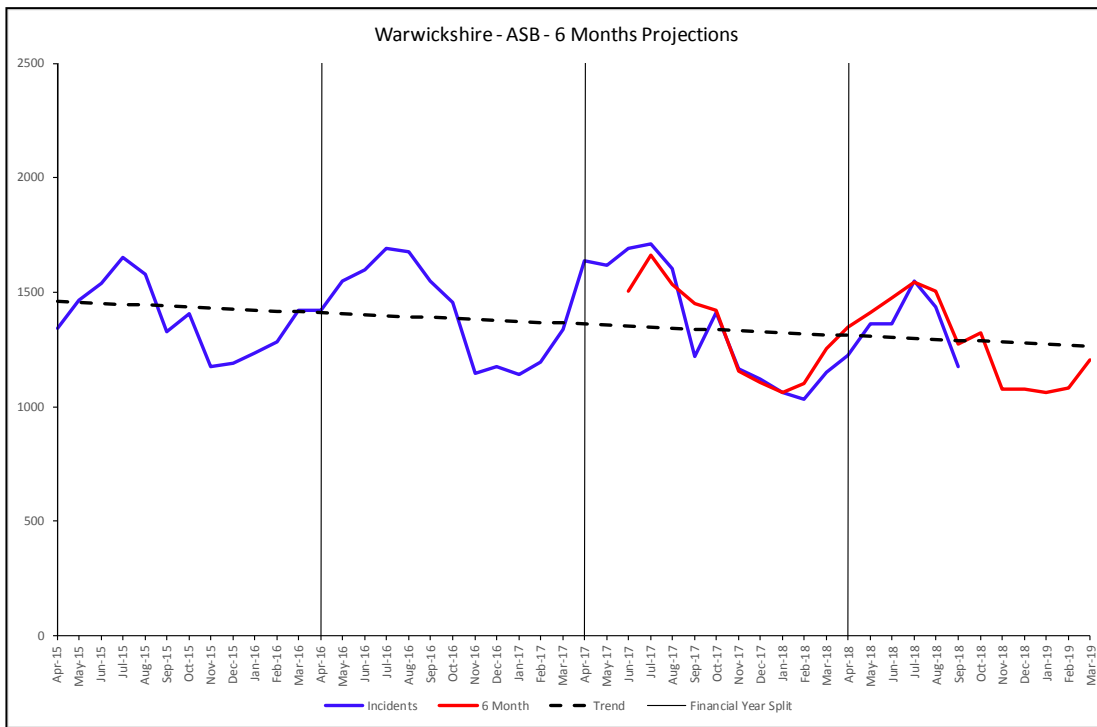
ASB is following the expected seasonal trend. The spring/summer months are expected to show an increasing volume of incidents with volumes at their highest during the summer and with reduced volumes during the autumn/winter months.

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



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

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



Ensuring Efficient & Effective Policing

Response Times to Emergency Incidents

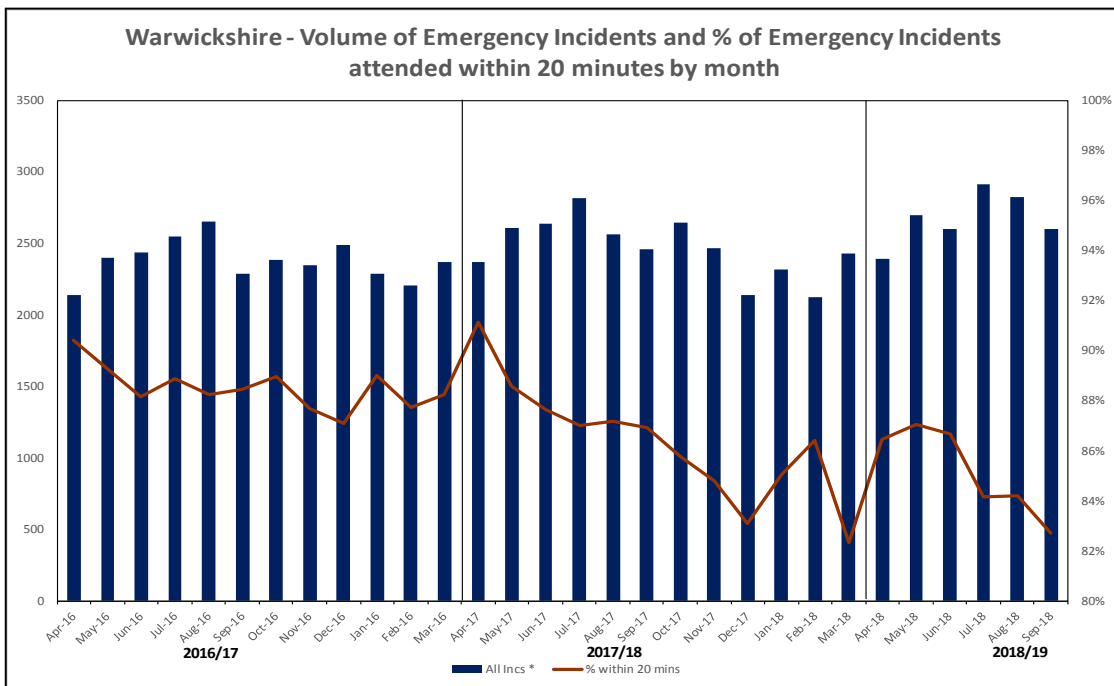
Signs of Improvement would be:

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

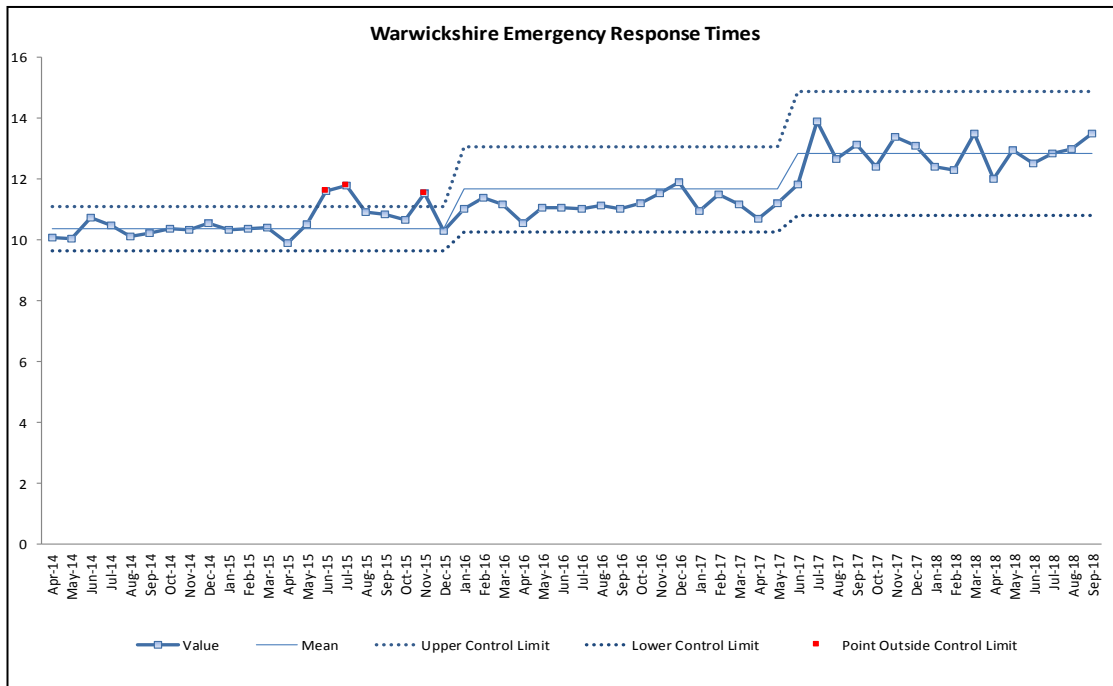
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, 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.

8,344 emergency incidents were recorded in the last quarter, a 9% increase compared to the previous quarter (7,690) and a 7% increase compared to last quarter in 2017/18 (7834). The proportion of incidents attended within 20 minutes (83%) is comparable with the previous month.



The current average response time for emergency incidents is 13 mins 30 seconds - this is an increase compared to the previous month (13 mins 00 seconds) and is above the monthly average (12 mins 48 seconds).



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

Criminal Justice – File Quality

Signs of Improvement would be:

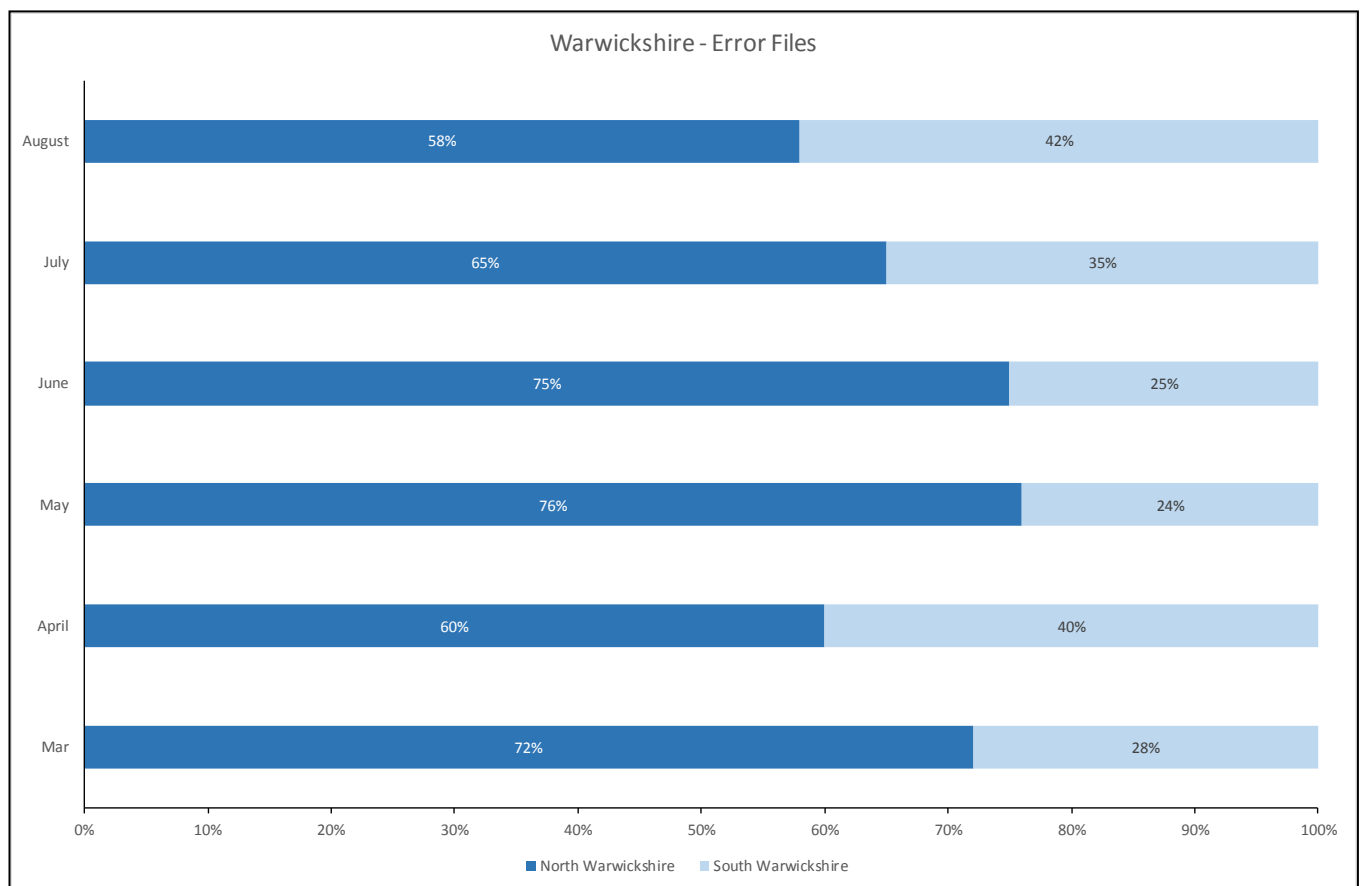
- ❖ Improved performance against MSG forces

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

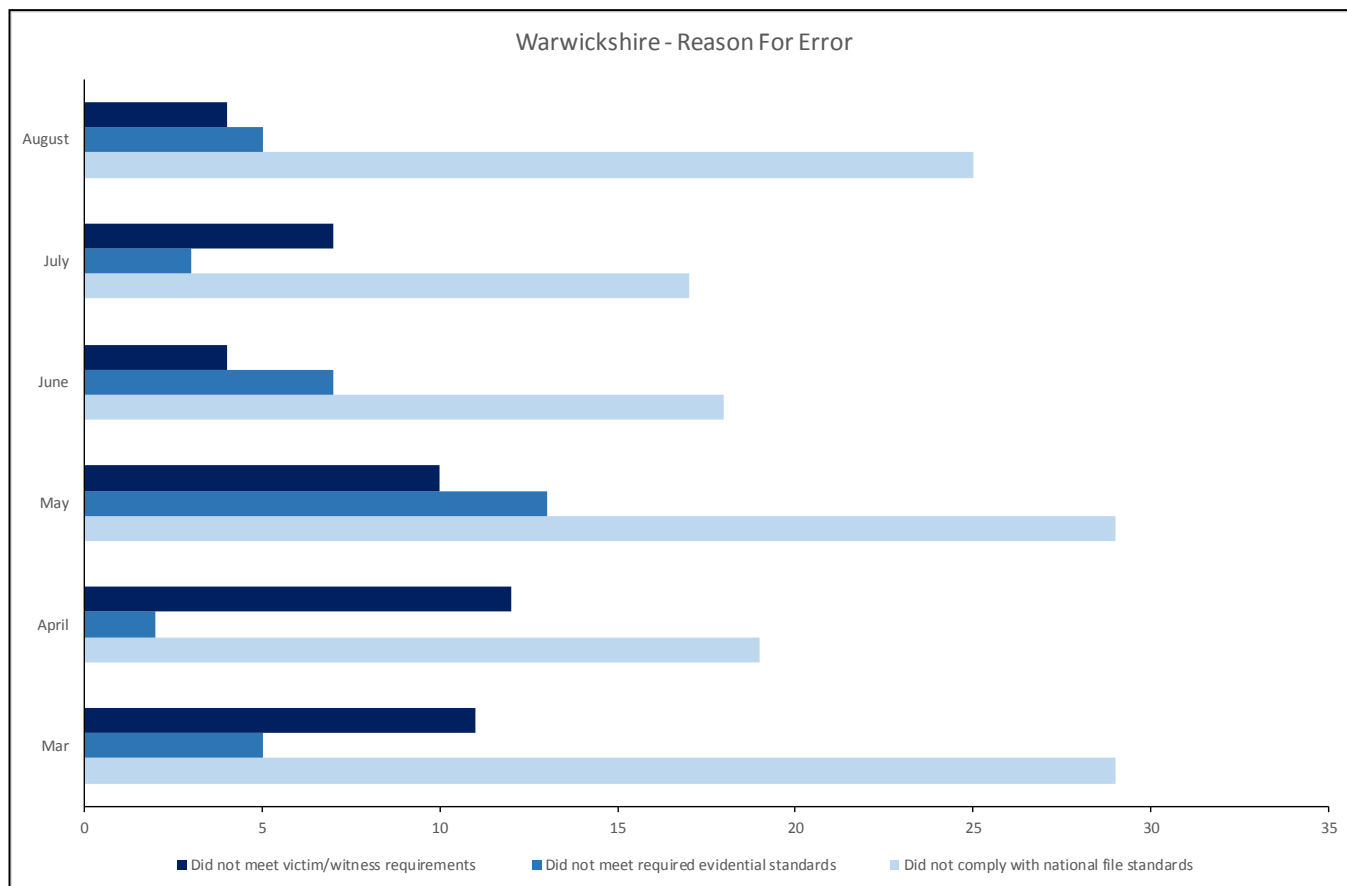
Case File Quality Assessment (CFQA)

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

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



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



Discontinuance

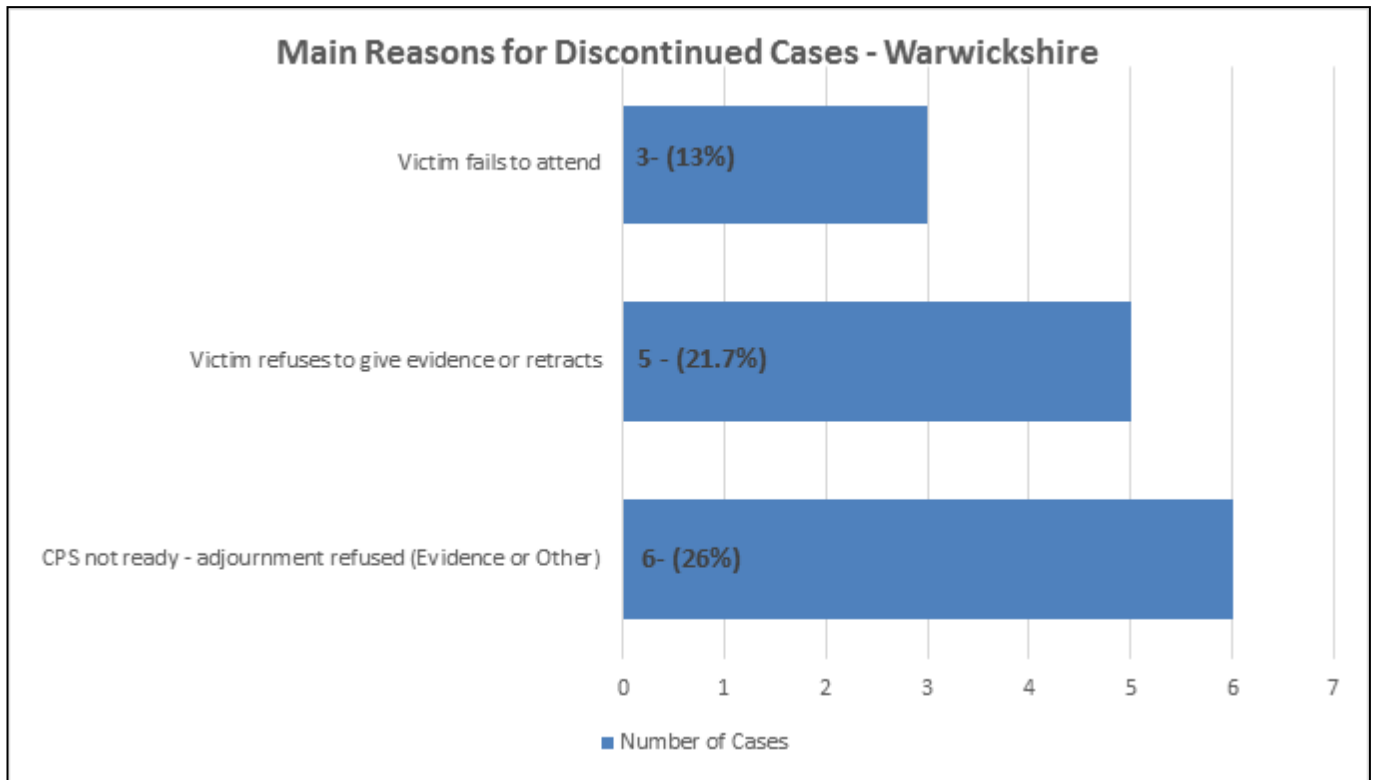
The number of cases that are discontinued are monitored monthly by our local CPS Team, along with the reasons given as to why the case was discontinued.

23 cases were discontinued across Warwickshire in August 2018.

Policing Area	Cases discontinued (%)	Rank
North Warwickshire	17 (74%)	2 nd
South Warwickshire	6 (26%)	1 st
Warwickshire	23	

The largest number of discontinued cases were in North Warwickshire (17– 74%)

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



Sickness

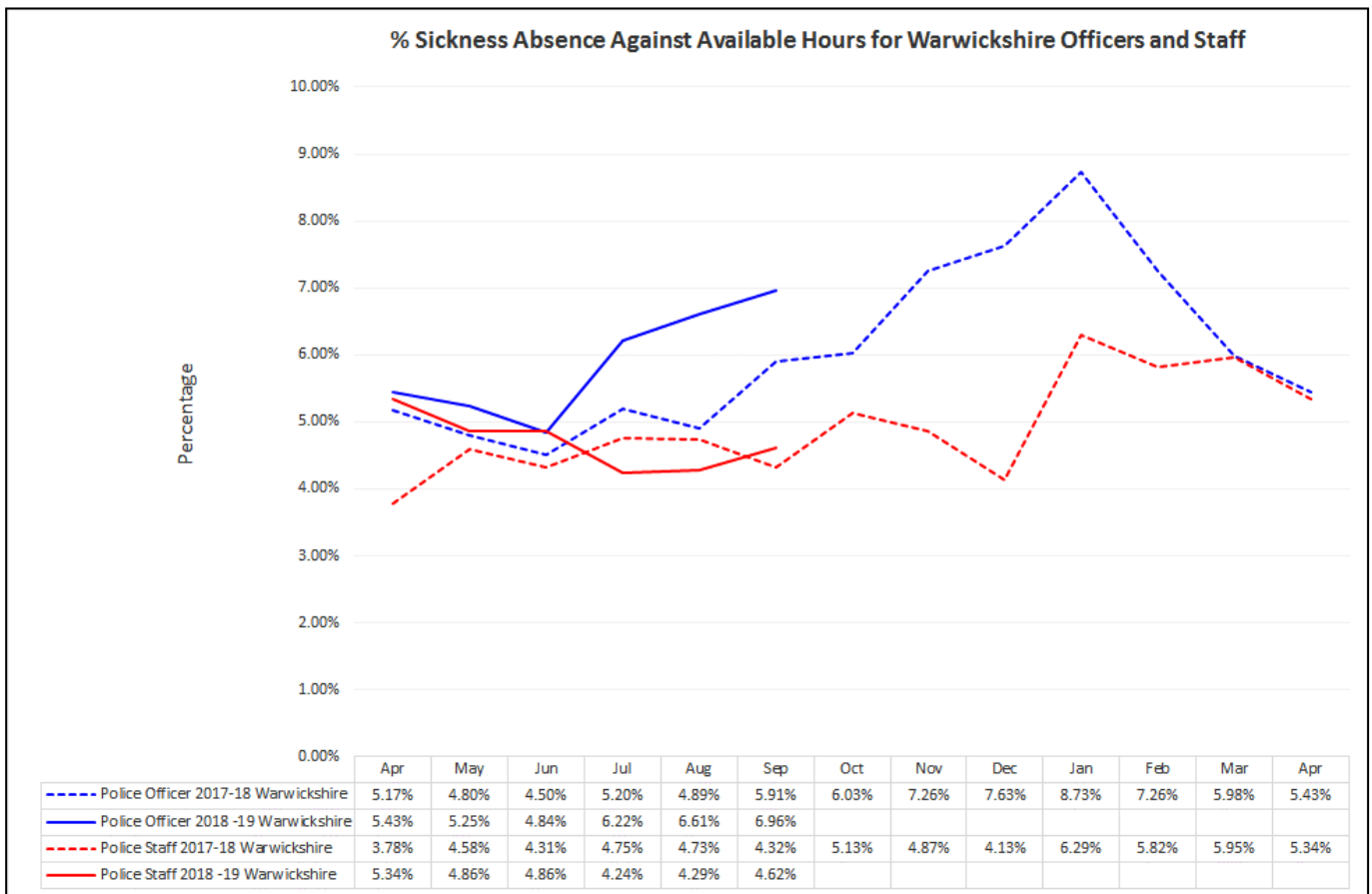
Signs of Improvement would be:

- ❖ 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 in September is 6.96% for Officers, which is an increase from 6.61% in August. From the start of 2018/19, monthly and quarterly sickness levels for Officers have been higher than the equivalent months and quarters in 2017/18.

For Police staff, the average percentage of hours lost in September is 4.62% which is an increase from 4.29% in August. The average percentage of hours lost to sickness for Police staff showed improvement in this quarter (4.38%) compared to the previous quarter (5.02%) and the equivalent quarter in 2017/18 (4.60%).



Complaints

Signs of Improvement would be:

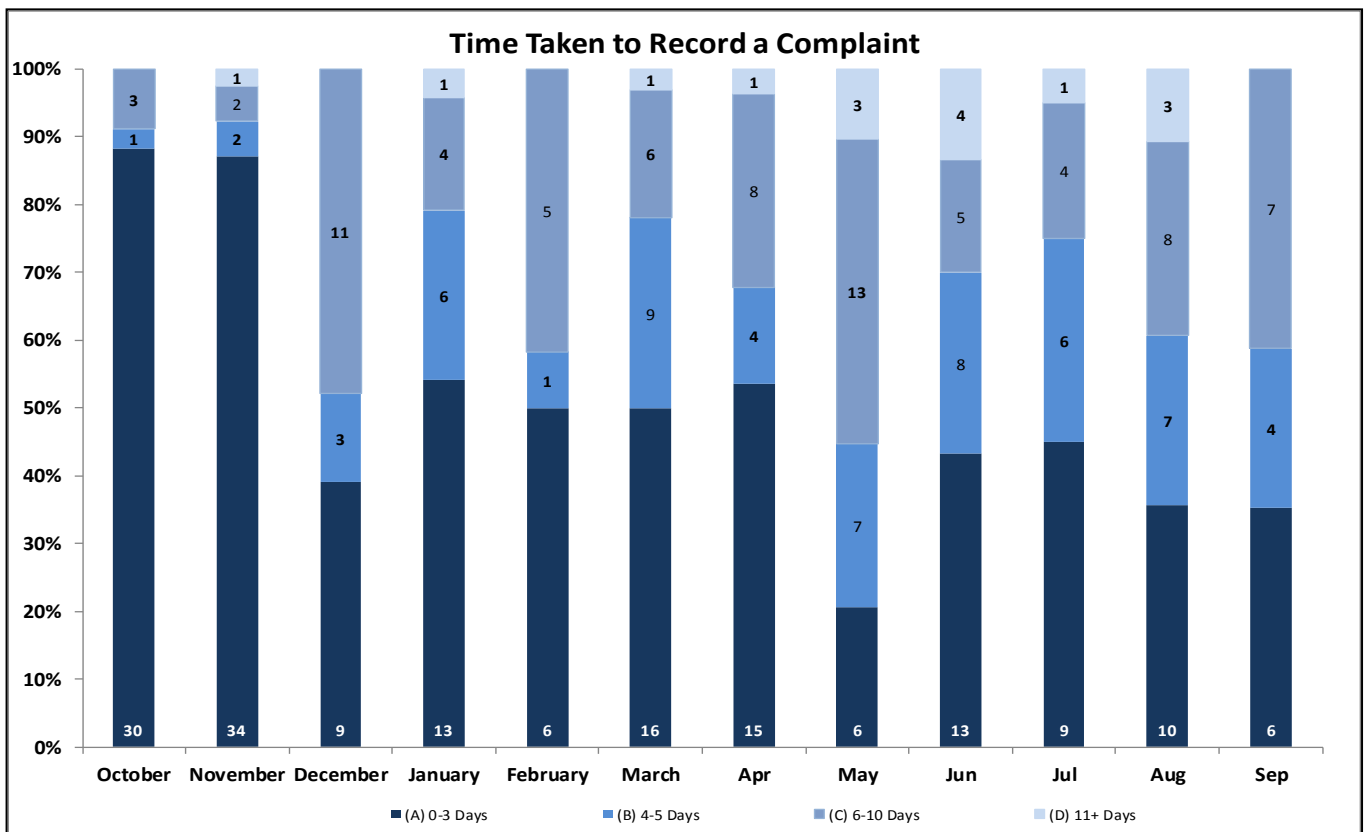
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

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

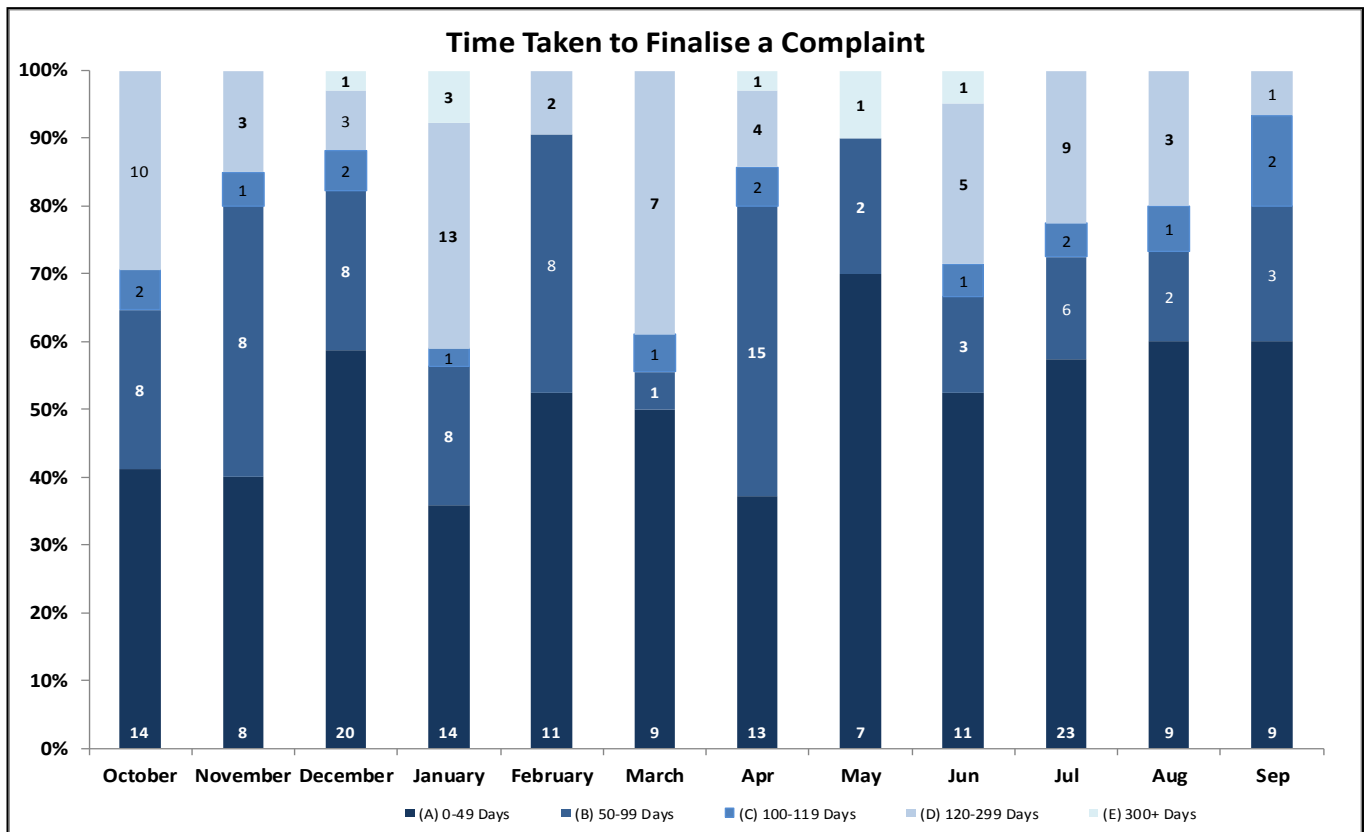
Timeliness to Record & Finalise

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

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. In the last quarter only 39% of complaints were recorded in 3 days, well below this 80% aspiration. However 94% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 80% of cases were finalised in 120 days, a slight decrease compared to the previous quarter (82%).



Call Handling

Signs of Improvement would be:

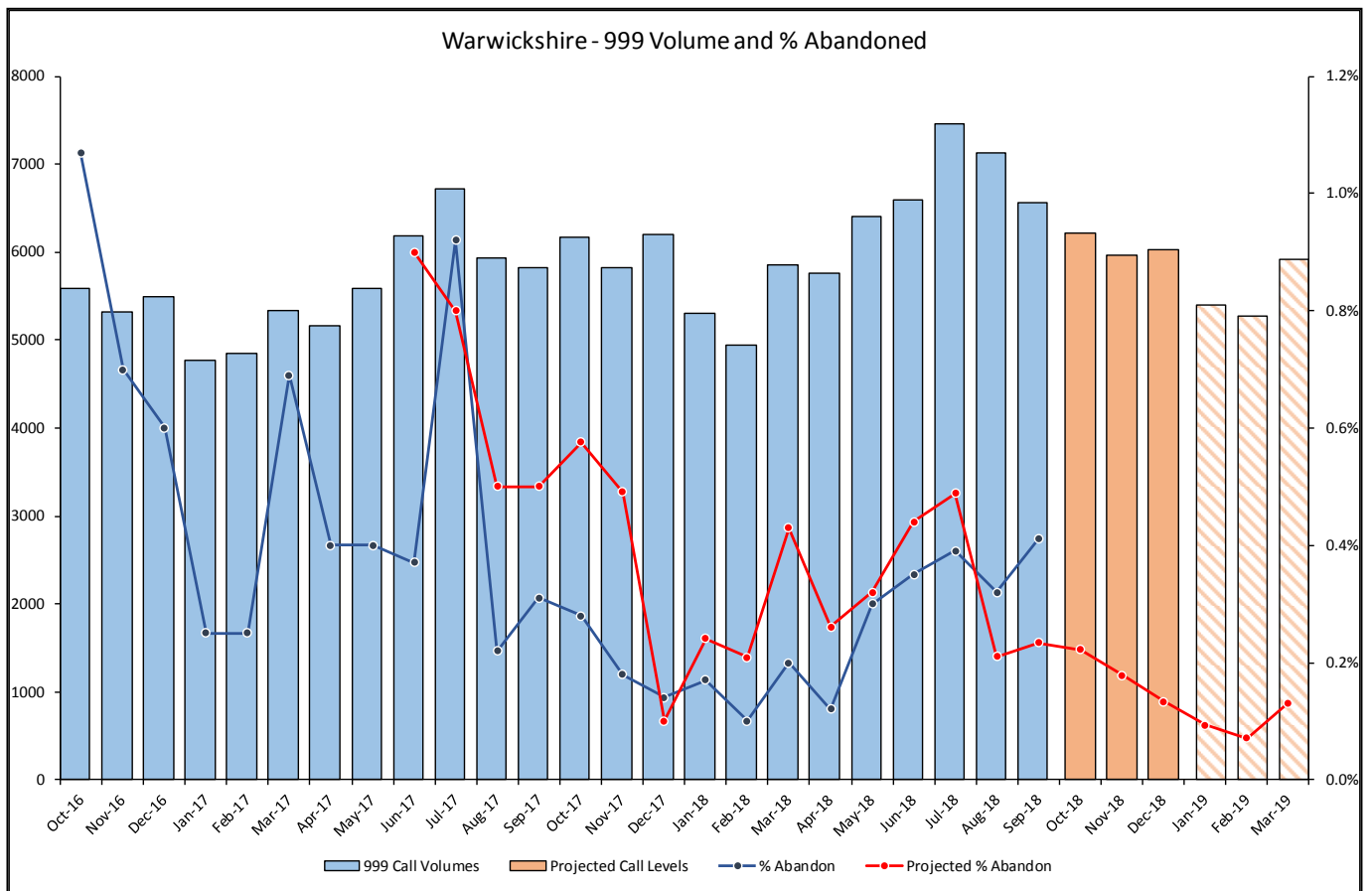
- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

Calls on the 999 system

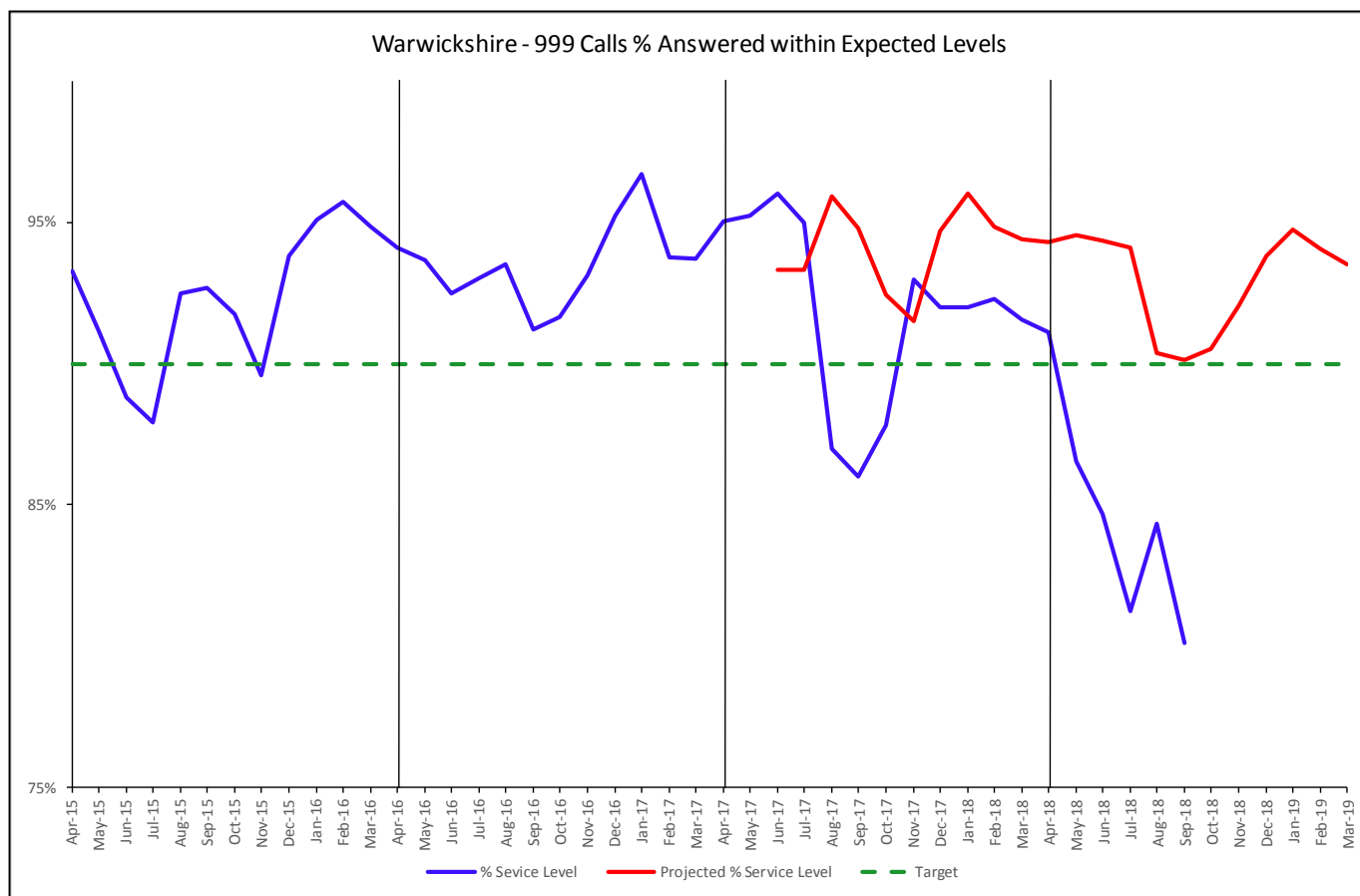
21,160 calls on the 999 system were received last quarter, an increase compared to the previous quarter (18,760). The percentage of abandoned 999 calls increased last quarter (0.4%) compared to the previous quarter (0.3%).

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 higher than projected position. The goal is for OCC performance to remain lower than then projection data.



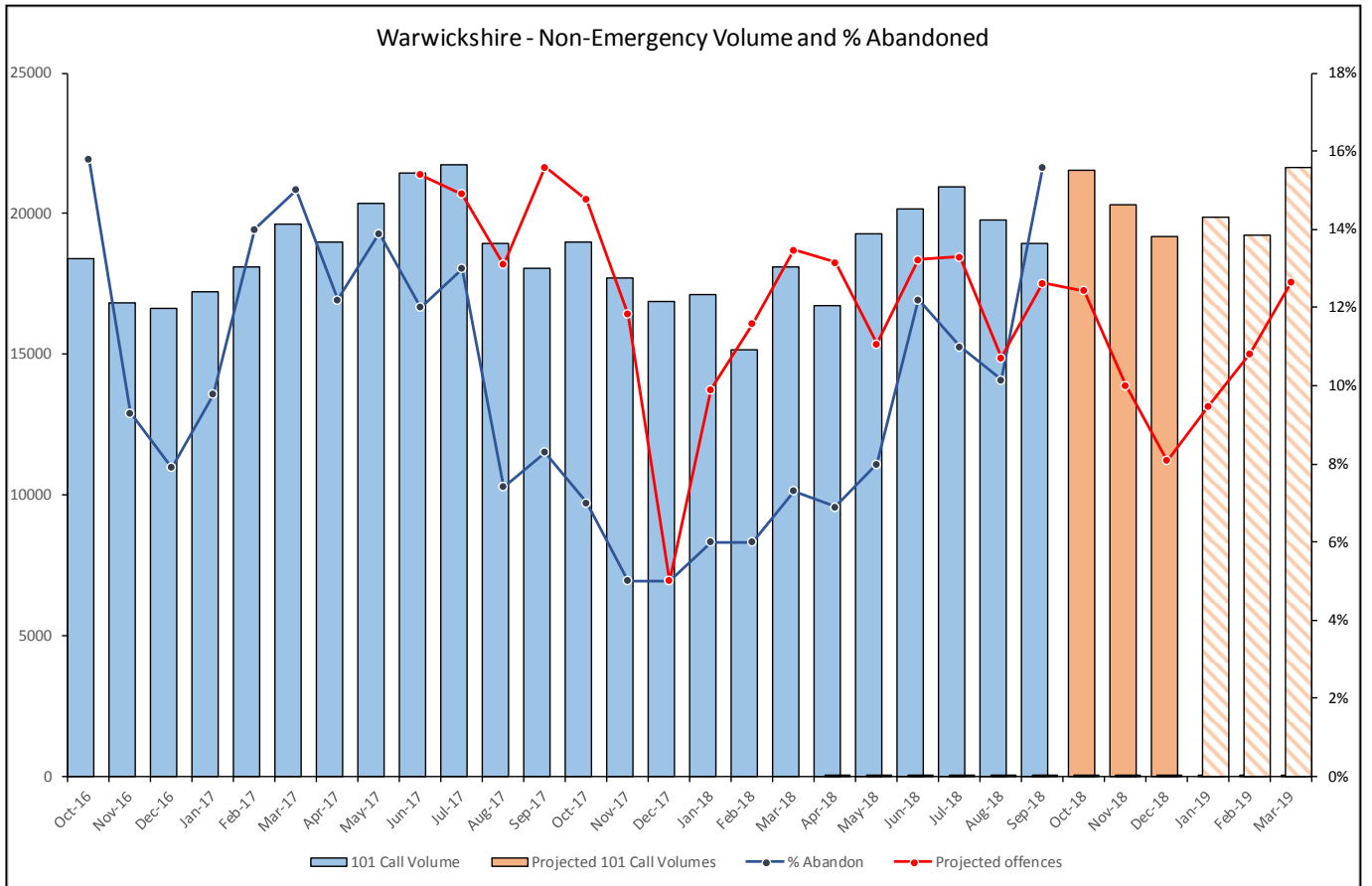
The proportion of 999 calls answered within 10 seconds decreased for the last quarter compared to the previous quarter and was lower than the 90% target. Again, the goal is for OCC performance to be better than then projection data.



Non-Emergency Calls

59,674 non-emergency calls were received last quarter; an increase compared to the previous quarter (56,222). There has been an increase in the non-emergency calls abandoned rate last quarter (12.9%) compared to the previous quarter (9.0%).

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



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

