



WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

Performance Summary October - December 2018

A SAFER, MORE SECURE WARWICKSHIRE

Summary

Topic	Inclusion	Data	Commentary	
Putting Victims and Survivors First				
Confidence	Quarter	Increase compared to previous period and above the national average		2
Victim Satisfaction	Month & quarter	Overall satisfaction saw no significant change compared to previous quarter		3
Repeat Victimisation	Month & quarter	Volume and repeat rate of repeat victims have decreased from previous month	Work ongoing to develop IVM products	6
Protecting People from Harm				
Hate Crime	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	8
Hate Crime Satisfaction		Stable compared to the previous quarter		
Missing Persons Reports	Quarter unless exceptional	Decrease compared with previous quarter	Volumes follow expected seasonal trend	10
Sexual Offences – Rape	Month & quarter	Decrease on previous quarter and below quarterly average	No exceptional volumes	11
Sexual Offences – Other	Month & quarter	Increase on previous quarter and above quarterly average	No exceptional volumes	12
Domestic Abuse	Month & quarter	Increase on previous month and in line with monthly average	No exceptional volumes	14
Child at Risk	Month & quarter	Decrease on previous month and below monthly average	No exceptional volumes	18
CSE		Increase on previous month and above monthly average	No exceptional volumes	
Road Traffic Casualties	Quarter unless exceptional	10 road deaths in the last quarter		20
Serious Organised Crime	Quarter	OCG and disruption data		22
Preventing & Reducing Crime				
Total Recorded Crime	Month & quarter	Increase on previous quarter and above quarter average	No exceptional volumes	23
Violence with Injury	Quarter unless exceptional	Increase on previous quarter and above quarterly average	Increase in monthly average in North Warwickshire	30
Violence without Injury	Quarter unless exceptional	Increase on previous quarter and above quarterly average	Increase in monthly average in North Warwickshire	32
Harassment	Monthly increase	Increase on previous quarter and above the quarter average	Increase in monthly average in the last quarter	34
Robbery	Quarter unless exceptional	Increase on previous quarter and above quarterly average	Exceptional volumes in November	36
Residential Burglary - Dwelling	Quarter unless exceptional	Increase on previous quarter and above quarter average	Exceptional volumes in South Warwickshire	38
Theft from person	Monthly increase	Increase on previous quarter and above quarterly average	Increase in monthly average	40
Shoplifting	Exceptional	Decrease on previous quarter and below quarter average	Significant decrease in December	42
Public Order	Exceptional	Decrease on previous quarter and comparable with quarterly average	Exceptional volumes in quarter	43
Business Crime	Monthly increase	Increase on previous quarter and above quarterly average		45
Rural Crime	Quarter unless exceptional	Increase on previous quarter and above quarterly average	Increase in the monthly average in South Warwickshire	46
Cyber Crime	Month & quarter	Increase on previous month and above monthly average		49
Anti-Social Behaviour	Quarter unless exceptional	Decrease on previous quarter and below quarterly average	Following seasonal pattern	51
Criminal Justice – File Quality	Quarter		More detailed CJ report available	53
Ensuring Efficient and Effective Policing				
Response Times to Emergency Incidents	Quarter unless exceptional	Decrease in volume of emergency incidents compared to previous quarter	Average emergency response decreased compared to previous month.	57
Sickness	Month & quarter	Increase in Officer sickness rate and a decrease in Staff sickness rate compared to the previous month		59
Complaints	Quarter report	90% complaints recorded in target time	Not included in this monthly report.	60
Call Handling	Month & quarter	Decrease in the 999 and 101 call volumes		62
		The 999 abandon rate is comparable to the previous quarter but the 101 rate has increased		

Putting Victims & Survivors First

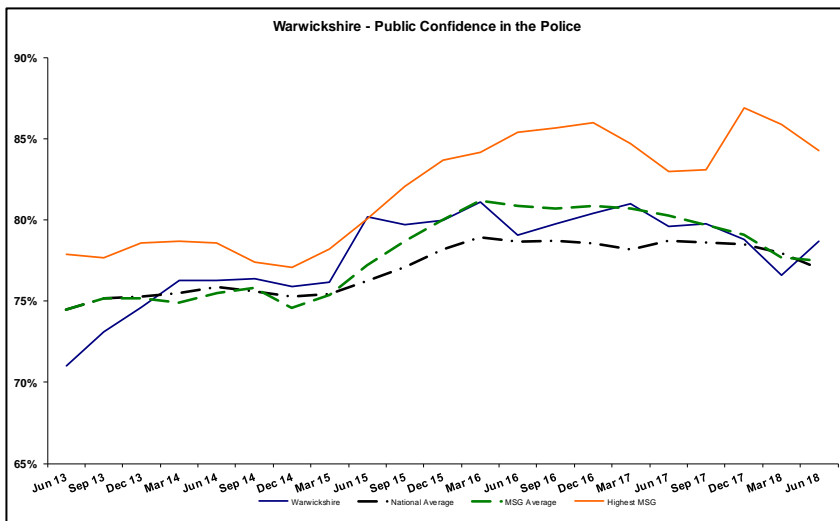
Confidence in Police

Signs of Improvement would be:
 ❖ Improved confidence: within force and against MSG peer forces

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

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

Against the Most Similar Group¹ (MSG) of peer forces, Warwickshire is currently ranked 3rd of the 8 forces, two places higher than the previous reporting period. The force's ranking against all forces has improved from 25th (Mar 18) to 16th (Jun 18).



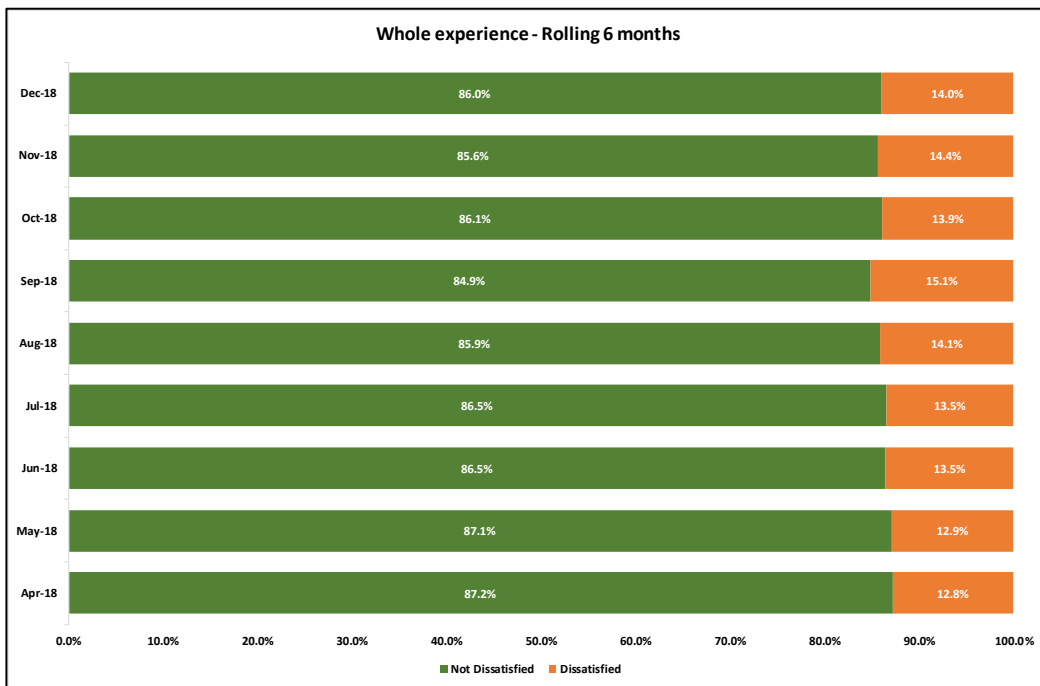
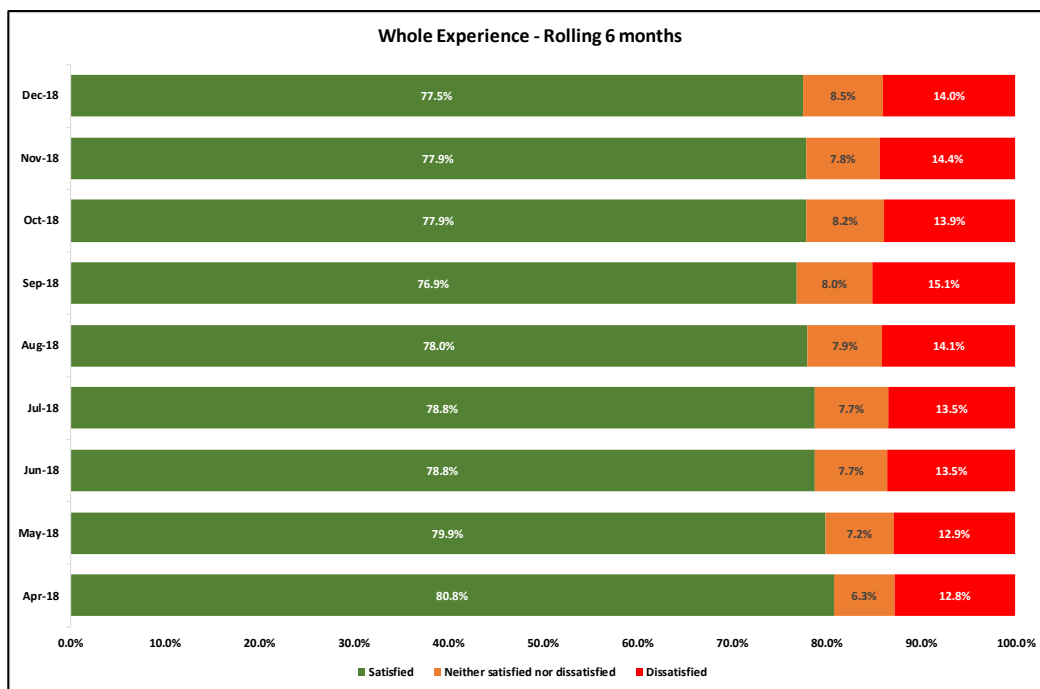
	Mar-18		Jun-18	
	%	Rank	%	Rank
Warwickshire	76.6%	5	78.7%	3
MSG Average	77.7%		77.5%	

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



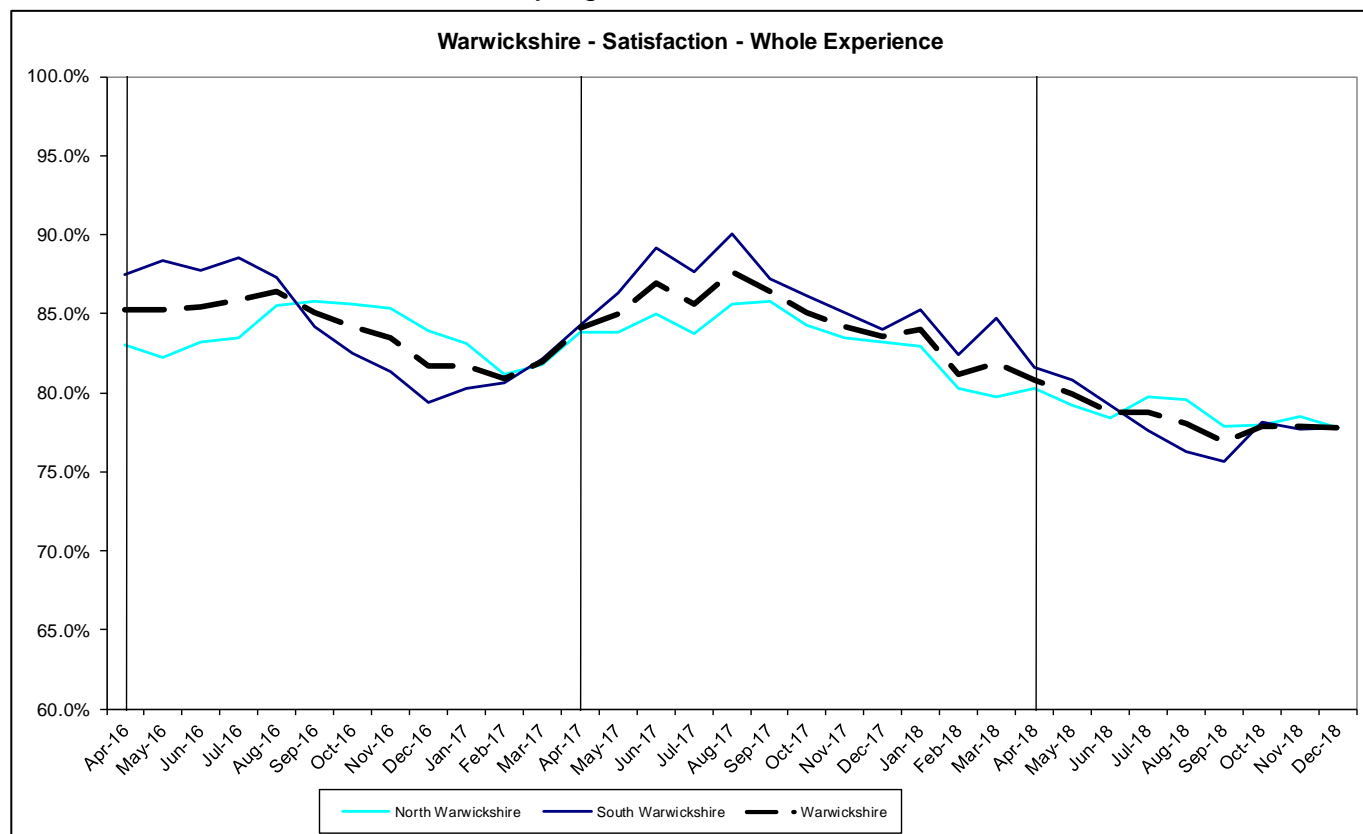
	Oct-18	Nov-18	Dec-18
North Warwickshire	77.9%	78.5%	77.4%
South Warwickshire	78.1%	77.7%	77.5%
Warwickshire	77.9%	77.9%	77.5%

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' remained broadly consistent last quarter compared to the previous (77% Oct-Dec compared to 78% Jul-Sep 18- rolling 6 months).

Performance remained stable across both Policing areas, but continues to decrease for 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.



The alliance 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. The findings have been received and A&SI have presented a report outlining a response to the recommendations at the Strategic Victim Satisfaction Group on 14th December.

The headline findings are that our approach is consistent with best practise albeit there are some small changes we can make. The major recommendation around introducing email and text surveys is reliant on sourcing an appropriate technology solution as the current victim care database is not suitable. Options are currently being scoped but this is very unlikely to be resolved in the near future.

The victim satisfaction event on Tuesday 18th December, where the consultant Malcom Hibberd presented his views on how to improve victim satisfaction was extremely well attended and led to a full discussion about how we can make a step change in our approach to victim satisfaction.

Malcolm's research shows that if we can increase the feeling of reassurance experienced by the victim, this has the greatest impact in improving overall victim satisfaction. If we can

successfully achieve this and improve our follow up, considerable improvements will be expected in overall satisfaction.

The areas of contact, reassurance and follow up are critical in achieving victim satisfaction. We understand what drives a victim to feel satisfied with the service they receive. If victims answer 'YES' to the below questions, this is more likely to result in an overall more satisfied response throughout their experience, and it is important that our staff fully understand this.

Have you received updates as frequently as expected?

Did the Police contact you within 7 days of reporting the incident?

Did the police officer ask how frequently you wanted to be contacted?

Did the officer offer you the opportunity make a Victim Personal Statement (VPS)?

Did they make you feel reassured?

Did they give you contact details for someone who would be dealing with your case?

Repeat Victims

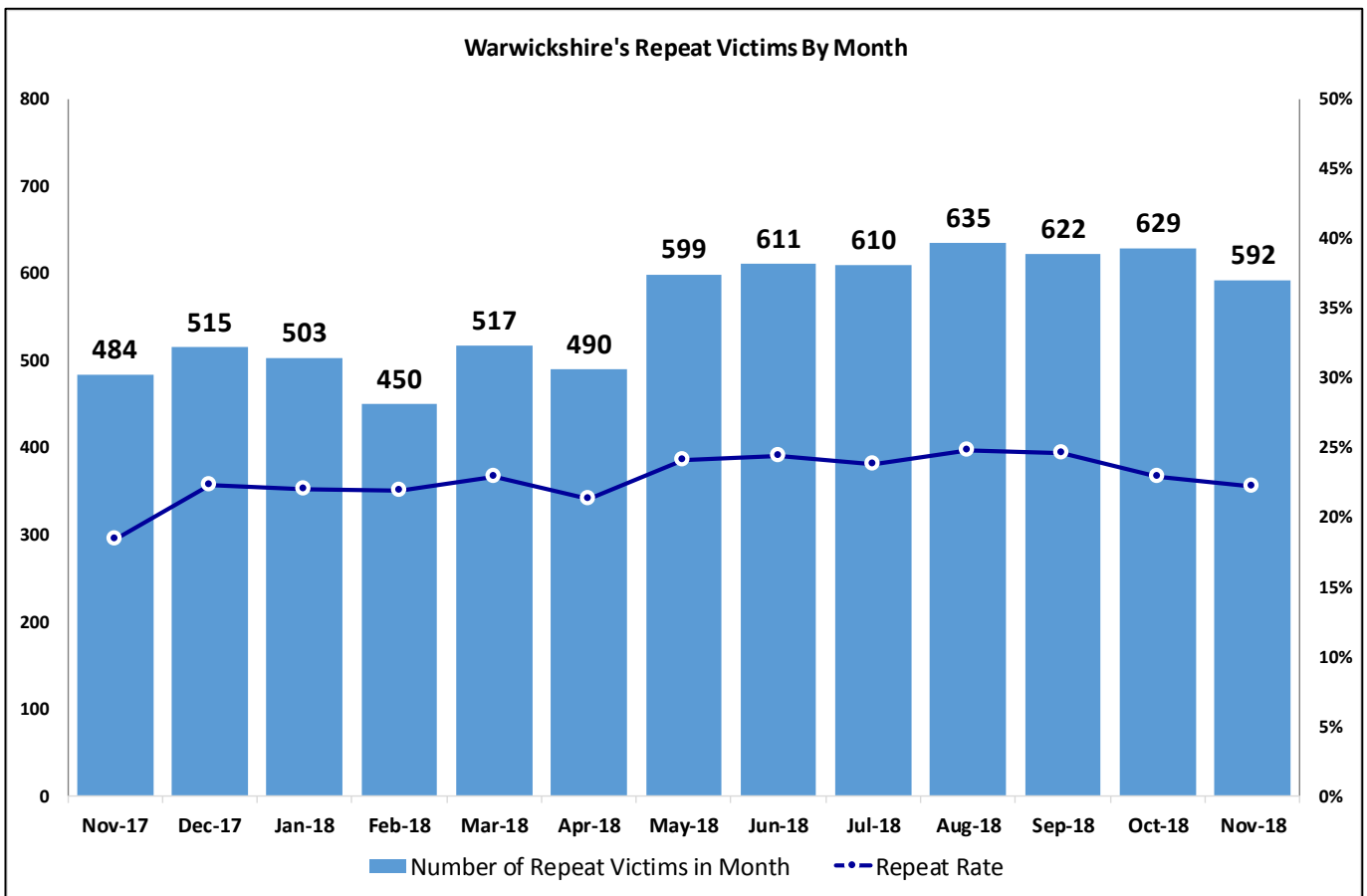
Signs of Improvement would be:

- ❖ 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 only, but quantifies total offences across the alliance.

Repeat Victimisation

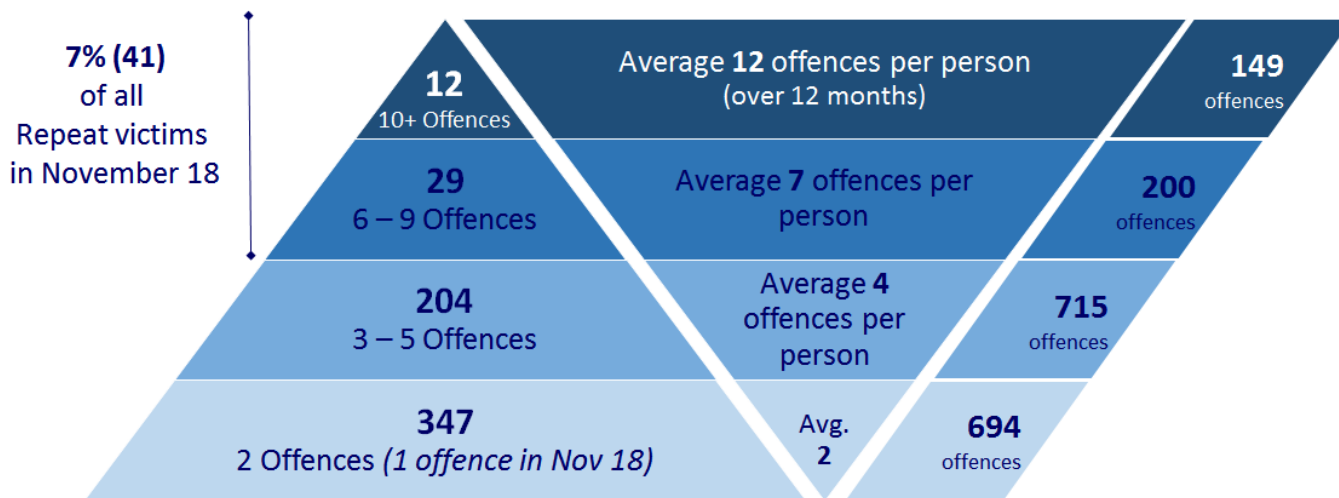
Following the introduction of ATHENA, the time taken to link victim information to an offence is longer. As a result, the data presented in this report relates to the previous month (November) to give a more accurate analysis.



In November, 22% (592) of all victims (2,661) were repeat victims (subject to at least one further offence in the last 12 months). This is a volume decrease from the previous month, but a similar repeat rate (629, 23%).

71 (12%) of November's repeat victims were also a repeat victim in October, with 19 individuals (3%) being a repeat victim in each of the last 3 months – September, October and November.

Breakdown of Repeat Victims in November by Number of Offences



November’s repeat victim cohort accounts for 1,758 offences recorded in the last 12 months, of which 784 offences were recorded in November. The number and proportion of repeat victims with 6+ offences have increased very slightly to 41 individuals (7%) from the previous month (38, 6%).

12 individuals have been a victim of 10 or more offences in the last 12 months, remaining stable from the previous month (12). This represents 149 offences, of which 28 offences were recorded in November.

Repeat Victimisation forum

In the last quarter, ASI have met with IVM and safeguarding SPOCs to refine the reporting requirements around repeat victimisation, with the intention of understanding the strategic view around IVM / safeguarding as well as the operational needs across the 5 policing areas.

Issues discussed included the timeliness of the report and the lack of ability to drill down on the data geographically. Both issues are linked to Athena processes, however we are working to seek a resolution.

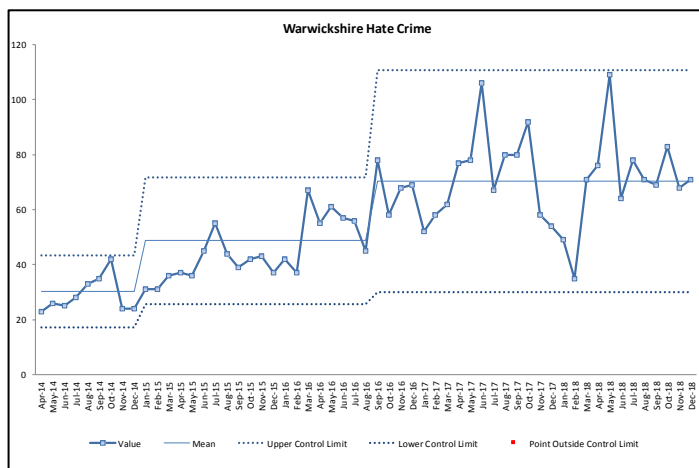
The concept to start tracking an IVM cohort from a performance perspective was also considered, with a terms of reference to be outlined and discussed during the next meeting, in January 2019.

Protecting People from Harm

Hate Crime

Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Oct-18	Nov-18	Dec-18
North Warwickshire	58	41	41
South Warwickshire	25	27	30
Warwickshire	83	68	71

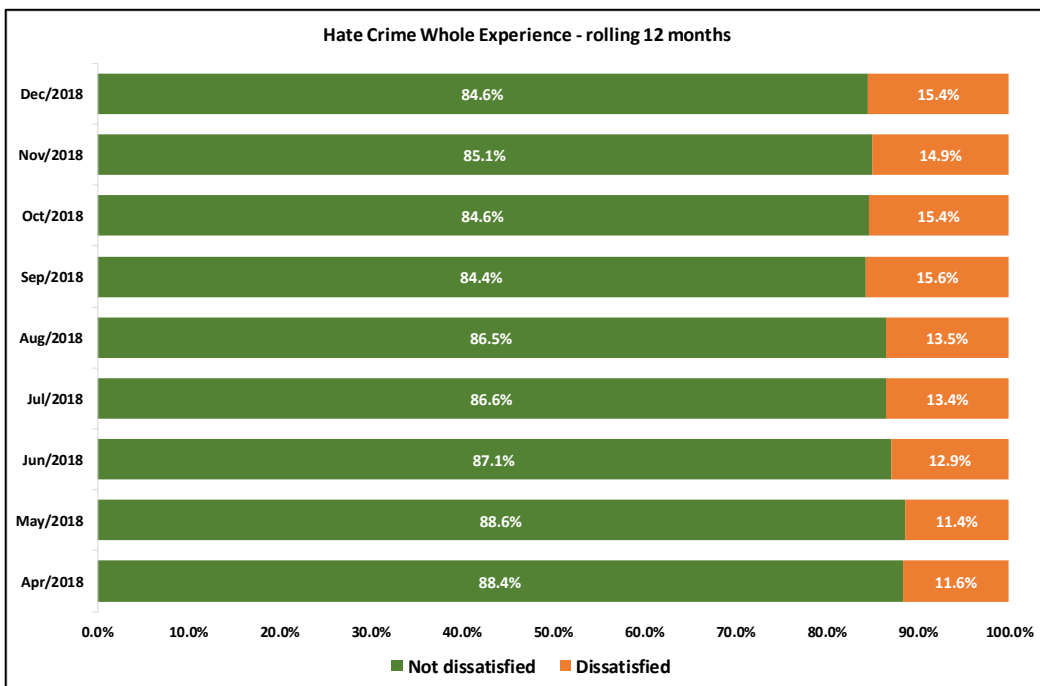
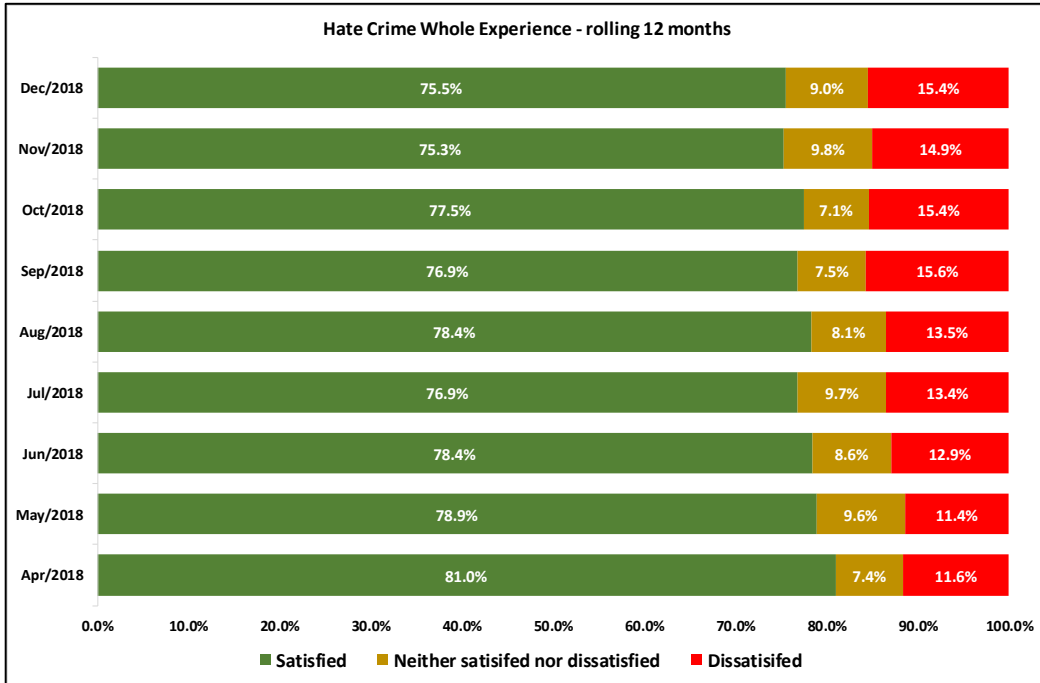
The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends 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.

222 offences/ incidents were recorded this quarter. This is a 2% increase compared to the previous quarter (218) and above the quarter average (211). Increased volumes were seen across North Warwickshire last quarter compared to the previous quarter, but volumes remain within the expected range.

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

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of only 10 per month). The data is therefore shown on the chart as a rolling 12 months to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.



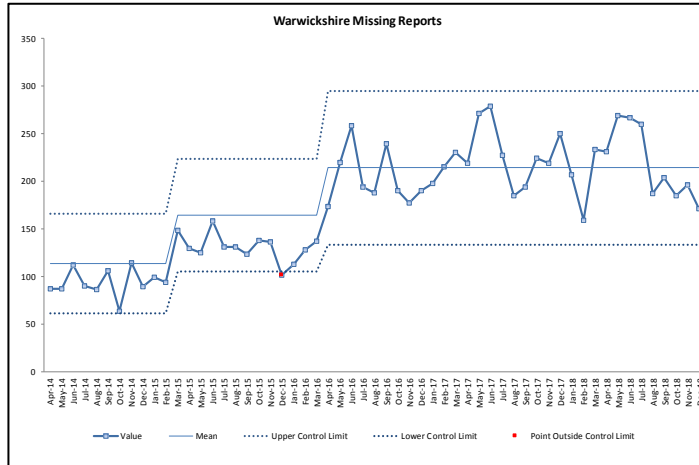
Across Warwickshire, overall satisfaction remained stable in December (76%) compared with the previous month, but reduced slightly compared with the previous quarter.

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).



	Oct-18	Nov-18	Dec-18
North Warwickshire	124	122	114
South Warwickshire	61	74	57
Warwickshire	185	196	171

552 missing person reports were recorded during the last quarter. This is a 15% decrease compared with the previous quarter. Volumes follow the expected seasonal trend with lower volumes during winter months. Decreasing volumes have been seen across both policing areas.

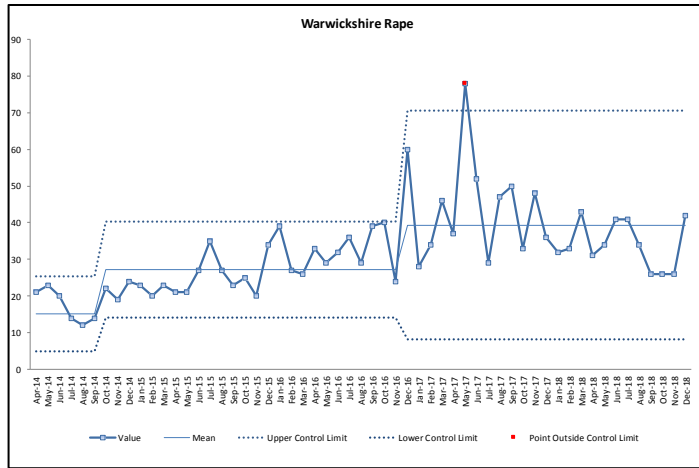
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing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

Sexual Offences

Signs of Improvement would be:

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

Rape



	Oct-18	Nov-18	Dec-18
North Warwickshire	14	16	28
South Warwickshire	12	10	14
Warwickshire	26	26	42

Peer Comparison

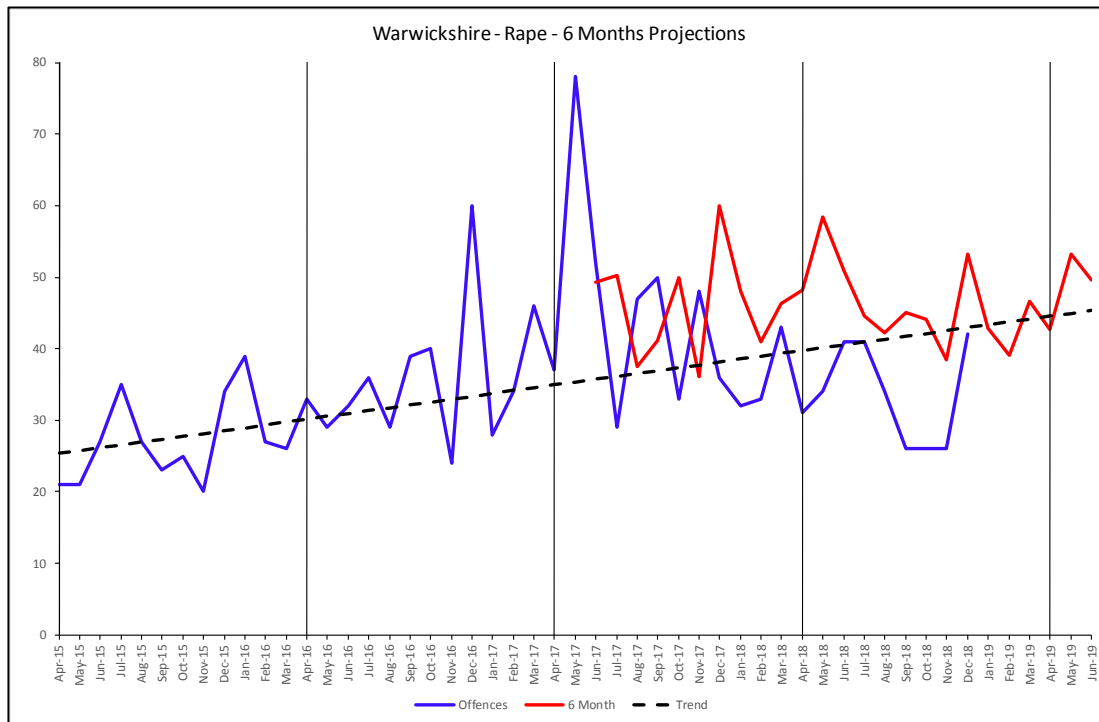
Offence Volume: Below Group Avg

Relative Position: Improved ranking

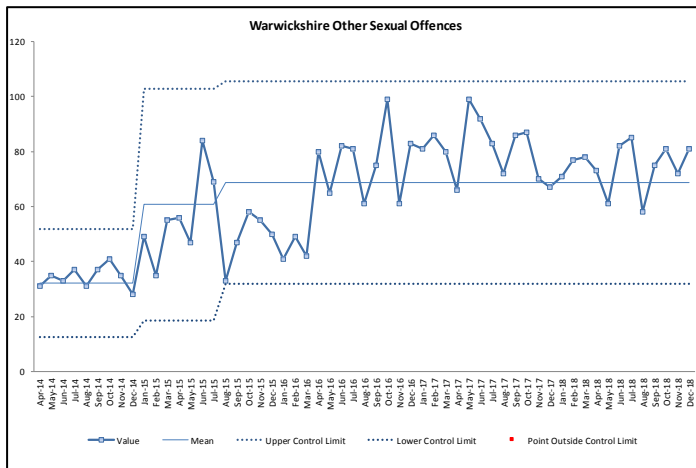
94 rape offences were reported to the police last quarter, a reduction compared to the previous quarter (101) and below the quarter average (102). 48% (46) of offences reported were ‘recent’ (recorded within 28 days of the offence) – this is a 12% decrease on the previous quarter (17).

Volumes for both policing areas remain within the expected range, albeit there was an increase in December compared to previous 2 months.

The following chart provides a medium (6 month) projection for rape offences. At force level, the recorded volumes are lower than anticipated and are projected to decrease in the next quarter.



Other Sexual Offences



	Oct-18	Nov-18	Dec-18
North Warwickshire	50	42	55
South Warwickshire	31	30	26
Warwickshire	81	72	81

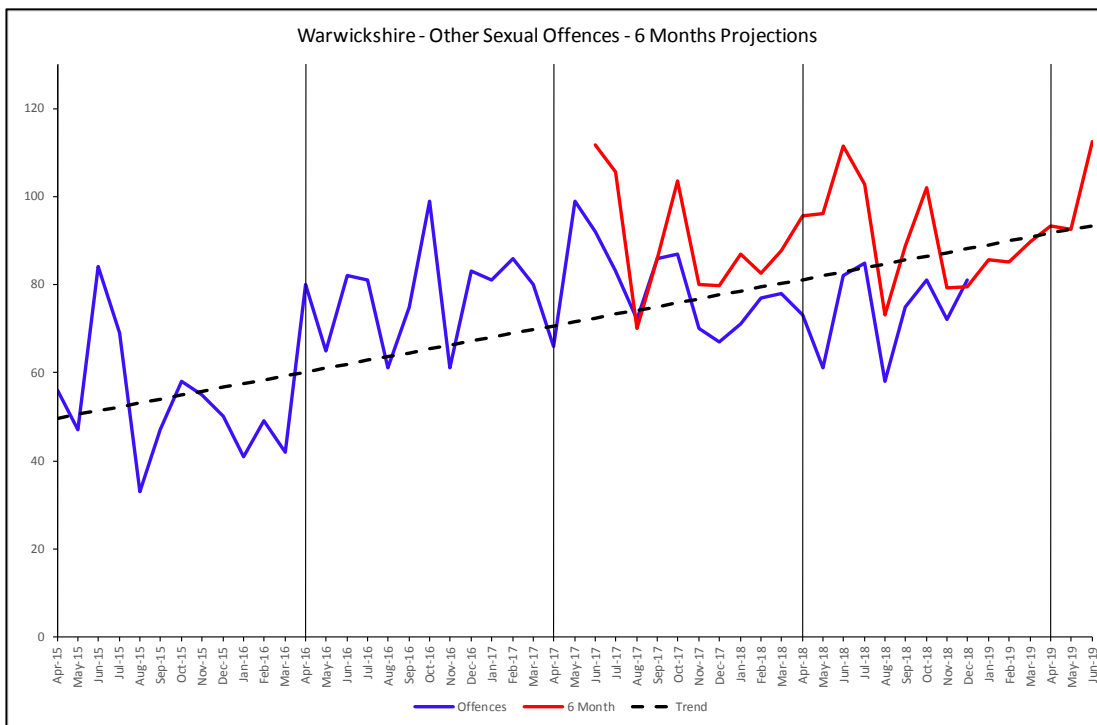
Peer Comparison

Offence Volume	Below Group Avg
Relative Position	No change

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.

234 other sexual offences were reported to the police last quarter, a 7% increase compared to the previous quarter (218) and above the quarter average (223). Increased volumes were seen in North Warwickshire, although they remain within the expected range. The proportion of recent and non-recent offences remains consistent with the previous quarter.

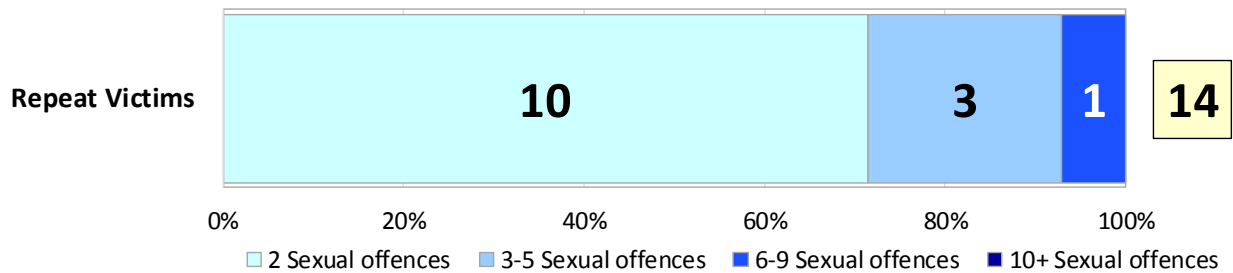
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates an increase in offending in the next few months.



Repeat Victims of Sexual Offences

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

In November (latest available data), 16% (14) of sexual offence victims (88) across Warwickshire were repeat victims of another sexual offence² in the last 12 months. The number and rate of repeat victims has increased compared to the previous month (9, 9%). The following chart provides a breakdown of sexual offence repeat victims by instances of repeat victimisation.



One victim has reported 7 other sexual offences across both policing areas in the last 12 months. This represents 2 recent and 5 historic other sexual crimes, of which 1 recently committed offence was recorded in November.

² This includes both rape and other sexual offences.

Domestic Abuse

Signs of Improvement would be:

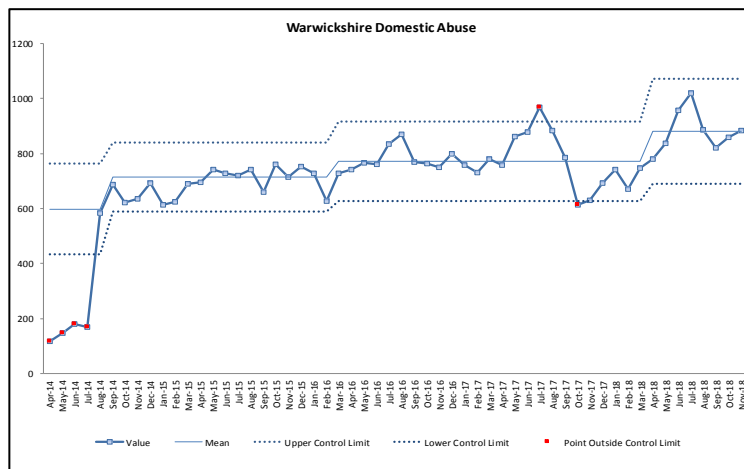
- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims

Domestic abuse offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system. 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.

The force has implemented a 12 point plan for domestic abuse aimed at improving our response to victims of this crime. This references the overarching alliance improvement plan, and reinforces that domestic abuse is a priority starting from the initial contact in OCC through to officer response, custody, victim care and outcomes.

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.



	Sep-18	Oct-18	Nov-18
North Warwickshire	523	551	515
South Warwickshire	297	307	368
Warwickshire	820	858	883

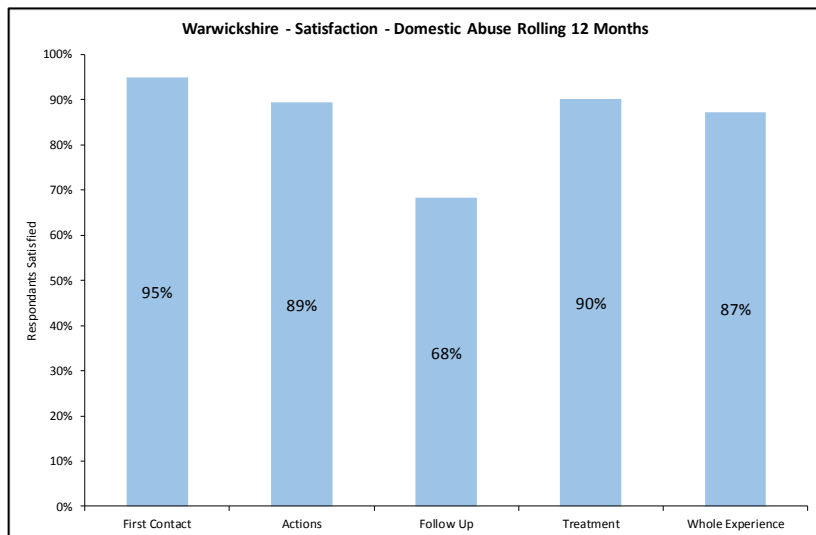
883 domestic abuse offences & crimed incidents were recorded in November. This is a 3% increase compared to the previous month (858) and in line with the monthly average (880). This was driven by increased volumes across South Warwickshire last quarter.

Violence without injury continues to be the most prevalent crime type making up 58% (343) of recorded crimes.

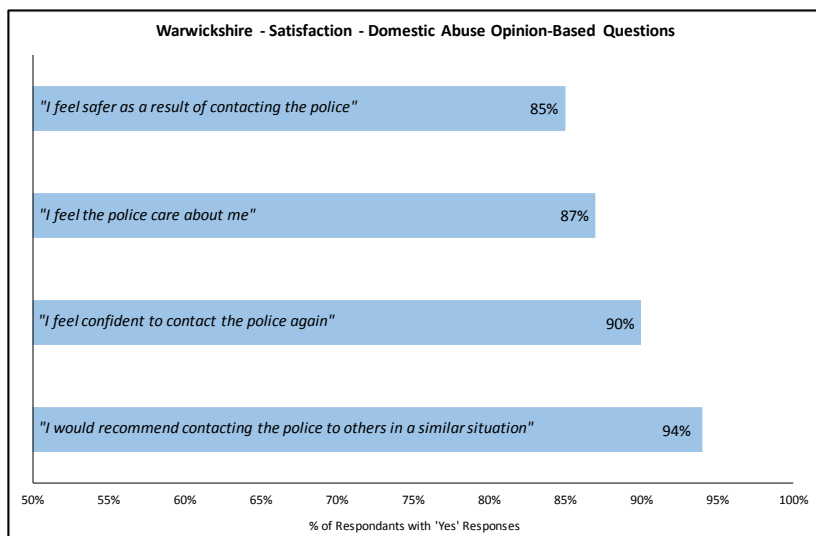
Domestic Abuse Satisfaction

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 reported on at force level.



	Oct-18	Nov-18	Dec-18
First Contact	94%	94%	95%
Actions	88%	89%	89%
Follow Up	67%	67%	68%
Treatment	88%	89%	90%
Whole Experience	86%	86%	87%



	Oct-18	Nov-18	Dec-18
"I feel safer as a result of contacting the police"	85%	85%	85%
"I feel the police care about me"	86%	87%	87%
"I feel confident to contact the police again"	89%	89%	90%
"I would recommend contacting the police to others in a similar situation"	94%	94%	94%

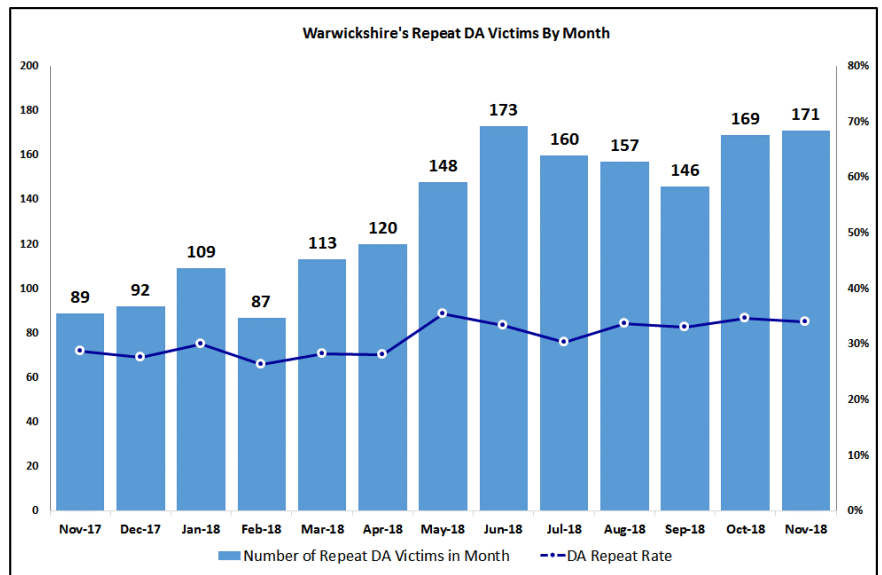
The results of these surveys continue to be pleasing and show that Warwickshire staff provide a generally high level of service to victims of domestic abuse. However despite the generally positive results, follow up continues to be an area where there is most scope for improvement.

Domestic Abuse Repeat Victimization

As noted in the earlier Repeat Victimization section, due to the delay in linking victim information to an offence, the data presented in this section will relate to the previous month (November) to give a more accurate analysis.

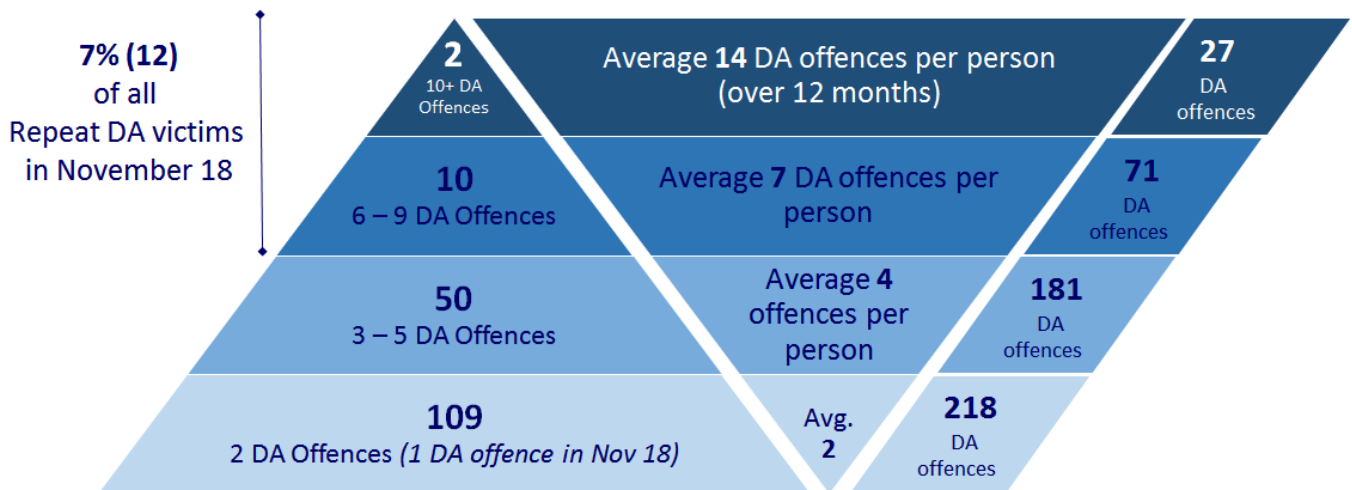
In November, 34% (171) of all DA victims (502) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

The number and rate of repeat DA victims have remained relatively stable compared to the previous month (169, 35%).



20 (12%) of November's repeat DA victims were also a repeat DA victim in October, with 4 individuals (2%) being a repeat DA victim in each of the last 3 months – September, October and November.

Breakdown of Repeat DA Victims in November by Number of DA Offences



November's repeat DA victim cohort amounts to 497 DA offences recorded in the last 12 months, of which 248 DA offences were recorded in November.

1 North Warwickshire individual and 1 South Warwickshire individual have been a victim of 10 or more DA offences each in the last 12 months and they represent 27 DA offences, of which 4 offences were recorded in November.

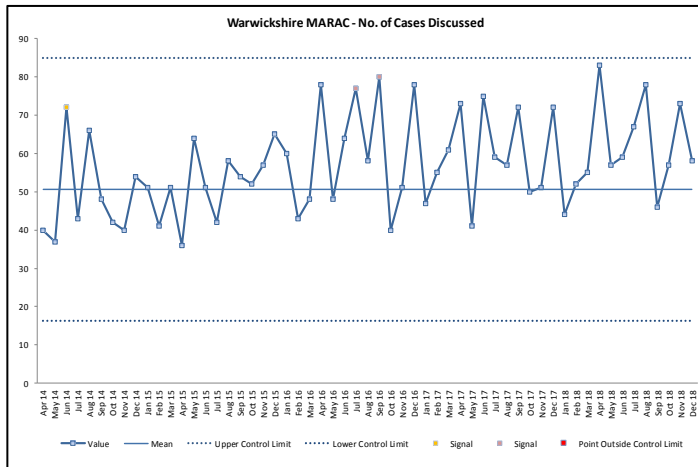
Domestic Violence Protection Notices (DVPNs)

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.

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Warwickshire	6	6	1	5	5	6	8	4	7	0	3	10	5

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.



188 cases were discussed at Warwickshire MARACs last quarter (63 repeat cases). This is a slight decrease compared to the previous quarter (191) but above the quarterly average (182).

Child at Risk / Child Sexual Exploitation

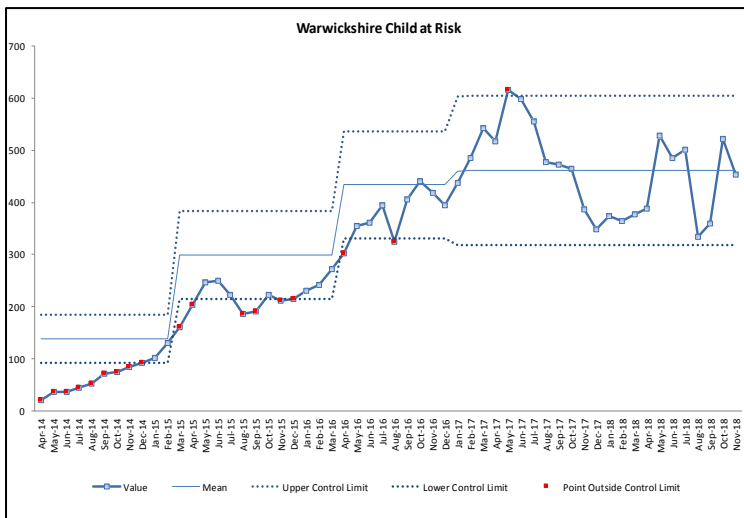
Signs of Improvement would be:

- ❖ 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



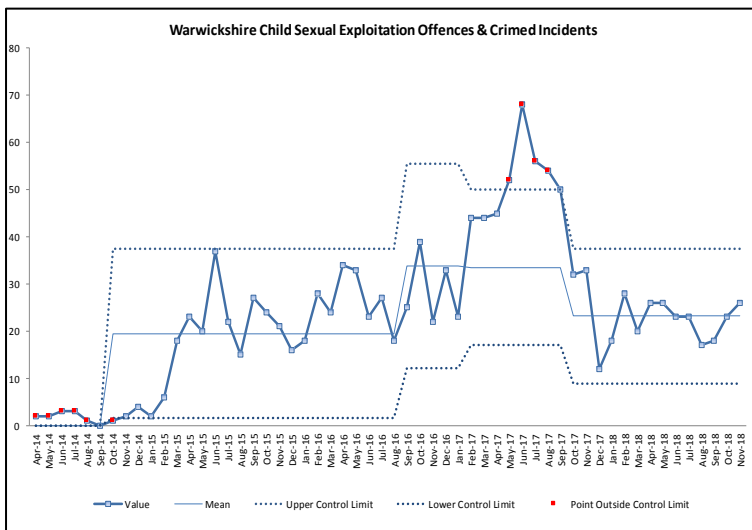
	Sep-18	Oct-18	Nov-18
North Warwickshire	224	336	273
South Warwickshire	135	186	181
Warwickshire	359	522	454

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

454 'child at risk' markers were applied to offences/incidents in November. This is a reduction compared to the previous month (522) and below the monthly average (462). Reduced volumes were seen across both policing areas.

The use of the Child at Risk marker/keyword has decreased by 13% (515) when comparing 18/19 year to month figures to last year.

Child Sexual Exploitation



	Sep-18	Oct-18	Nov-18
North Warwickshire	8	19	11
South Warwickshire	10	4	15
Warwickshire	18	23	26

'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.

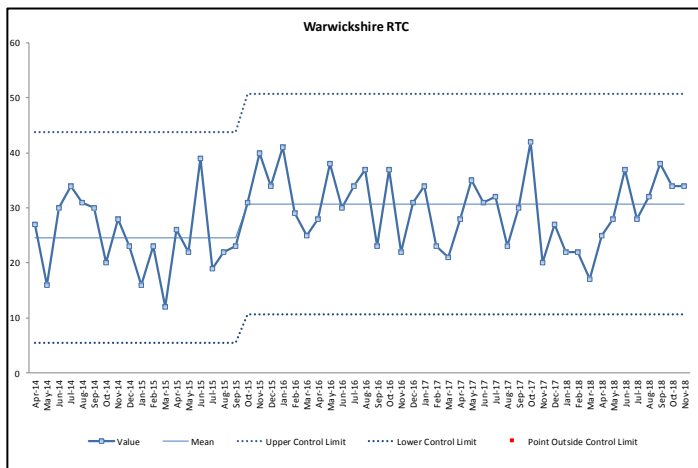
26 CSE offences/ incidents were recorded in November, a slight increase compared to the previous month (23) and above the monthly average (23).

The use of the CSE marker/keyword has decreased by 53% (208) when comparing 18/19 year to month figures to last year.

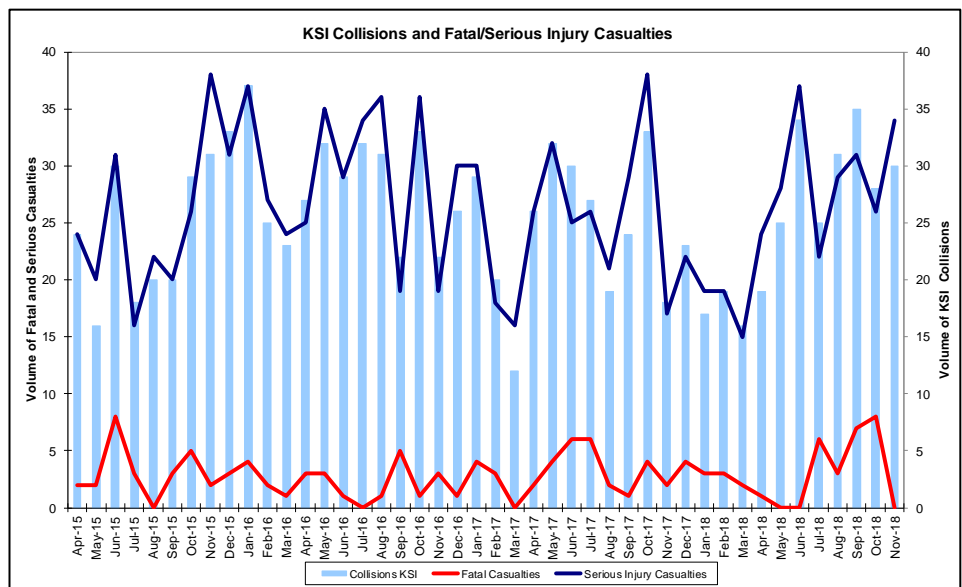
Road Traffic Casualties

Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



	Oct-18	Nov-18	Dec-18
North Warwickshire	20	10	13
South Warwickshire	18	24	21
Warwickshire	38	34	34



In the last quarter³ there was 10 road deaths – 5 car drivers, 2 pedestrians, 1 motorcyclist, 1 car passenger and 1 mobility scooter rider.

8 fatalities occurred in South Warwickshire and 2 in North Warwickshire (1 on the motorway).

In October & November – three quarters (75%) of all fatal and serious injury casualties were car drivers or passengers; 9% were motorcyclists, 8% were in goods vehicles and 7% were cyclists.

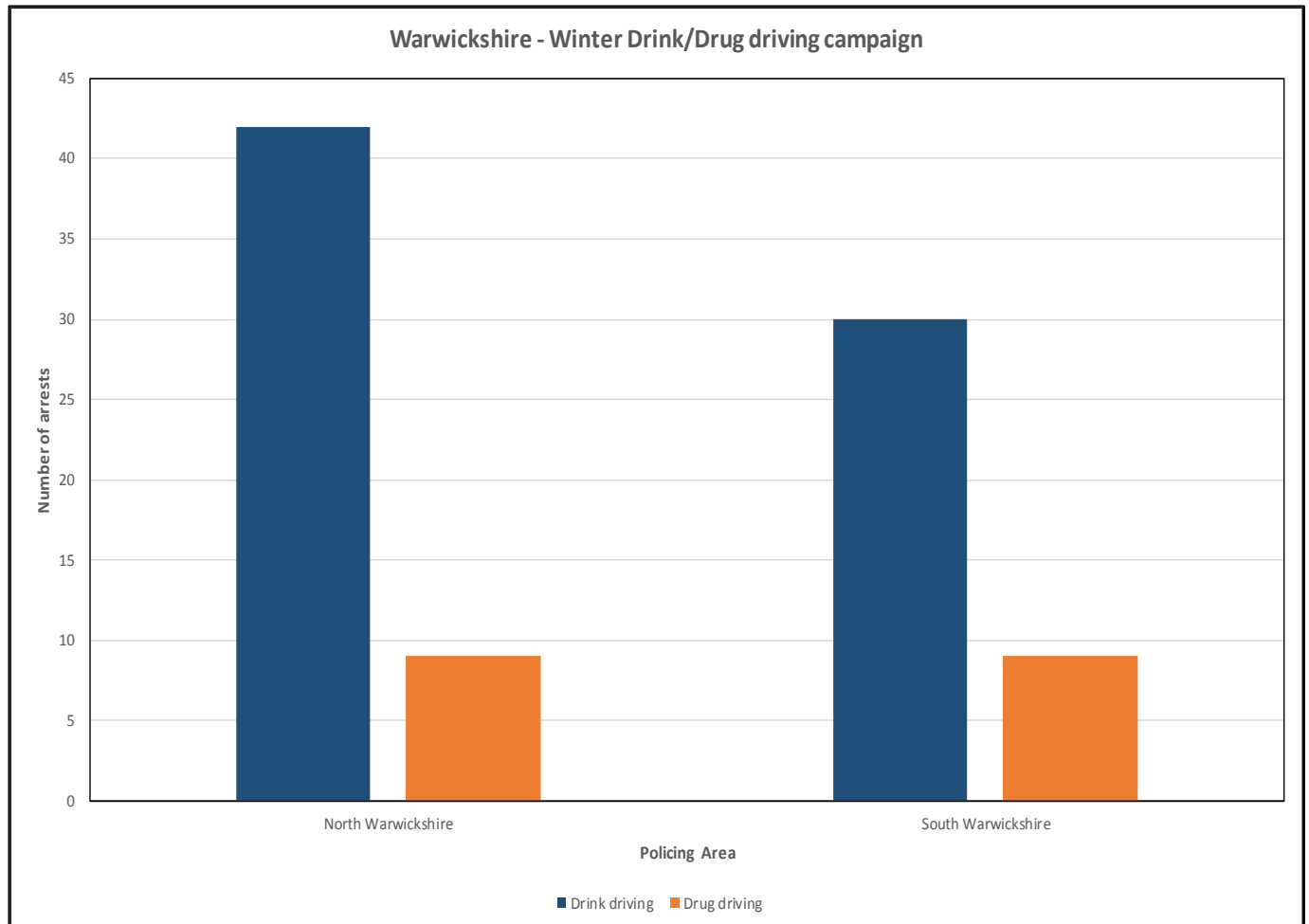
Speed enforcement operates through fixed and mobile enforcement cameras at 89 sites across Warwickshire and 43,372 offences have been recorded from April to November 2018.

³ At the time of publication data regarding serious injury casualties in December is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Winter Drink/ Drug Driving Campaign

The winter drink/drug driving campaign resulted in a total of 90 arrests across Warwickshire - 72 for drink driving and 18 for drug driving. This is more than a tenth (13%) higher than the arrests in 2017 (80).

The chart below provides a breakdown of the 2018 campaign arrests by policing area.



Serious Organised Crime

Signs of Improvement would be:

- ❖ Improved reporting of disruption activity against Organised Crime Groups

The aims of OCG management are as follows;

- To improve the understanding of the threat posed by Serious Organised Crime
- To increase opportunities for collaboration between forces and partner agencies via SOC Joint Action Group (SOCJAG)
- To firmly establish SOC / OCG management and accountability as part of daily business across all policing functions.
- To broaden interventions across all 4Ps (Pursue, Prevent, Protect, Prepare).
- To establish an effective OCG / SOC – lifetime offender management (LOM) process to include more effective exploitation and management of ancillary orders such as Gang Injunctions / Financial reporting / SCPO etc.

OCG management is delivered locally through the LRO who tasks local officers and staff with the delivery of objectives in line with their “4P” plan (Pursue, Prevent, Protect, and Prepare).

As at December 2018, there were 15 active and a further 6 archived OCGs across Warwickshire.

OCGM - @ December 2018		Warwickshire	SOCU / ECU / FIB	TOTAL	
OCGM	Tier of Response	Tier 1		0	
		Tier 2	1	4	5
		Tier 3	4		4
		Tier 4	3	3	6
		Total Active OCGs	8	7	15
		Total Archived OCGs	3	3	6
	Primary Crime Type	Drugs	7 (3)	7 (2)	19
		Economic Crime	1	(1)	2
		Money Laundering			0
		Sexual Offences			0
		MSHT			0
		Acquisitive Crime			0
		Firearms			0
		Violent Crime			0
	Counterfeit Goods			0	

The following table indicates disruption activity against the Warwickshire OCGs. This activity includes seizing vehicles and cash and detaining individuals.

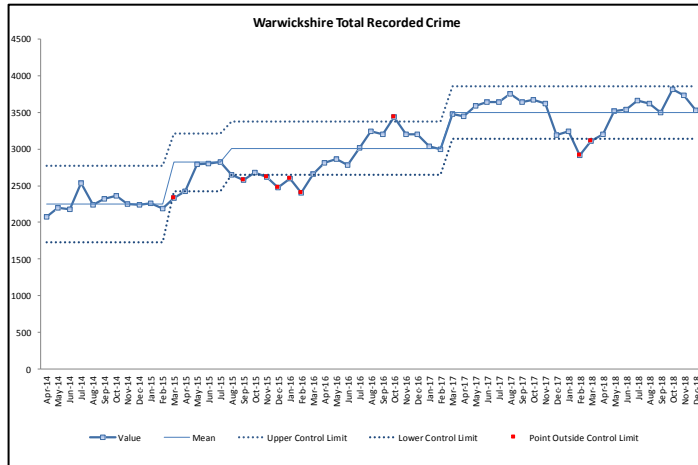
Warwickshire OCGMs			Q1 18/19					Q2 18/19					Q3 18/19				
			Maj.	Mod.	Min.	None	Total	Maj.	Mod.	Min.	None	Total	Maj.	Mod.	Min.	None	Total
Disruptions	Judicial Outcomes	Arrests	0	2	0	8	10	0	4	0	0	4	0	4	3	0	7
		Charge	0	0	0	8	8	0	0	0	0	0	0	0	2	0	2
		Convictions	0	0	0	0	0	0	0	0	0	0	0	5	0	0	5
	Recoveries / Seizures	Cocaine / kg	0	0	0	0	0	0	7	0	0	7	0	0	1.7	0	1.7
		Heroin / kg	0	0	0	0	0	0	2	0	0	2	0	0	1.3	0	1.3
		Other class A	0	0	0	0	0	0	2	0	0	2	0	0	0.3	0	0.3
		Other class B	0	0	0	0	0	0	35	0	0	35	0	0	0	0	0
		Guns seized	0	0	0	0	0	14	0	0	0	14	0	5	0	0	5
	Ammunition rounds seized	0	0	0	0	0	50	0	0	0	50	0	15	0	0	15	
	Safeguarding	No. adults safeguarded	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0
		No. children safeguarded	0	0	0	0	0	0	0	0	0	0	4	0	0	4	

Preventing & Reducing Crime

Total Recorded Crime

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
North Warwickshire	2287	2112	2135
South Warwickshire	1525	1622	1390
Warwickshire	3812	3734	3525

Peer Comparison

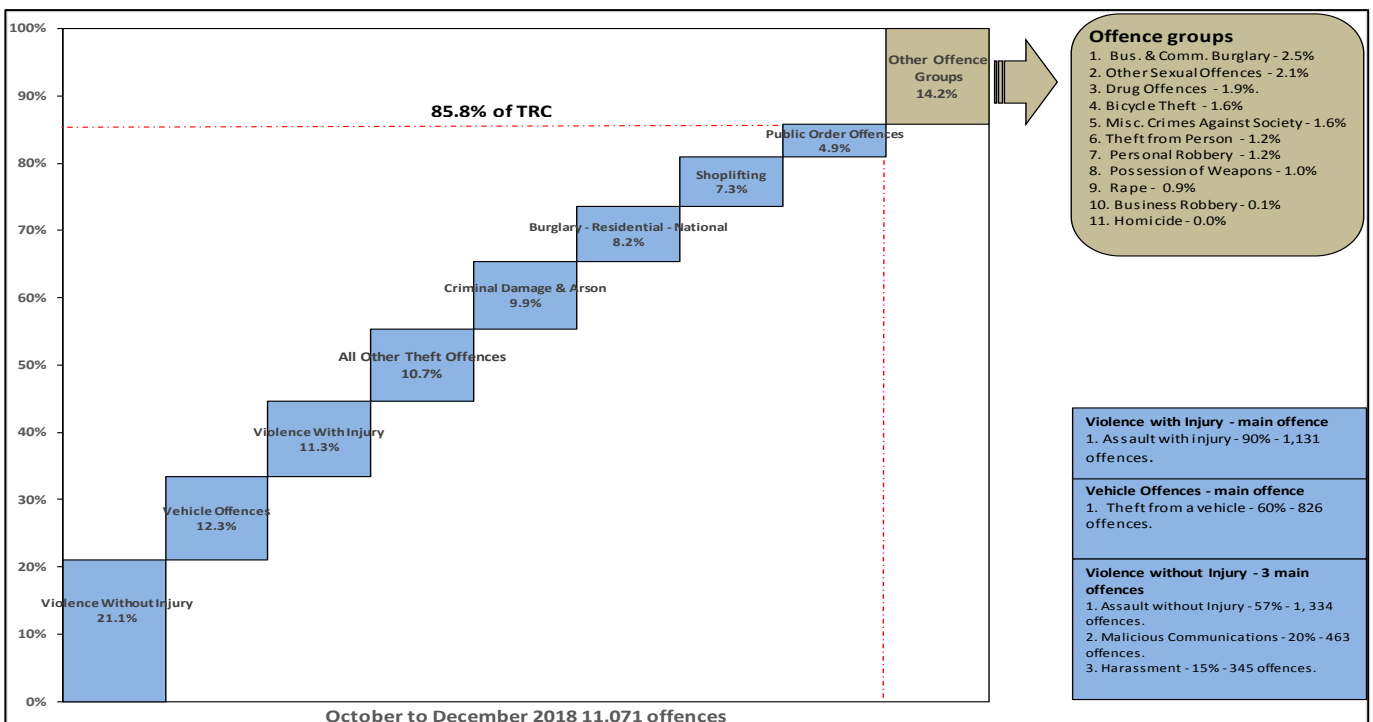
<div style="border: 1px solid #ccc; padding: 2px;"> <p style="font-size: 0.8em; margin: 0;">Offence Volume</p> </div>	<p style="font-size: 0.8em; margin: 0;">Above Group Avg</p>
<div style="border: 1px solid #ccc; padding: 2px;"> <p style="font-size: 0.8em; margin: 0;">Relative Position</p> </div>	<p style="font-size: 0.8em; margin: 0;">Improved ranking</p>

11,071 offences were recorded across Warwickshire last quarter. This is a 3% increase compared to the previous quarter (10,778) and above the quarter average (10,342).

Increased volumes were seen in North Warwickshire in the last quarter.

Total recorded crime is following a generally seasonal pattern, with volumes reducing in the autumn/winter months and increasing in the spring/summer months.

Breakdown of Total Recorded Crime Oct - Dec by proportion



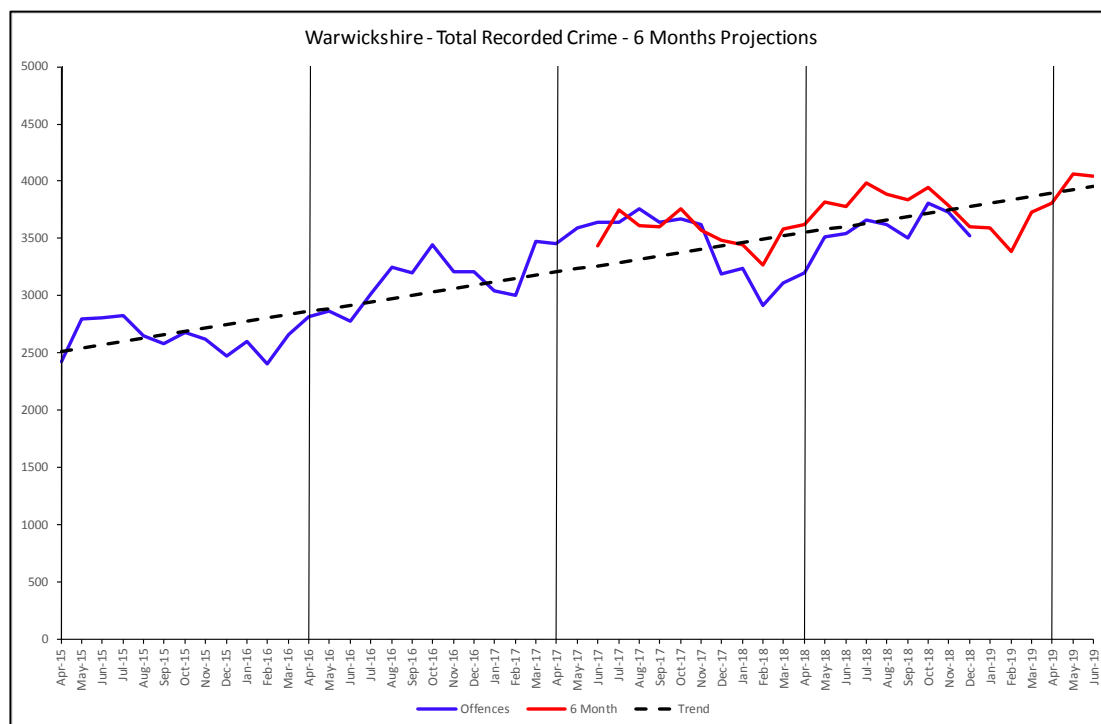
The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing 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	1106	1115	11%	1.99	133	128	12%	2.10	346	360	12%	2.72	222	222	12%	2.14	157	157	9%	1.28	248	248	10%	1.77
Violence Without Injury	2096	2097	20%	3.76	211	221	18%	3.34	666	640	23%	5.24	397	411	21%	3.82	315	341	18%	2.58	507	485	20%	3.61
Rape	106	102	1%	0.19	7	10	1%	0.11	33	30	1%	0.26	15	20	1%	0.14	24	17	1%	0.20	27	27	1%	0.19
Other Sexual Offences	216	224	2%	0.39	26	30	2%	0.41	66	56	2%	0.52	29	40	2%	0.28	37	44	2%	0.30	58	55	2%	0.41
Business Robbery	6	15	0%	0.01		3	0%		3	5	0%	0.02	1	3	0%	0.01	1	2	0%	0.01	1	3	0%	0.01
Personal Robbery	81	98	1%	0.15	10	12	1%	0.16	21	36	1%	0.17	17	15	1%	0.16	12	12	1%	0.10	21	22	1%	0.15
Vehicle Offences	1155	1230	11%	2.07	164	192	14%	2.59	353	328	12%	2.78	238	205	13%	2.29	170	208	10%	1.39	230	296	9%	1.64
Theft from Person	113	114	1%	0.20	3	6	0%	0.05	35	36	1%	0.28	18	18	1%	0.17	15	18	1%	0.12	42	37	2%	0.30
Bicycle Theft	173	183	2%	0.31	4	5	0%	0.06	38	47	1%	0.30	61	46	3%	0.59	27	30	2%	0.22	43	54	2%	0.31
Shoplifting	881	856	9%	1.58	49	50	4%	0.77	248	241	9%	1.95	152	150	8%	1.46	109	123	6%	0.89	323	291	13%	2.30
All Other Theft Offences	1097	1112	11%	1.97	158	155	14%	2.50	208	225	7%	1.64	184	187	10%	1.77	289	288	16%	2.36	258	258	10%	1.84
Criminal Damage & Arson	1183	1135	12%	2.12	124	113	11%	1.96	325	317	11%	2.56	215	228	11%	2.07	184	181	10%	1.50	335	297	13%	2.39
Other Crimes Against Society	1120	1028	11%	2.01	124	100	11%	1.96	322	330	11%	2.54	226	211	12%	2.18	171	151	10%	1.40	277	237	11%	1.97
Burglary – Business & Community	471	496	5%	2.04	94	90	8%	3.64	115	113	4%	2.18	52	73	3%	1.24	132	122	7%	2.54	78	97	3%	1.33
Burglary - Residential (dwelling only)	448	539	4%	1.94	42	73	4%	1.63	104	126	4%	1.97	67	78	4%	1.60	120	119	7%	2.31	115	143	4%	1.96
Total Recorded Crime	10254	10342		18.42	1149	1188		18.17	2884	2888		22.71	1894	1906		18.24	1763	1812		14.42	2564	2548		18.26

Data is based on ONS mid-2016 population estimates

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	41472	42810	3%
Violence With Injury	4421	4665	6%
Violence Without Injury	7512	8915	19%
Sexual Offences – Rape	518	430	-17%
Sexual Offences – Other	948	929	-2%
Business Robbery	76	54	-29%
Personal Robbery	333	396	19%
Residential Burglary - Dwelling	2203	2231	1%
Business & Community Burglary	2299	1973	-14%
Vehicle	4886	5021	3%
Theft from Person	435	479	10%
Shoplifting	3756	3496	-7%
Bicycle Theft	958	763	-20%
All Other Theft	4454	4449	0%
Criminal Damage & Arson	4614	4619	0%

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)

The data presented here is a 12 month picture, showing outcome performance by outcome rates and time to outcome.

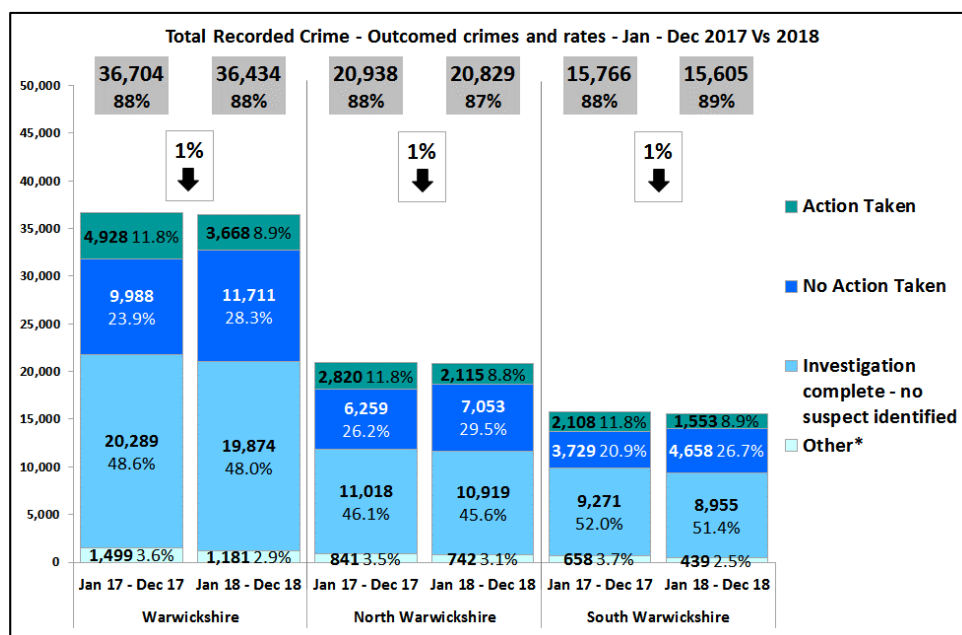
A review is being undertaken on the reporting of outcomes as there is a range of ways the data can be presented – this is expected to be implemented for the new financial year. The below data has been kept consistent with previous reporting to allow more direct comparisons.

A draft report has also been produced focusing on Outcome 16 performance to better understand the drivers behind performance and put forward a number of recommendations. This is due to be presented at Performance Management Group on 28^h January.

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.

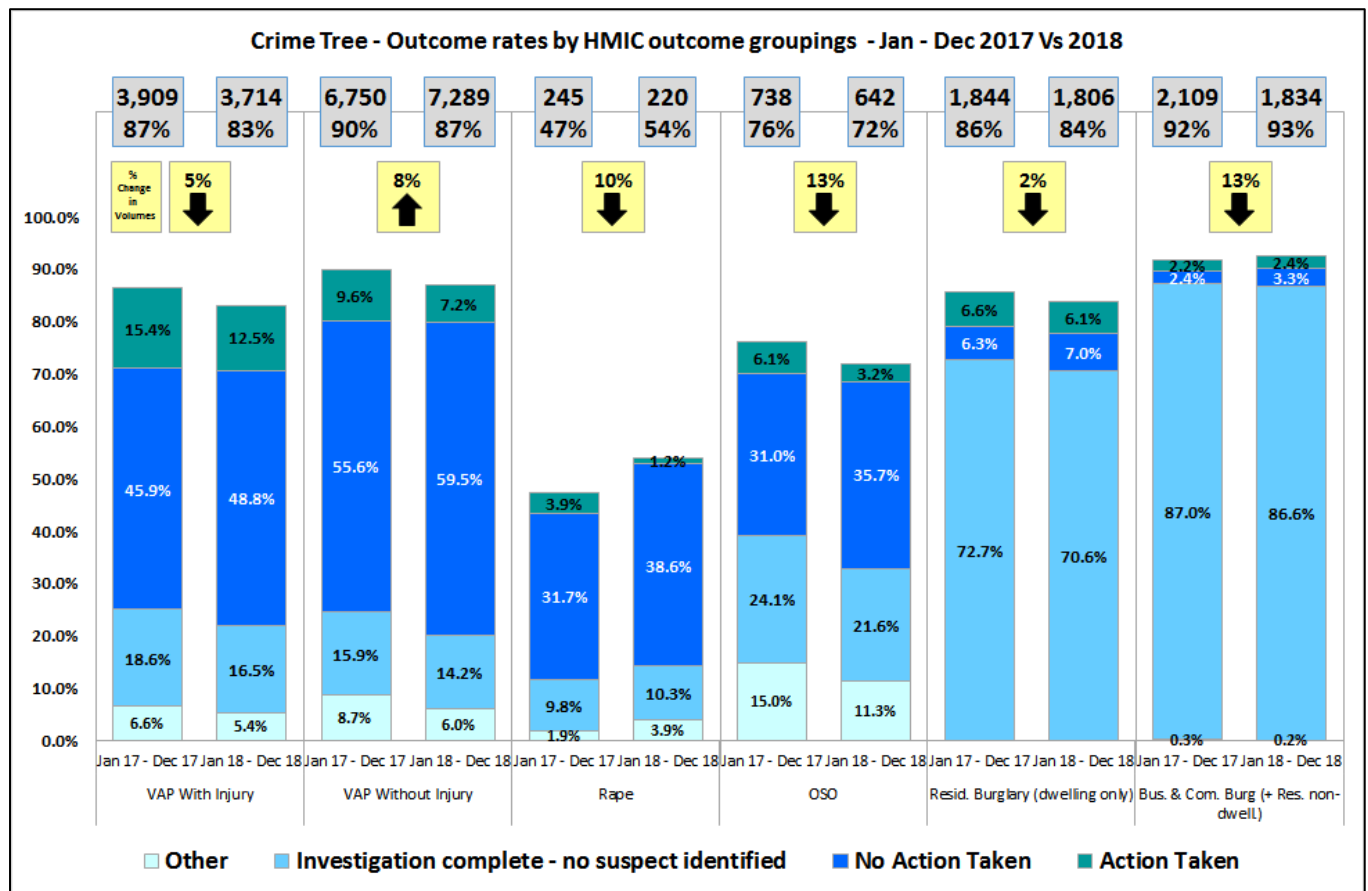
- Across Warwickshire, 88% (36,434) of all offences (41,366) recorded in the last 12 months were assigned an outcome within the same 12 month period. This is relatively on par with the figures for the previous 12 months (36,704, 88%).



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

- 9% (3,668) 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 (4,928, 11.8%).
- Total outcome rates across North Warwickshire and South Warwickshire have remained relatively the same compared to the previous 12 months.
- The ‘action taken’ rates across both policing areas have reduced by an average 3 percentage points compared to the previous year.

The following chart shows the pattern of outcomes for key crime types 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.



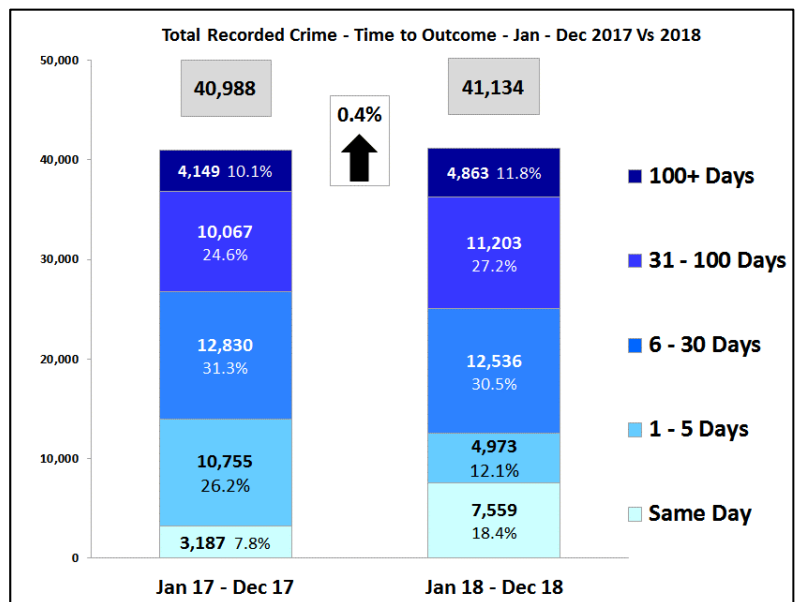
- **Violence with injury offences -**
 - ‘Action taken’: 3 percentage point decrease from 15% to 12%.
 - ‘No Action taken’: 2 percentage point increase from 46% to 49%.
- **Violence without injury offences -**
 - ‘Action taken’: 3 percentage point decrease from 10% to 7%.
 - ‘No Action taken’: 4 percentage point increase from 56% to 60%.
- **Rape offences -**
 - ‘Action taken’: 3 percentage point decrease from 4% to 1%.
 - ‘No Action taken’: 7 percentage point increase from 32% to 39%.
- **Other sexual offences -**
 - ‘Action taken’ rate has halved from 6% to 3%.
 - ‘No Action taken’: 5 percentage point increase from 31% to 36%.

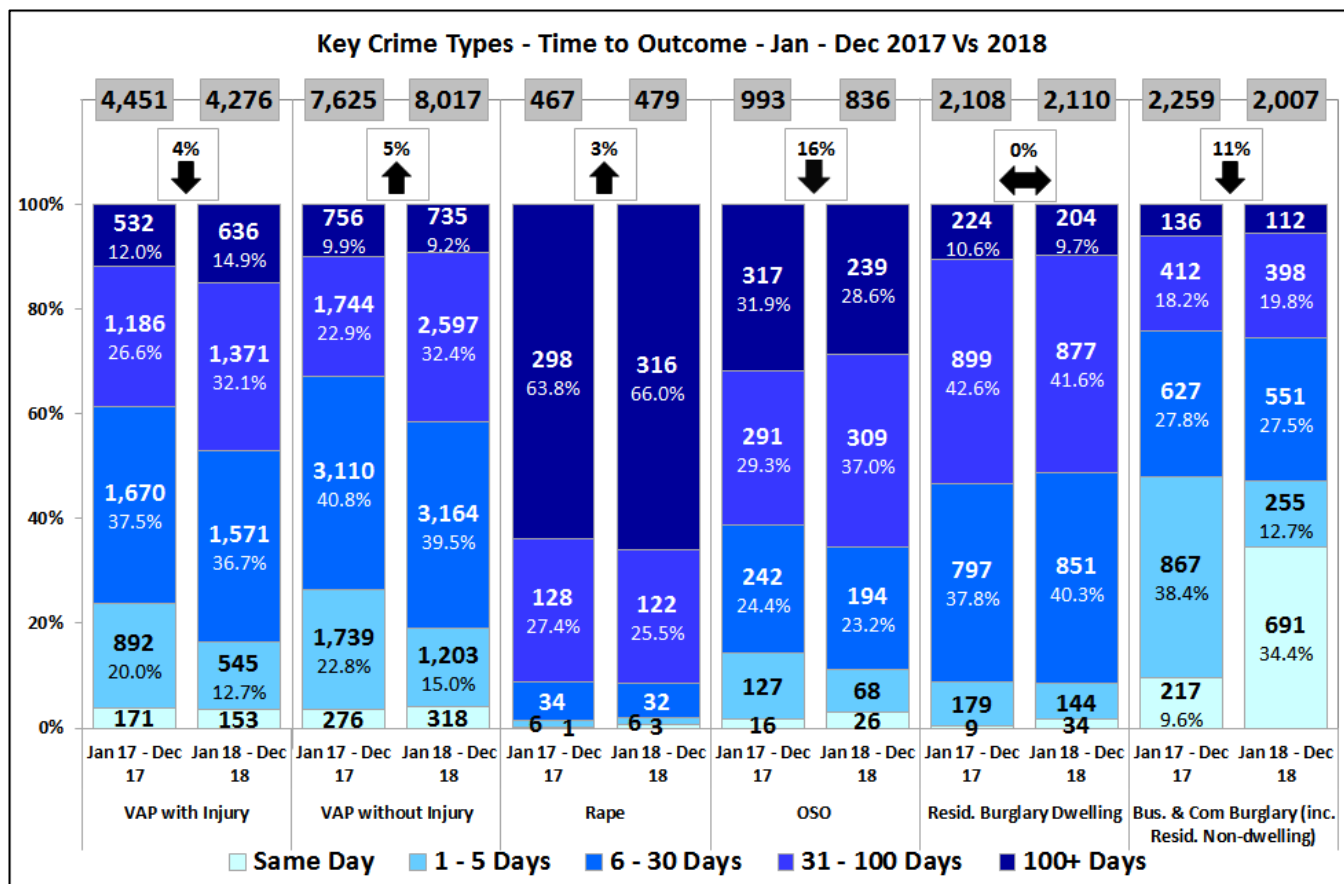
- **Residential burglary dwelling offences -**
 - 'Action taken' rate has remained stable at 6% for both years.
 - 'No Action taken': 7 percentage point increase from 32% to 39%.
- **Business & Community Burglary (incl. Res. Non-dwelling) offences -**
 - 'Action taken' rate has remained stable at 2% for both years.
 - 'No Action taken' rate has remained relatively stable.

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 are then compared to the equivalent 12 month period last year.

- The number of offences outcomed in the last 12 months has remained relatively stable compared to last year.
- Across Warwickshire, 30% 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 (34%).
- A greater proportion of offences are recorded and outcomed on the same day (18%) compared to the previous 12 months (8%).



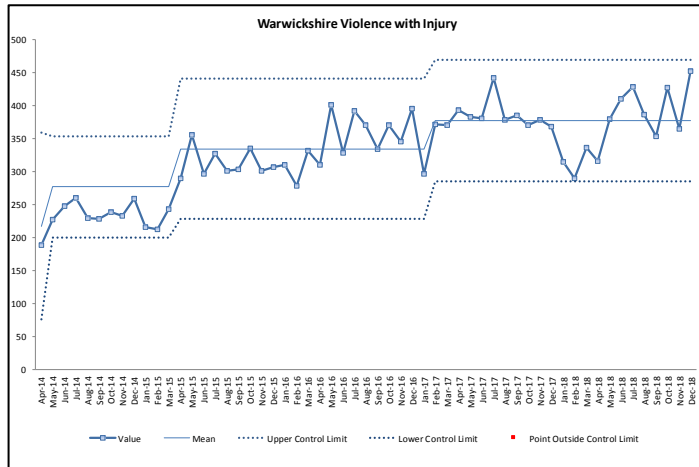


- **Violence with injury offences** - A greater proportion of violence with injury offences (84%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (76%).
- **Violence without injury offences** - 81% of violence without injury offences have been outcomed 6+ days after the offences were recorded compared to 12 months ago (74%). Offences outcomed between 31 – 100 days have increased from 23% to 32% in the last 12 months.
- **Rape offences** - The proportionality of rape offences across the various time ranges has remained relatively stable in the last 12 months compared to the previous year.
- **Other sexual offences** -. Other sexual offences recorded and outcomed on the same day has increased from 1.6% to 3.1% in the last 12 months. This trend is subject to further investigation to understand what may be driving this change.
- **Residential burglary dwelling offences** - The proportionality of offences across the various time ranges has remained relatively the same in the last 12 months compared to the previous year. Offences recorded and outcomed on the same day have increased from 0.4% (9 offences) to 1.6% (34 offences) in the last 12 months.
- **Business & Community Burglary (incl. Res. Non-dwelling) offences** - A greater proportion of these offences (34%) are being recorded and outcomed on the same day compared to 12 months ago (10%). This trend is subject to further investigation to understand what may be driving this change.

Violence with Injury⁴

Signs of Improvement would be:

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



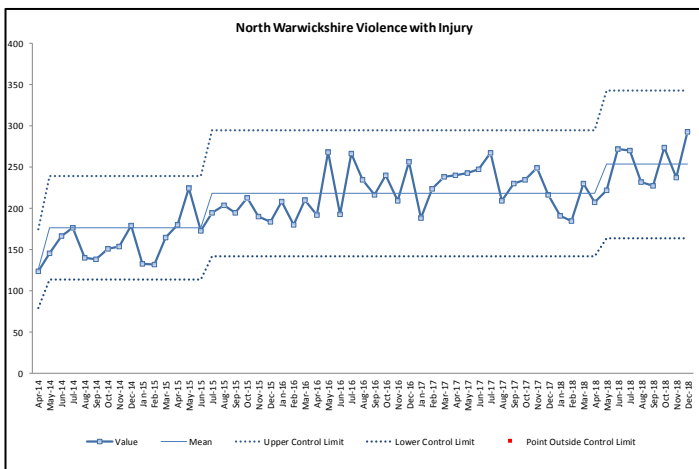
	Oct-18	Nov-18	Dec-18
North Warwickshire	274	237	293
South Warwickshire	153	128	159
Warwickshire	427	365	452

Peer Comparison

Offence Volume: Above Group Avg

Relative Position: Worsened ranking

1,244 violence with injury offences were recorded in the last quarter; a 7% increase on the previous quarter (1,168) and above the quarter average (1,115). Increased volumes were seen across both policing areas, although volumes remain within the expected range. This was driven by an 8% (81) increase in assault with injury offences.

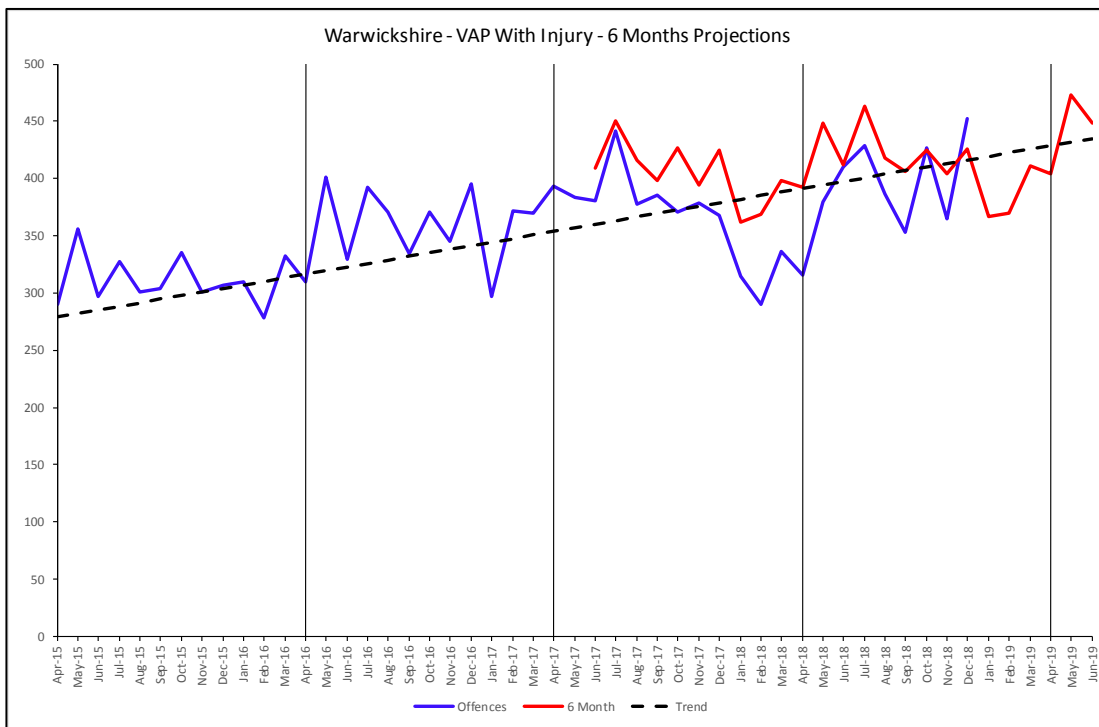


In the last quarter volumes remained above the monthly average for 8 consecutive months across North Warwickshire and subsequently the monthly average has increased.

The monthly average has now increased from 218 to 253 offences per month.

⁴Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

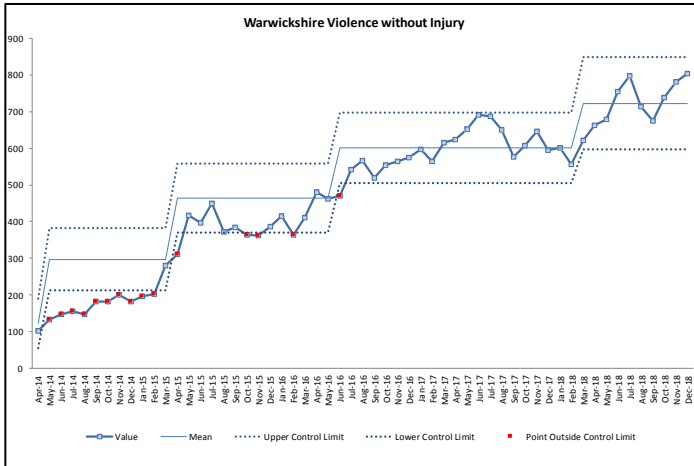
The following chart provides a medium (6 month) projection for violence with injury offences. At force level, the projection indicates a decrease in recorded offences in the next few months.



Violence without Injury

Signs of Improvement would be:

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



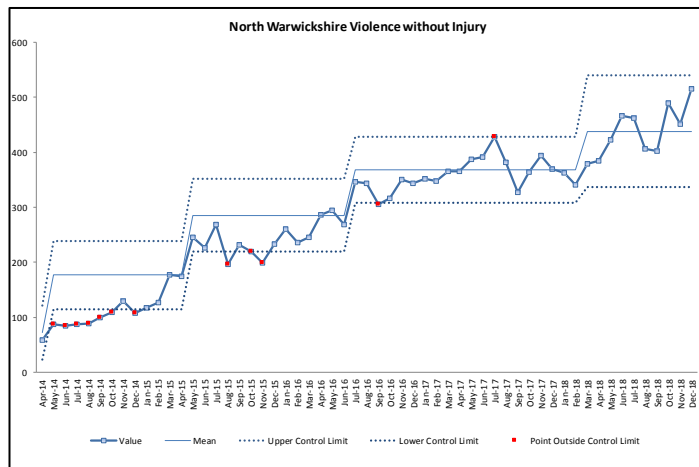
	Oct-18	Nov-18	Dec-18
North Warwickshire	489	451	516
South Warwickshire	250	331	288
Warwickshire	739	782	804

Peer Comparison

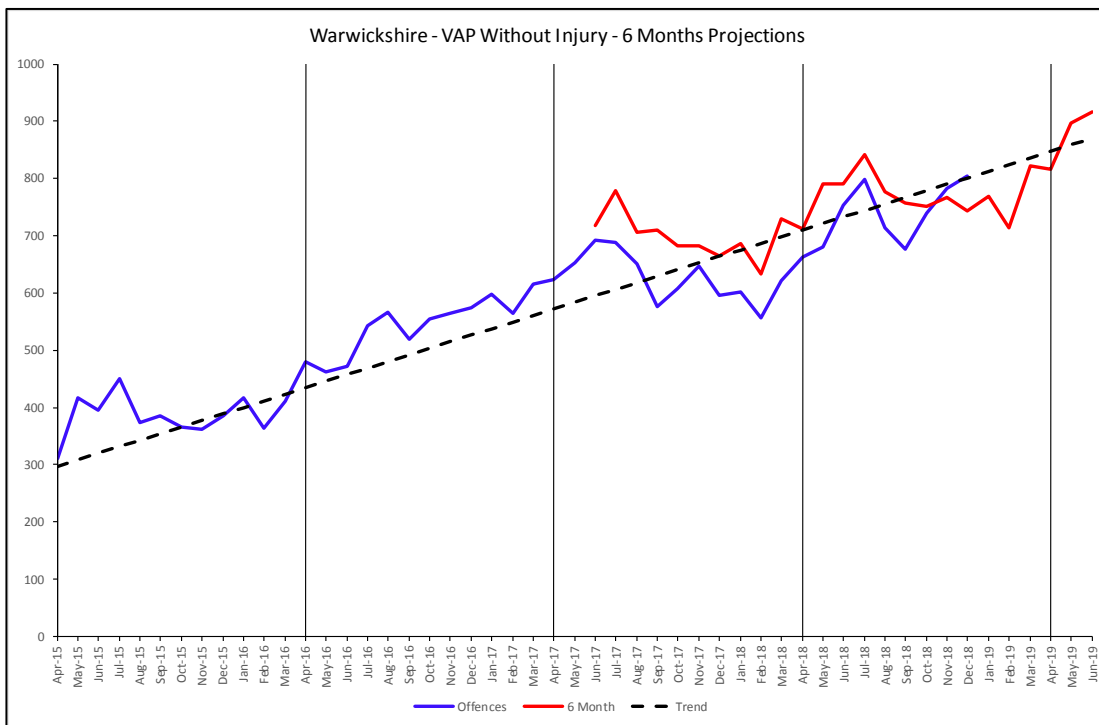
<p>Offence Volume</p>	<p>Similar to Group Avg</p>
<p>Relative Position</p>	<p>No change</p>

2,325 violence with injury offences were recorded in the last quarter; a 6% increase on the previous quarter (2,187) and above the quarter average (2,097). In the last quarter volumes have remained above the monthly average for 8 consecutive months, leading to an increase in the monthly average from 601 to 723 offences per month.

The monthly average has also increased in North Warwickshire, from 368 to 438 offences per month



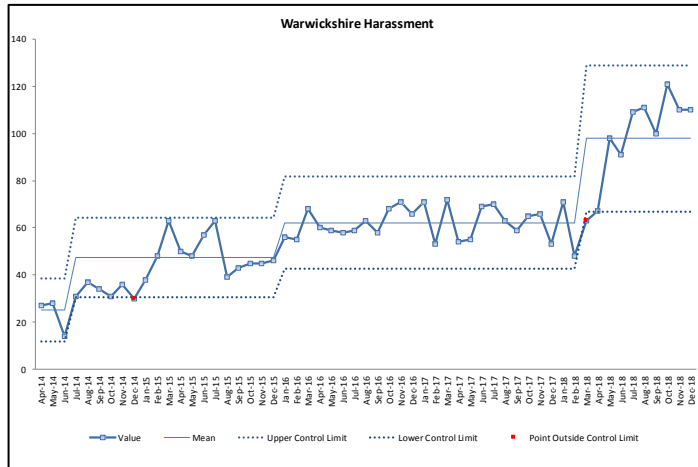
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates an increase in recorded offences over the next quarter.



Harassment

Signs of Improvement would be:

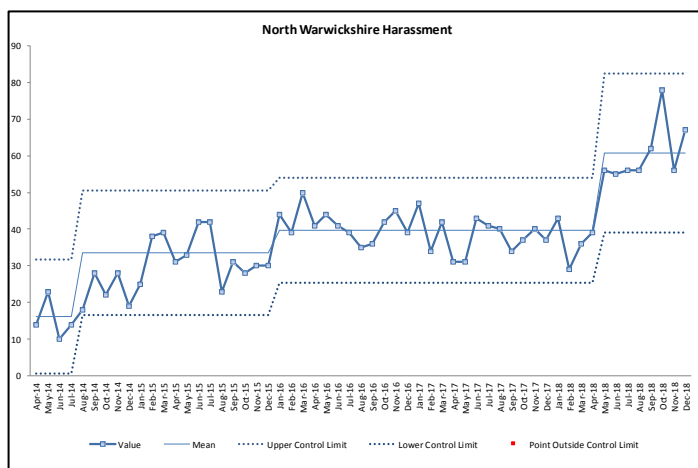
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



	Oct-18	Nov-18	Dec-18
North Warwickshire	78	56	67
South Warwickshire	43	54	43
Warwickshire	121	110	110

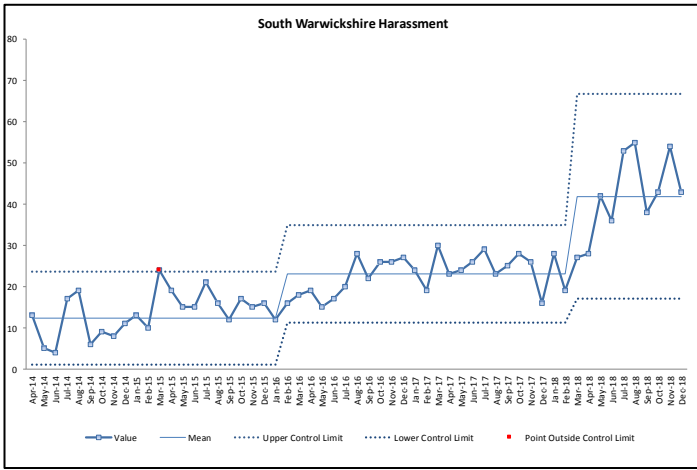
341 harassment offences were recorded in the last quarter; a 7% increase on the previous quarter (320) and above the quarter average (275). In the last quarter volumes have remained above the monthly average for 8 consecutive months, hence the monthly average has increased from 62 to 98 offences per month. An increase in the monthly average has also been seen in both policing areas.

Volumes across Warwickshire have shown an upward trend over the last 11 months. The notable increase from April 2018 is due to a change in the Home Office counting rules at this time. From April forces are able to record an offence of harassment in addition to a more serious notifiable crime reported at the same time. This change is intended to help better understand the extent of harassment offences (this change also relates to stalking and coercive behaviour offences).



In the last quarter volumes have remained above the monthly average for 8 consecutive months across North Warwickshire.

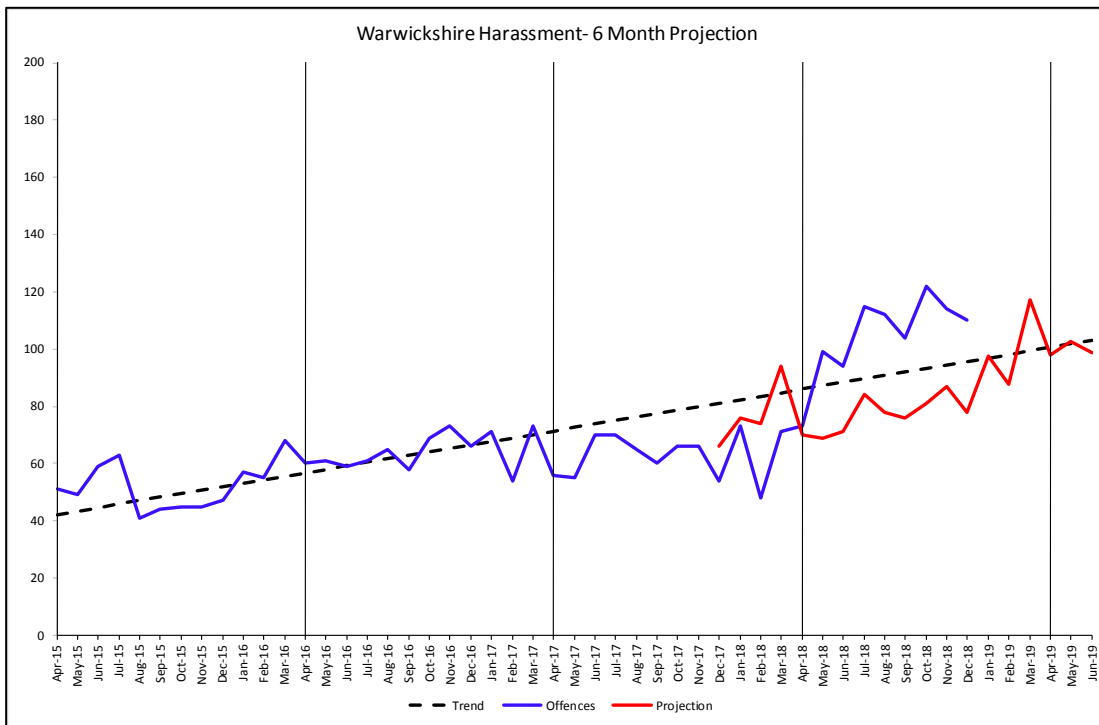
The monthly average has now increased from 40 to 61 offences per month.



In the last quarter volumes have remained above the monthly average for 8 consecutive months across South Warwickshire.

The monthly average has now increased from 23 to 42 offences per month.

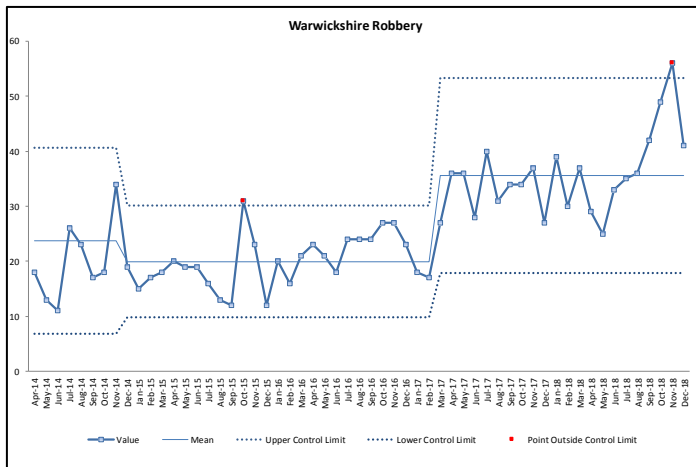
The following chart provides a medium (6 month) projection for harassment offences. At force level, the projection indicates an increase in recorded offences over the next quarter.



Robbery

Signs of Improvement would be:

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



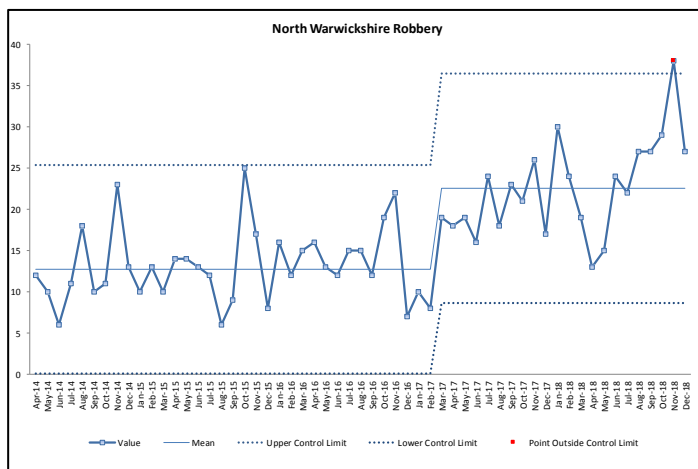
	Oct-18	Nov-18	Dec-18
North Warwickshire	29	38	27
South Warwickshire	20	18	14
Warwickshire	49	56	41

Peer Comparison

Offence Volume: Above Group Avg

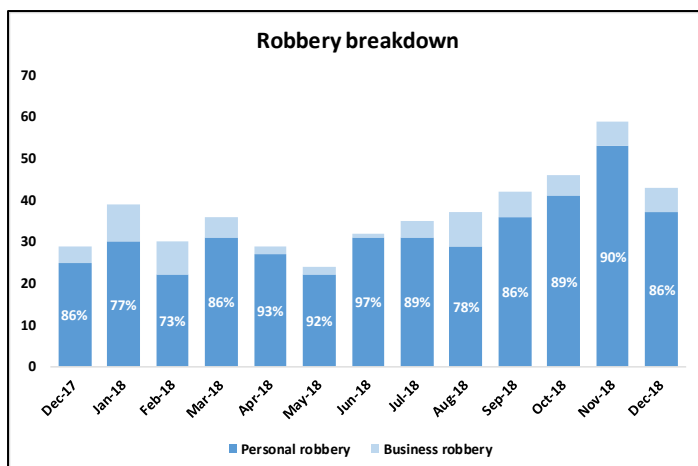
Relative Position: No change

146 offences were recorded in the last quarter. This was a 29% increase compared to the previous quarter (113) and above the quarter average (113). Exceptional volumes were recorded across North Warwickshire in November but volumes have returned to within the expected range.



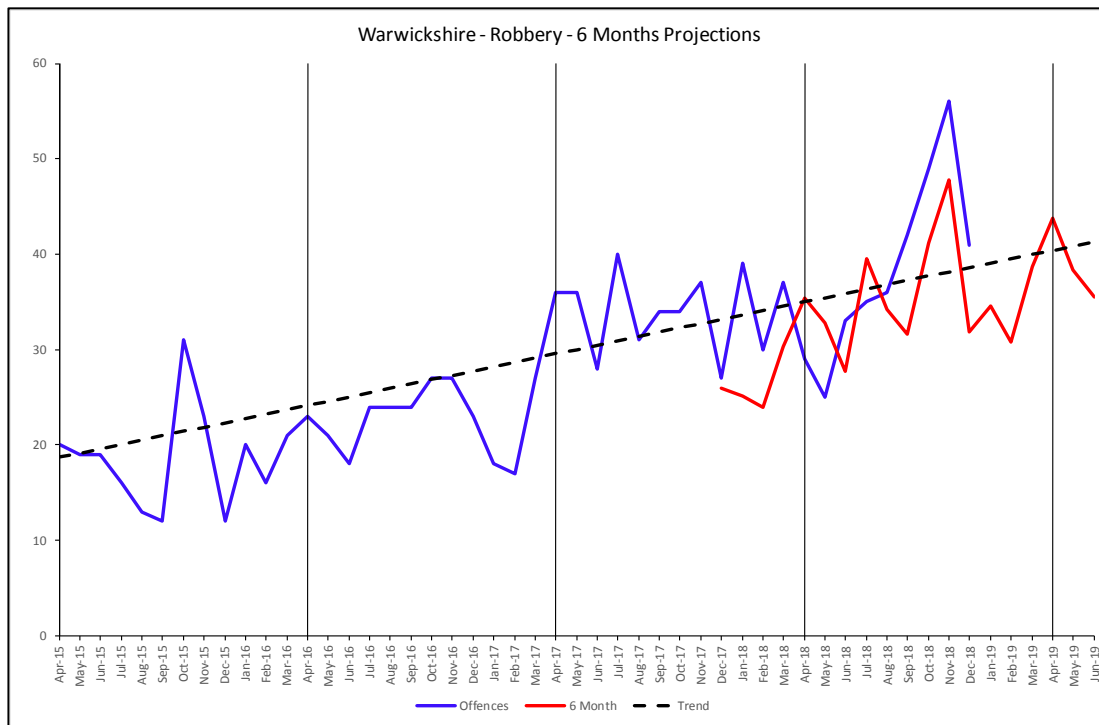
94 offences were recorded across North Warwickshire in the last quarter; a 24% increase compared to the previous quarter (76) and above the quarter average (74).

Exceptional volumes were recorded in November, driven by an increase in personal robbery offences.



More than 85% of offences throughout the quarter were personal robbery. There were only 6 business robbery offences over the quarter.

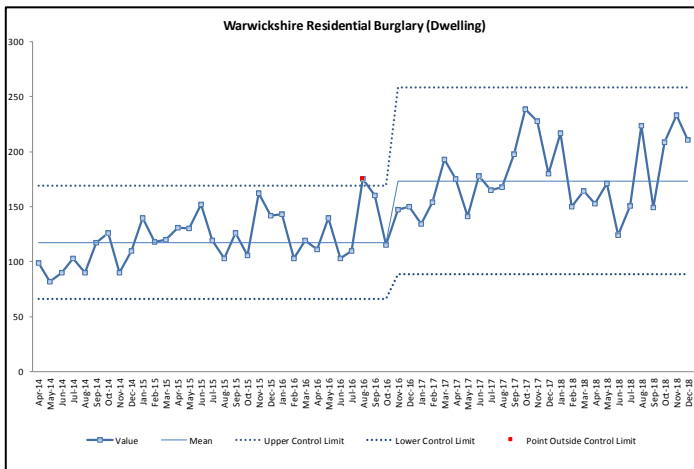
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to decrease in the next quarter.



Residential Burglary - Dwelling

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
North Warwickshire	108	98	126
South Warwickshire	101	135	85
Warwickshire	209	233	211

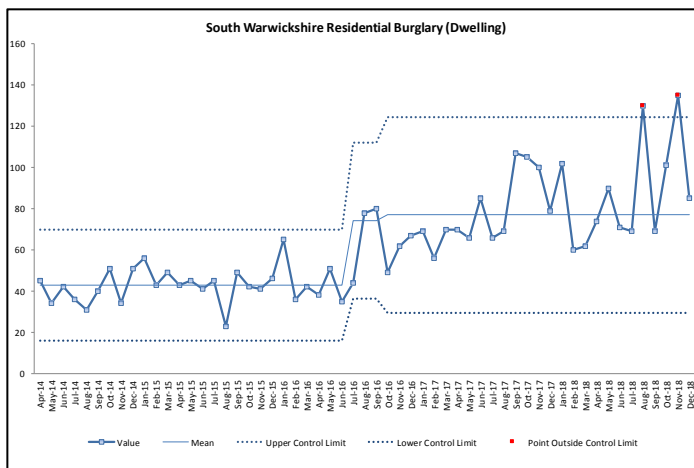
Peer Comparison

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.

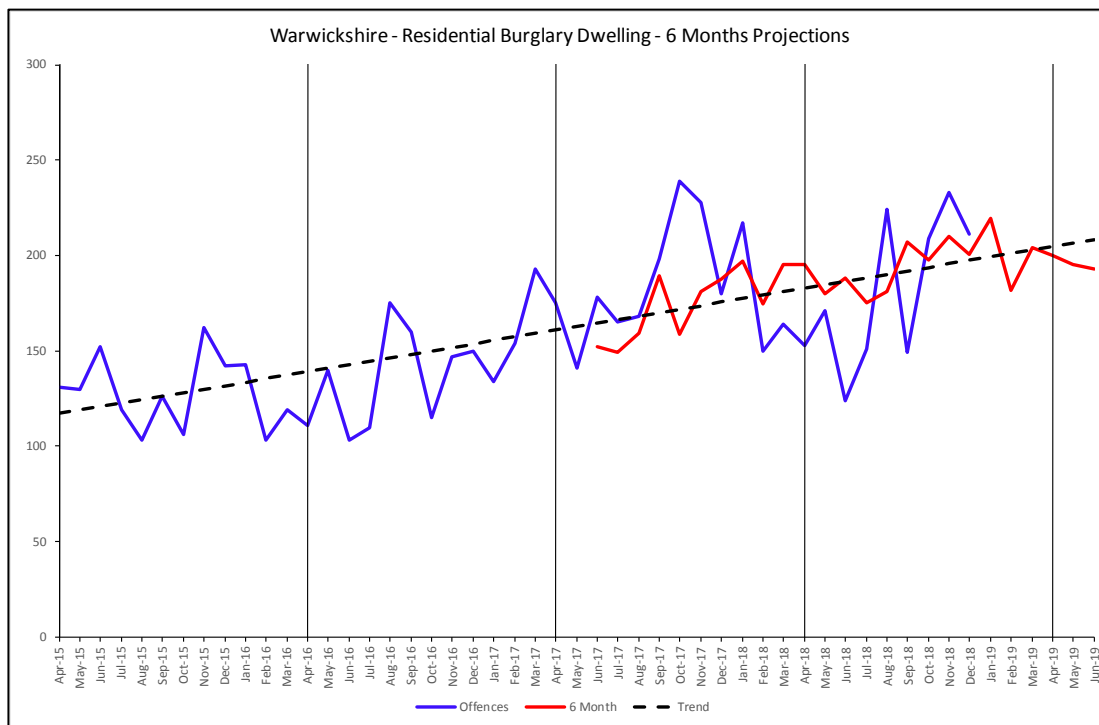
653 residential burglary-dwelling offences were recorded in the last quarter. This is a 25% increase compared to the previous quarter (524) and above the quarter average (539). Exceptional volumes were seen across South Warwickshire in November but have returned within the expected range.



321 offences were recorded across South Warwickshire in the last quarter; a 20% increase compared to the previous quarter (268) and above the quarterly average (262).

Exceptional volumes were recorded in November.

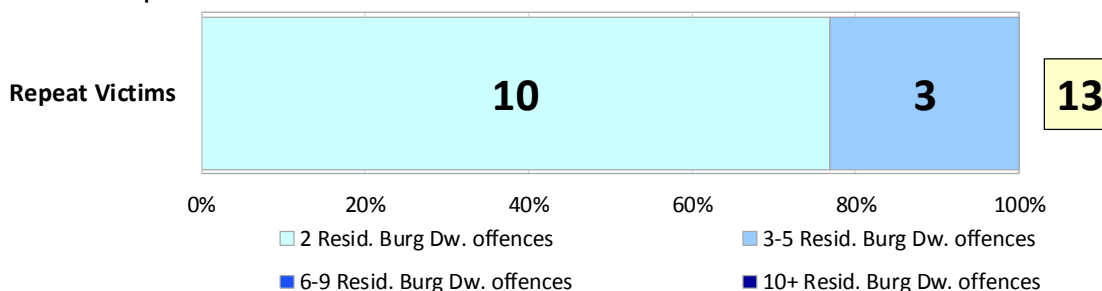
The following chart provides a medium (6 month) projection for residential burglary-dwelling offences. At force level, the recorded volumes are projected to decrease in the next quarter but volumes are expected to continue on a slow upward trend.



Repeat Residential Burglary-Dwelling

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

In November (latest available data), 6% (13) of all residential burglary-dwelling victims (234) across Warwickshire were repeat victims of another residential burglary-dwelling offence in the last 12 months. The number and rate of repeat victims have doubled from the previous month (6, 3%). 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 victim in March 18 and twice in November 18.

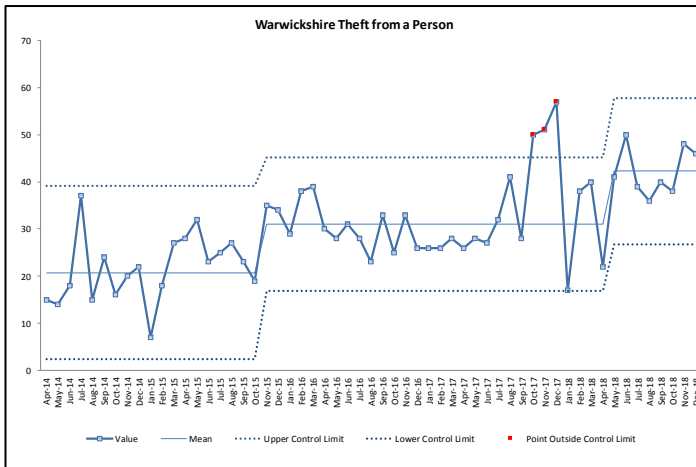
Similarly One South Warwickshire repeat victim has reported 3 residential burglary-dwelling offences over the last 12 months – once in March 18 and twice in November 18.

One South Warwickshire repeat victim has reported 3 residential burglary-dwelling offences over the last 12 months – once in July 18, October 18 and November 18.

Theft from Person

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
North Warwickshire	24	30	18
South Warwickshire	14	18	28
Warwickshire	38	48	46

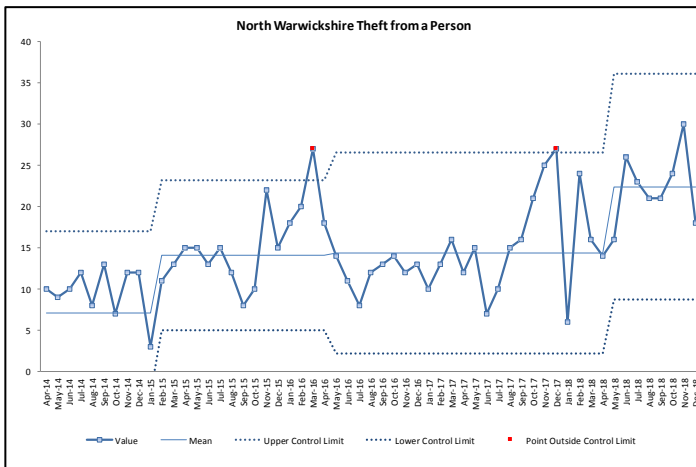
Peer Comparison

Offence Volume: Below Group Avg

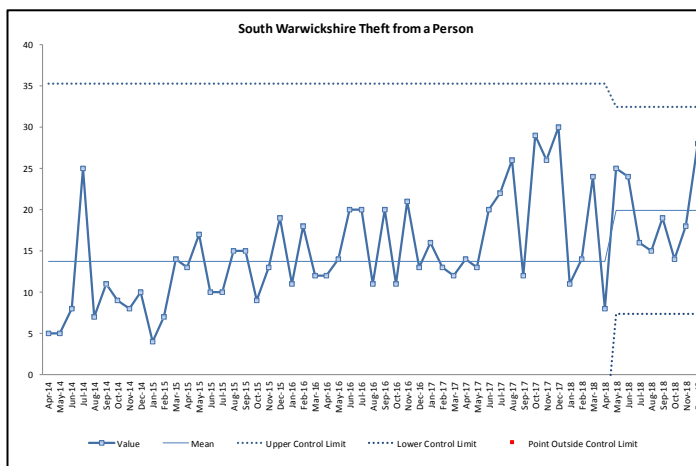
Relative Position: No change

132 theft from person offences were recorded in the last quarter, an increase of 15% on the previous quarter (115) and above the quarter average (114). In the last quarter volumes remained above the monthly average for 8 consecutive months and therefore the monthly average has increased from 31 to 42 offences per month. This was driven by an increase in the monthly average across both policing areas.

An increase in the monthly average was also seen across both policing areas last quarter.

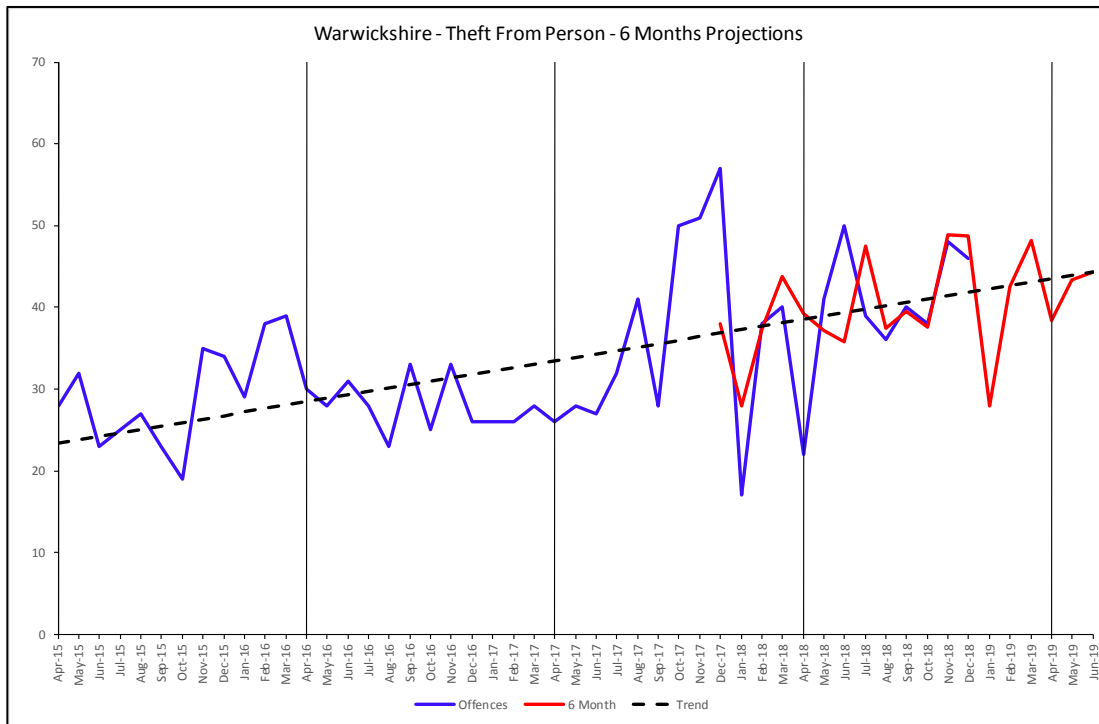


In North Warwickshire the monthly average has now increased from 14 to 22 offences per month.



In South Warwickshire the monthly average has now increased from 14 to 20 offences per month.

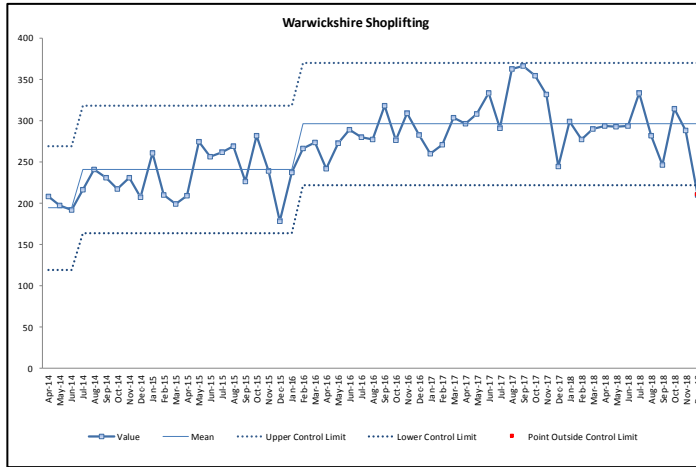
The following chart provides a medium (6 month) projection for theft from person offences. At force level, the recorded volumes are similar to the projection and volumes are projected to decrease in the next quarter.



Shoplifting

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
North Warwickshire	185	164	110
South Warwickshire	130	124	100
Warwickshire	315	288	210

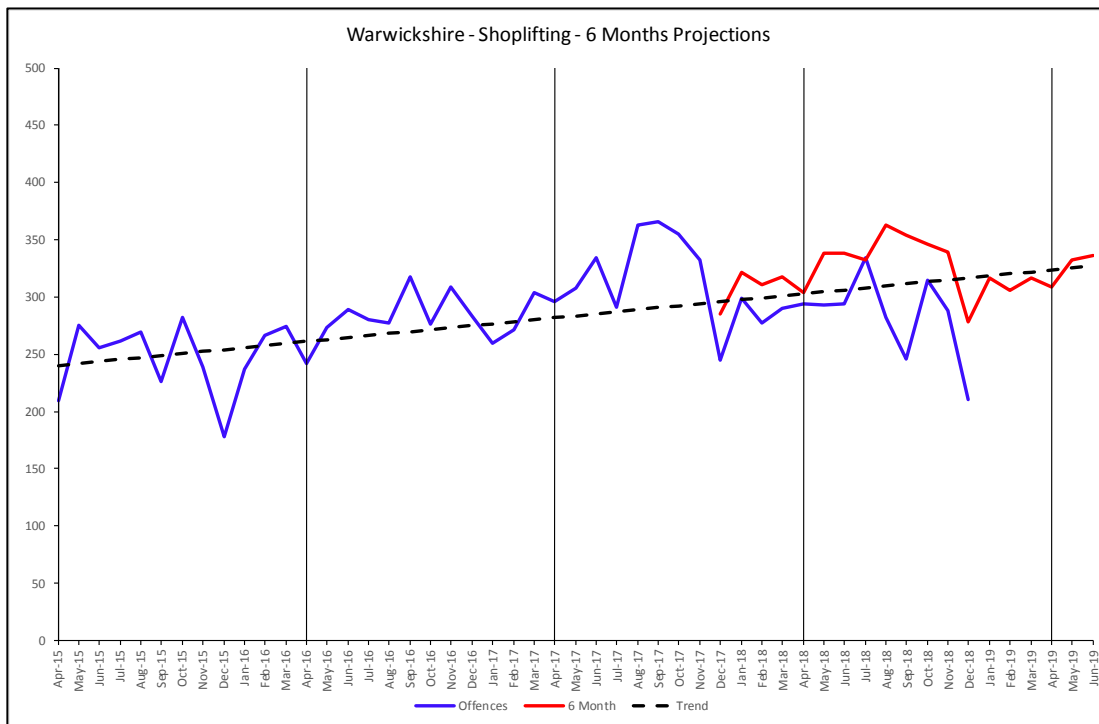
Peer Comparison

Offence Volume	Similar to Group Avg
Relative Position	Improved ranking

813 shoplifting offences were recorded in the last quarter, a reduction of 6% on the previous quarter (862) and significantly below the quarter average (856). Exceptionally low volumes were recorded across Warwickshire in December.

Reduced volumes were recorded across South Warwickshire in the last quarter.

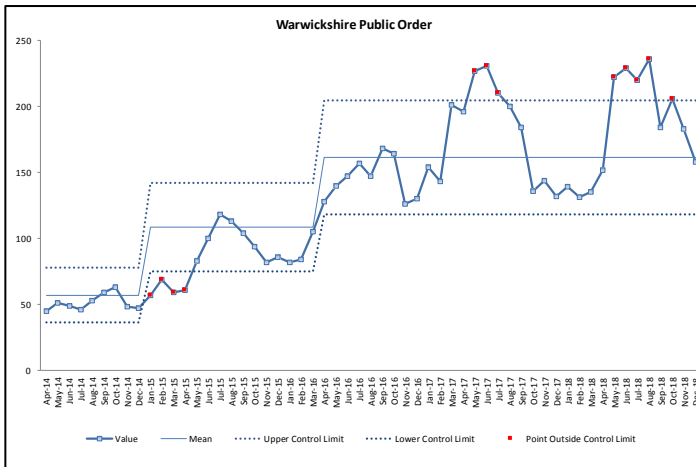
The following chart provides a medium (6 month) projection for shoplifting offences. At force level, the recorded volumes are below the projection and volumes are projected to increase in the next quarter.



Public Order

Signs of Improvement would be:

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



	Oct-18	Nov-18	Dec-18
North Warwickshire	130	111	98
South Warwickshire	76	72	60
Warwickshire	206	183	158

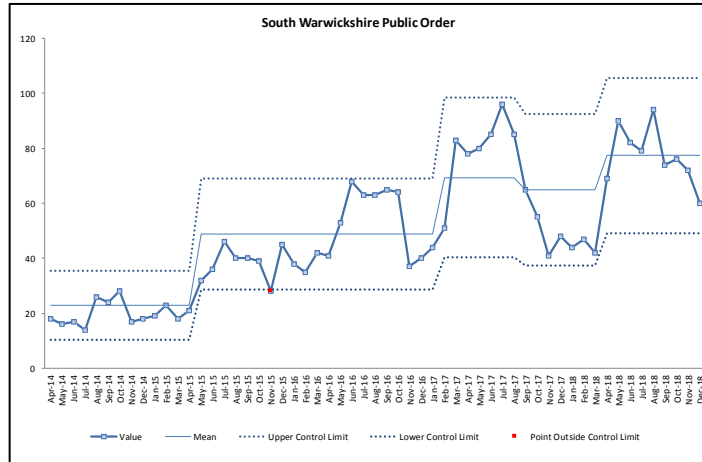
Peer Comparison

Offence Volume: Below Group Avg

Relative Position: Worsened ranking

547 public offences were recorded in the last quarter, a reduction of 15% on the previous quarter (640) but comparable to the quarter average (549). Exceptional volumes were seen across Warwickshire in October which were driven by an increase in the monthly average across South Warwickshire.

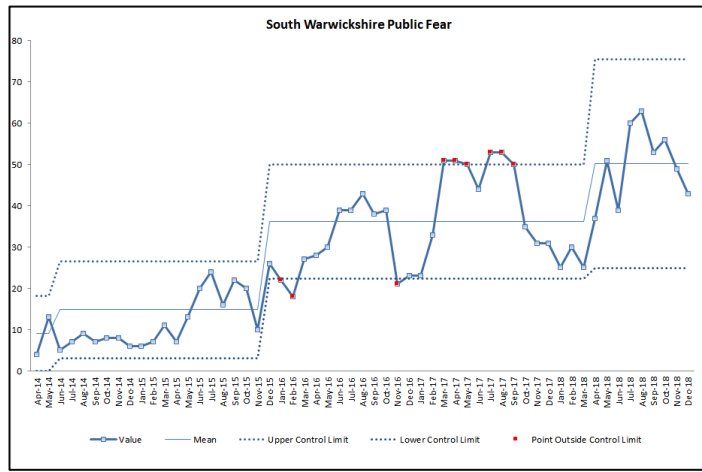
Reduced volumes were seen across both policing areas.



In the last quarter, volumes have been above the monthly average for 8 consecutive months across South Warwickshire.

The monthly average has now increased from 65 to 77 offences per month.

Public fear, alarm & distress offences

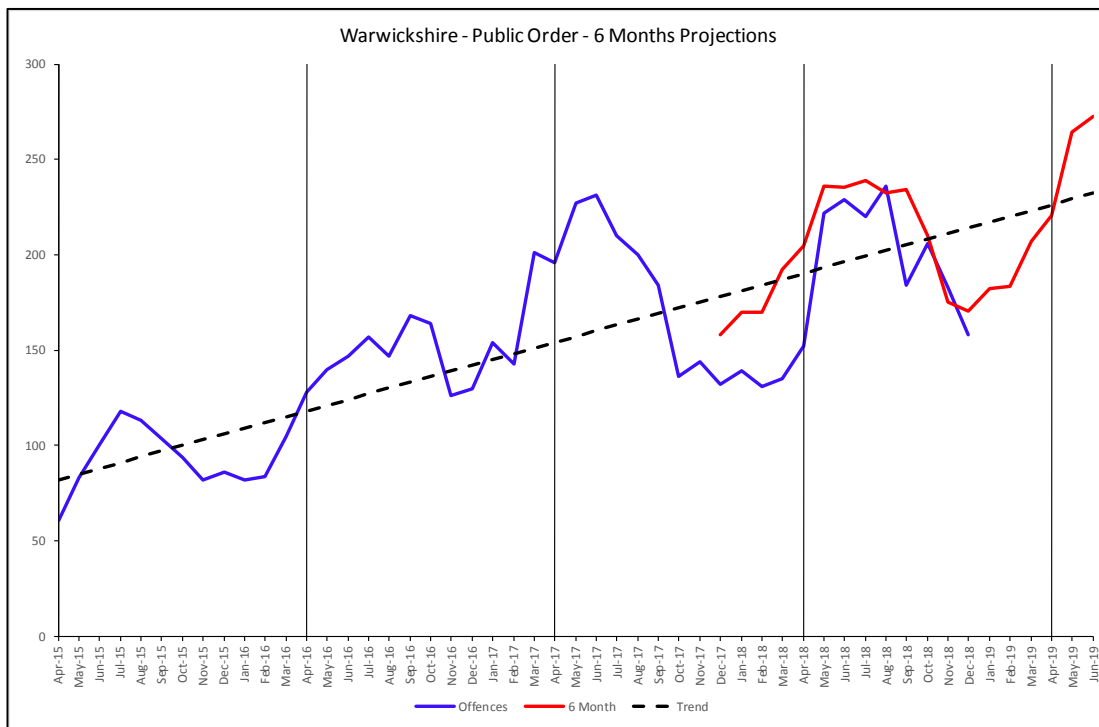


Further analysis of public order offences revealed that public fear, alarm & distress offences represent 71% of all public order offences in the last quarter.

During the last quarter, volumes have been above the monthly average for 8 consecutive months across South Warwickshire.

The monthly average has now increased from 36 to 50 offences per month.

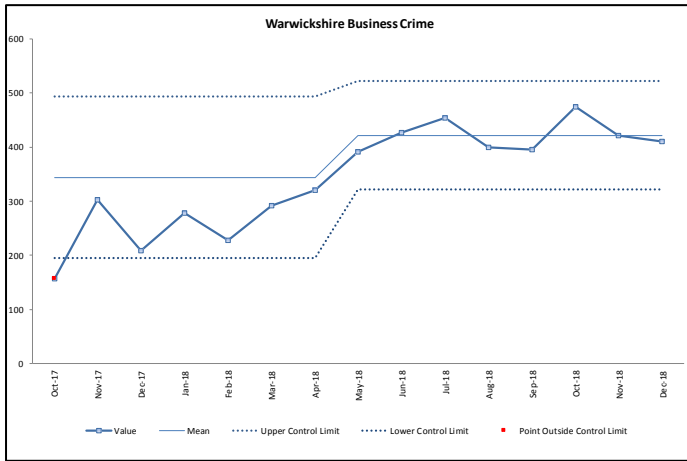
The following chart provides a medium (6 month) projection for public order offences. At force level, volumes are projected to increase from current volumes in the next quarter.



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.

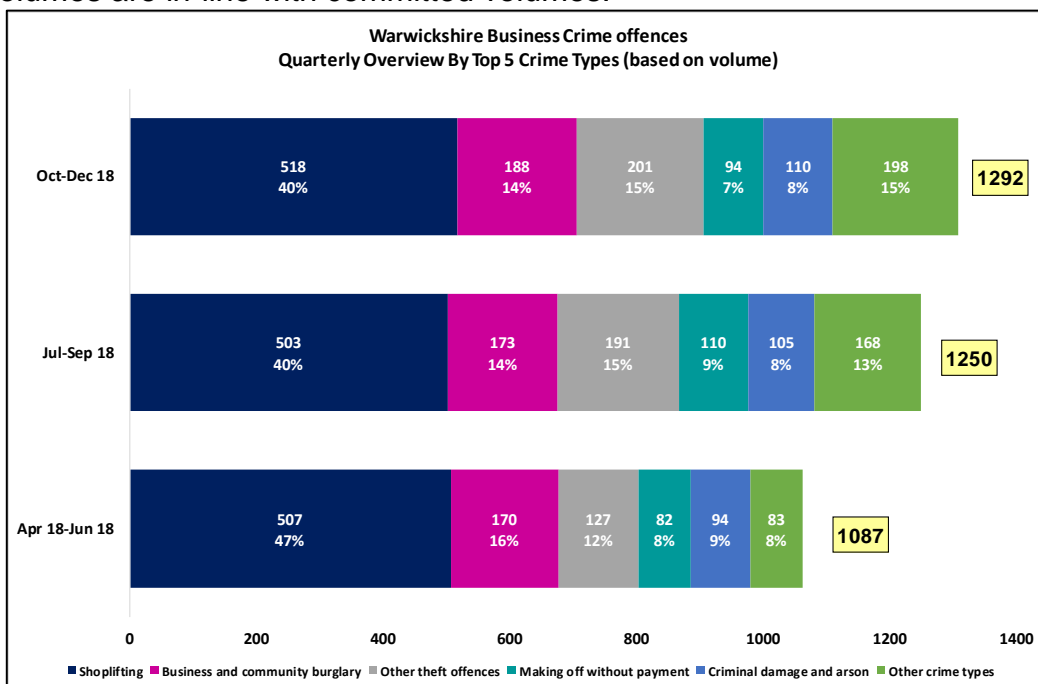


	Oct-18	Nov-18	Dec-18
North Warwickshire	266	240	221
South Warwickshire	209	181	175
Warwickshire	475	421	396

1,292 business crimes were recorded in the last quarter, a 3% increase compared with the previous quarter (1,249) and above the quarter average of 1,120. In the last quarter volumes have remained above the monthly average for 8 consecutive months across Warwickshire therefore the monthly average has increased from 343 to 420 crimes per month.

Increased volumes were seen across North Warwickshire in the last quarter.

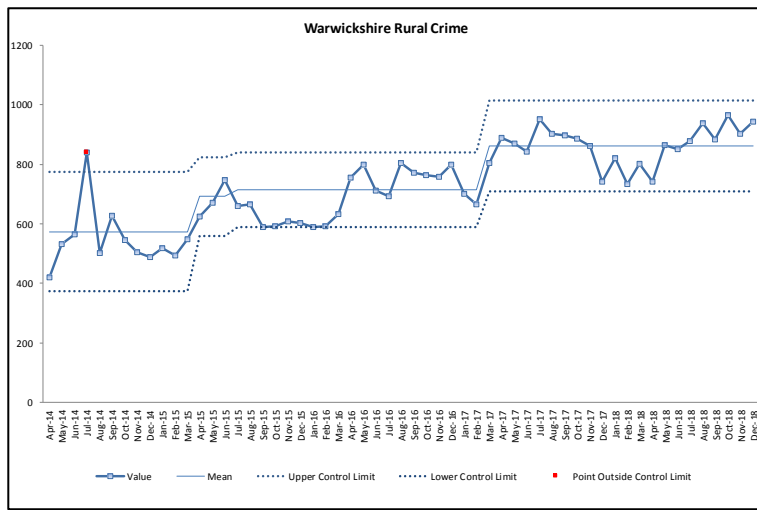
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by quarter. Volumes of all offences increased in the last quarter, with the exception of Making off without payment offences. It should be noted that 'Other crime types' are contributing an increasing percentage of all offences. Volumes have been stable for a number of months which would suggest recorded volumes are in-line with committed volumes.



Rural Crime

Signs of Improvement would be:

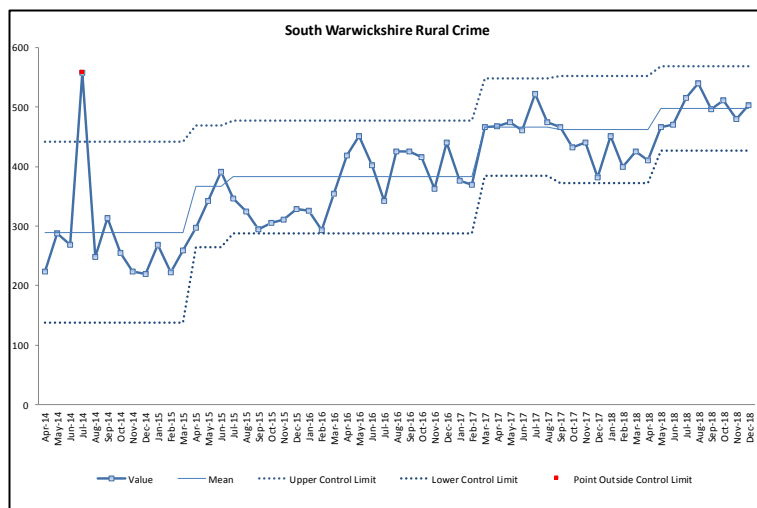
- ❖ Stable volumes of recorded crime



	Oct-18	Nov-18	Dec-18
North Warwickshire	455	424	440
South Warwickshire	511	480	503
Warwickshire	966	904	943

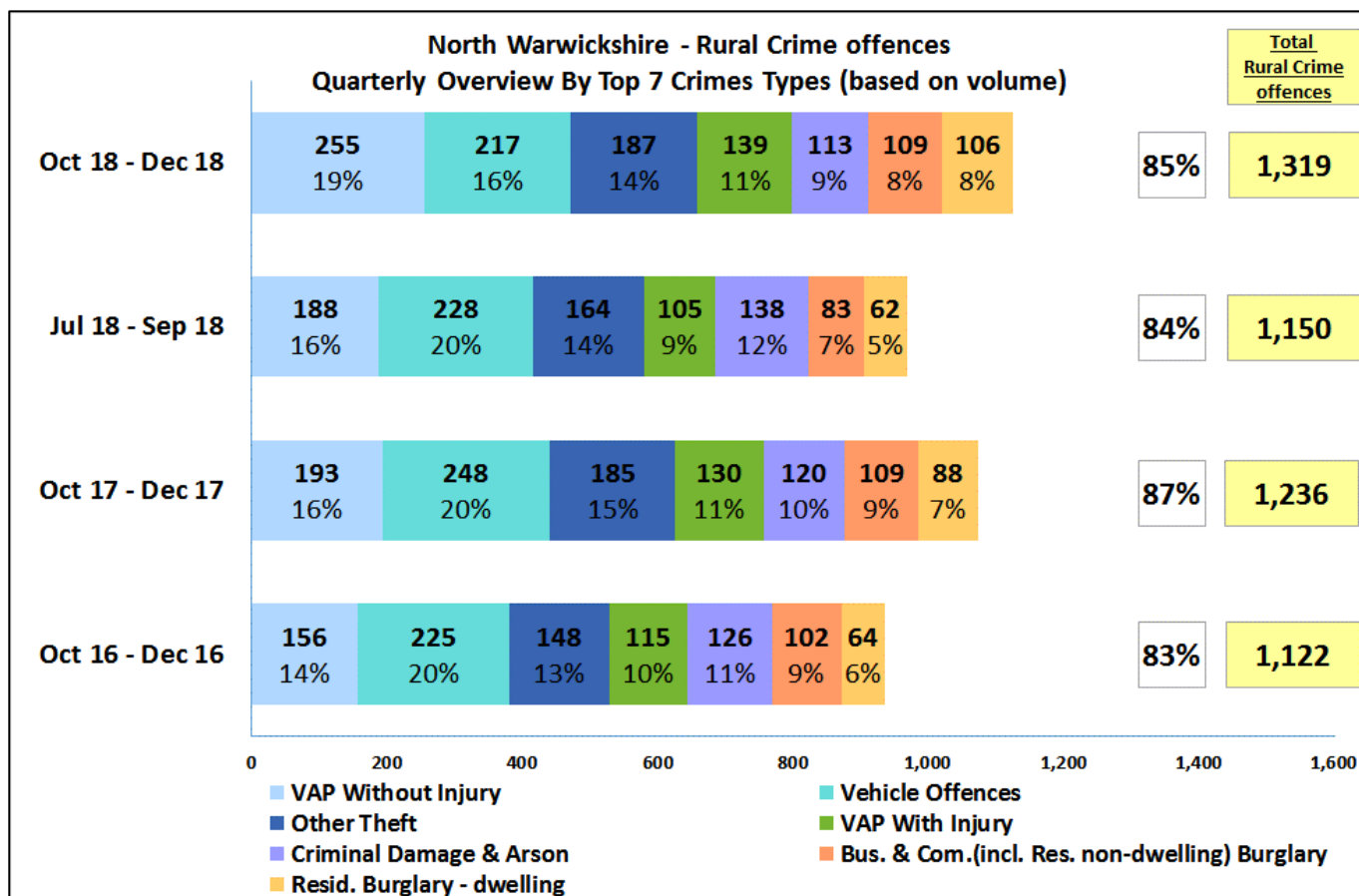
Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁵.

2,813 rural offences were recorded across Warwickshire last quarter. This is a 4% increase on the previous quarter (2,702) and above the quarter average (2,584). This increase was driven by higher volumes in North Warwickshire (15% increase). Monthly volumes across both policing areas have been within expected levels throughout the quarter, although there has been a change in the monthly average for South Warwickshire. The monthly average has now increased from 462 to 498 offences per month.



⁵ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

This chart shows the top 7 'rural crime' offence types for North 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.



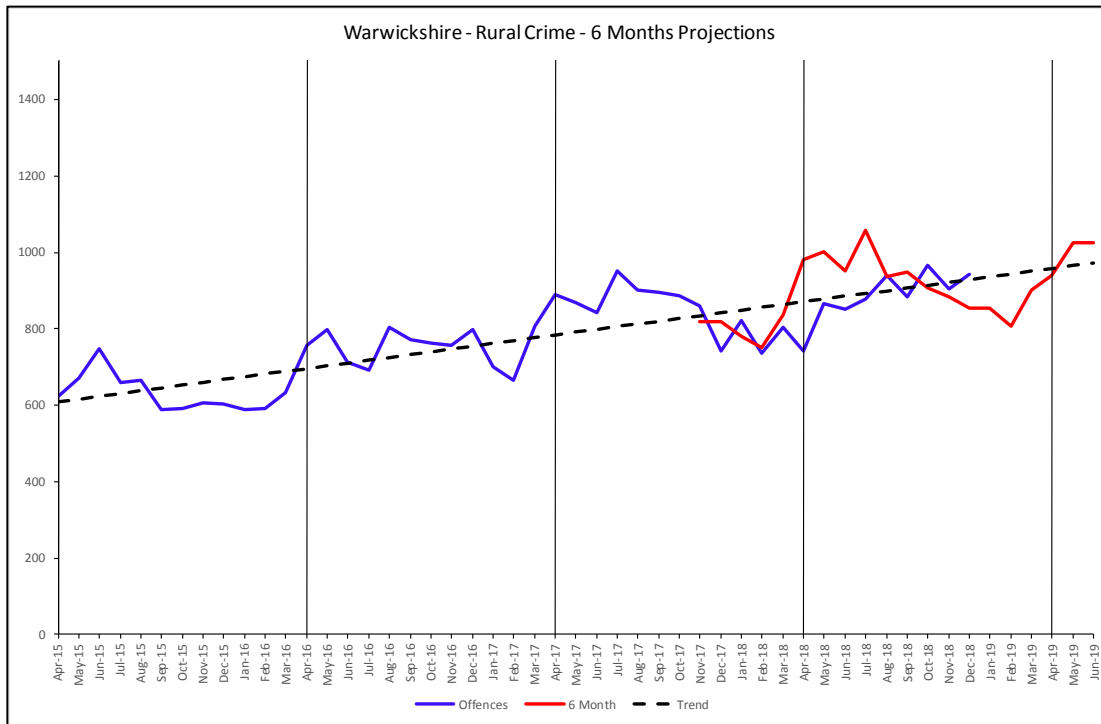
The top 7 'rural crime' offence types represent 85% of all rural crime offences in this last quarter compared to 84% for the previous quarter.

Violence with injury offences in rural locations across North Warwickshire have increased by 36% from 188 offences recorded in the previous quarter to 255 in this last quarter

Residential burglary-dwelling offences across 'rural' North Warwickshire have increased by 71% from 62 offences recorded in the previous quarter to 106 in this last quarter, and is at a higher level than seen in the equivalent quarter of the two previous financial years.

The proportion of vehicle crime offences has decreased in the last quarter compared to the previous quarter and the equivalent quarter (Oct-Dec) in the two previous financial years.

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes have been above the projection but volumes are 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.

There are concerns currently with the number of reported offences of cyber crime. Again, due to changes in data processing procedures, we are reporting on the volume of offences based on October data to give a more accurate analysis. We are linked in to the Athena management organisation in relation to this, who are trying to develop a solution.

However, the issue for cyber is wider than this, and the Home Office in conjunction the NPCC, are looking at improving the data quality around online crime. Many forces are using different flags, and there is a wide variety in what is being measured. The range of crime, from drugs being sold online, social media offences, through to cyber attacks, emphasise the vast range of what could be flagged as an online crime. It has become clear that the total number of online crimes appears to be under recorded nationally because of the complexities linked to flagging and the number of offences with an online presence. The decision on whether a single marker or a range of flags is required, and clear guidance on what constitutes online crime is awaited

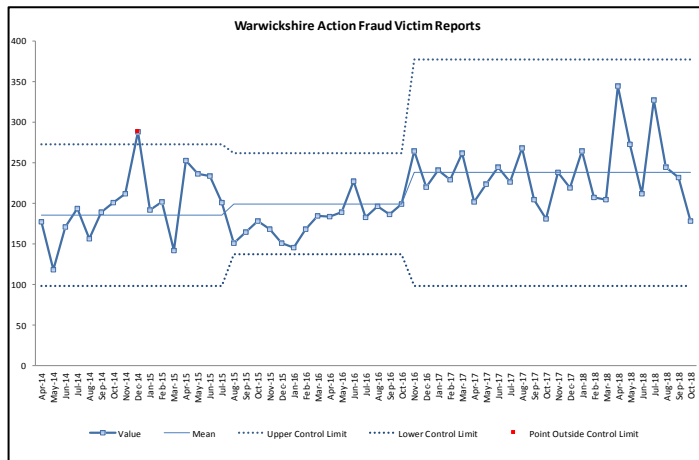


	Sep-18	Oct-18	Nov-18
North Warwickshire	13	24	21
South Warwickshire	21	9	27
Warwickshire	34	33	48

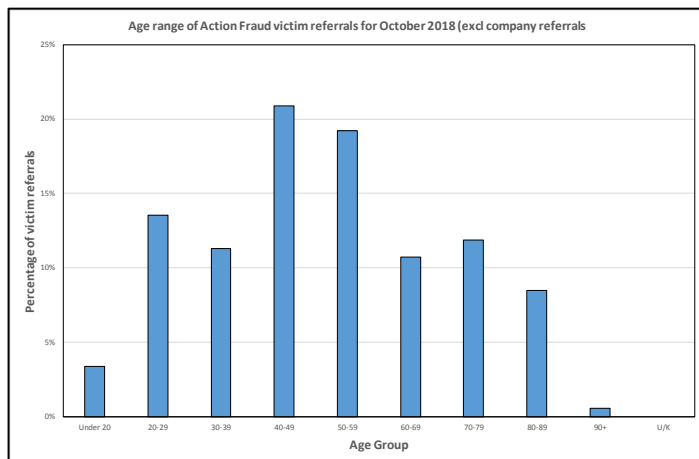
48 offences were flagged as cyber crime in November. This was an increase compared to the previous month (33) and above the monthly average (29). This was driven by increased volumes across South Warwickshire last month.

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.



178 Action Fraud victim reports (which exclude company referrals) were recorded in October 2018⁶. This was a decrease compared to September 2018 (232) and is below the monthly average (238).



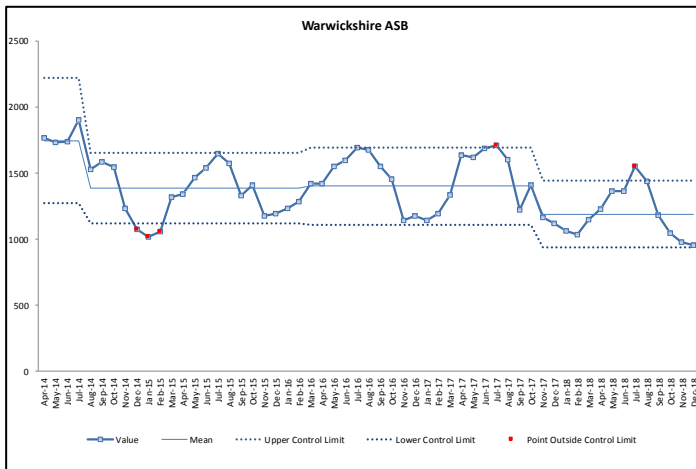
Victims aged 40-49 accounted for over 1 in 5 Action Fraud victim reports (21%) in October 2018.

⁶ Data is only available to October 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



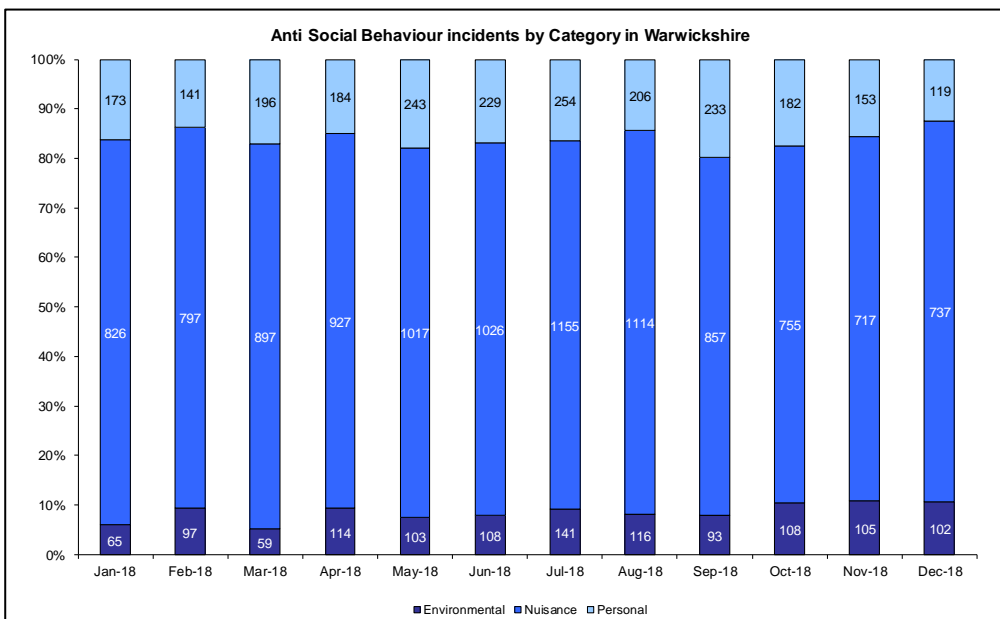
	Oct-18	Nov-18	Dec-18
North Warwickshire	612	560	583
South Warwickshire	433	415	374
Warwickshire	1045	975	957

2,977 ASB incidents were recorded in the last quarter. This was a 29% reduction compared to the previous quarter (4,169) and below the quarter average (3,587).

Reduced volumes were seen across both policing areas.

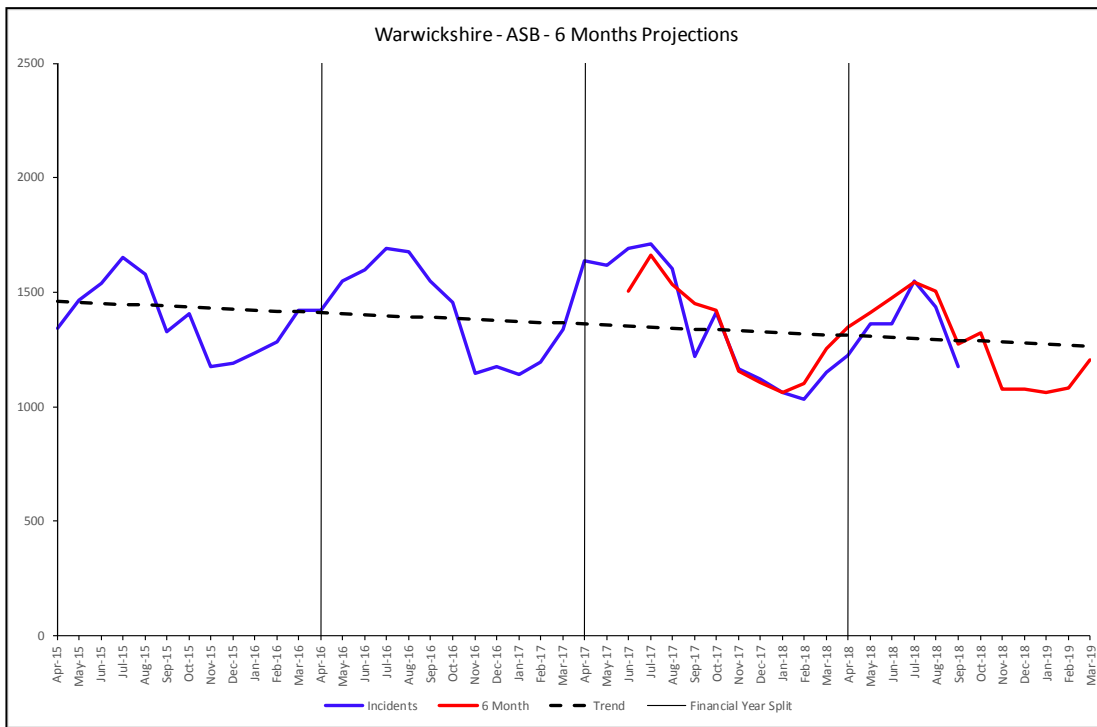
ASB is following the expected seasonal trend. The autumn/winter months show reduced volumes and the spring/summer months are expected to show an increasing volume of incidents.

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, 74% of all ASB incidents were nuisance, 15% personal and 11% 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.



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)

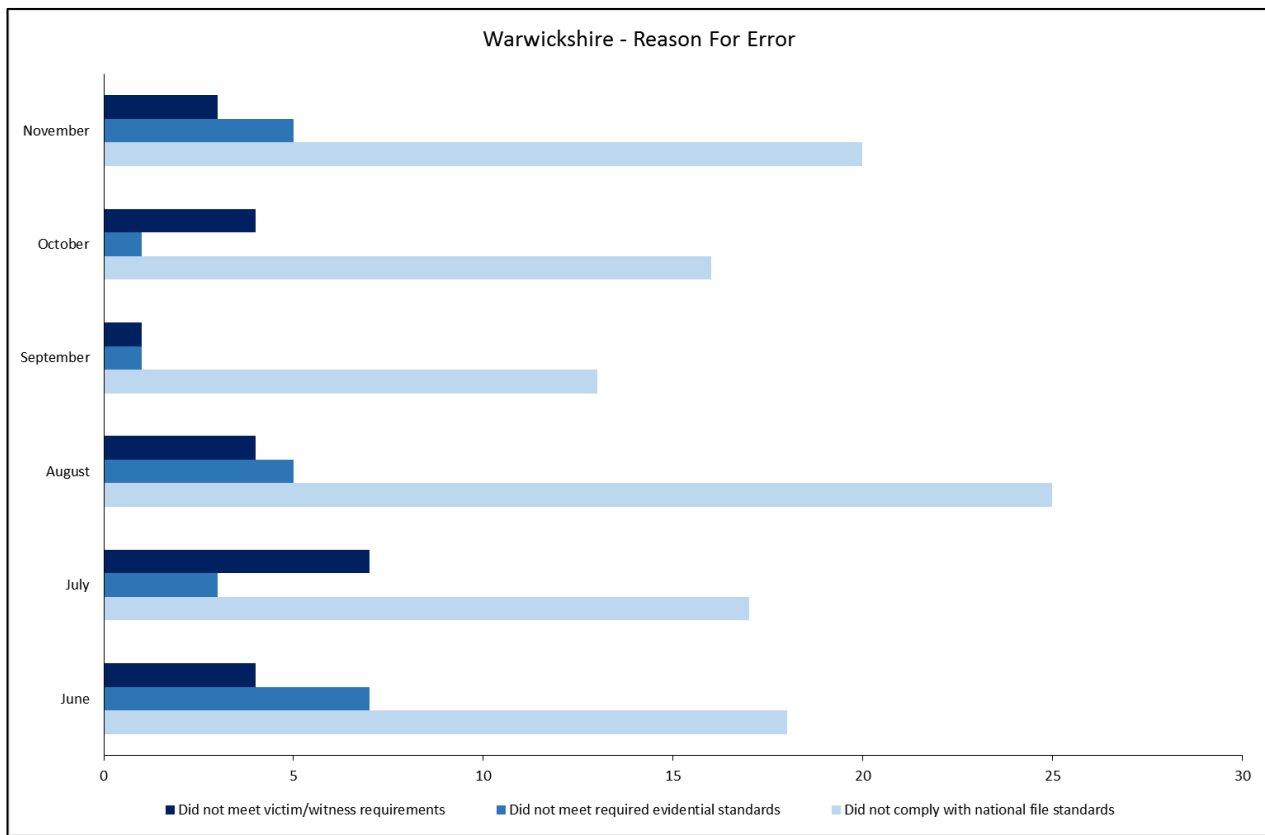
The quality of case files is assessed monthly by CPS, with assessment criteria including complying with national file standards, meeting required evidential standards and meeting victim/witness requirements.

The following chart shows the volume of files that were reviewed by CPS and the proportion of those which they deemed to have errors.



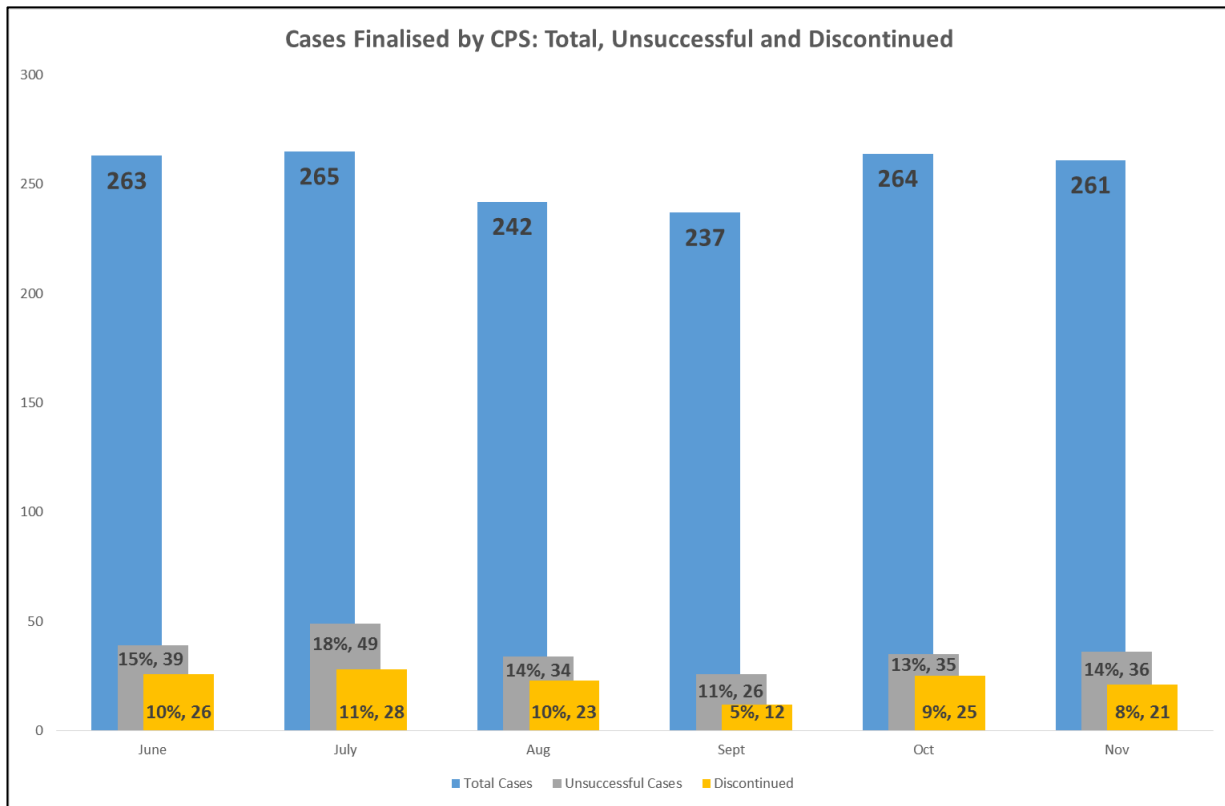
In November, 19% of files reviewed had errors.

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

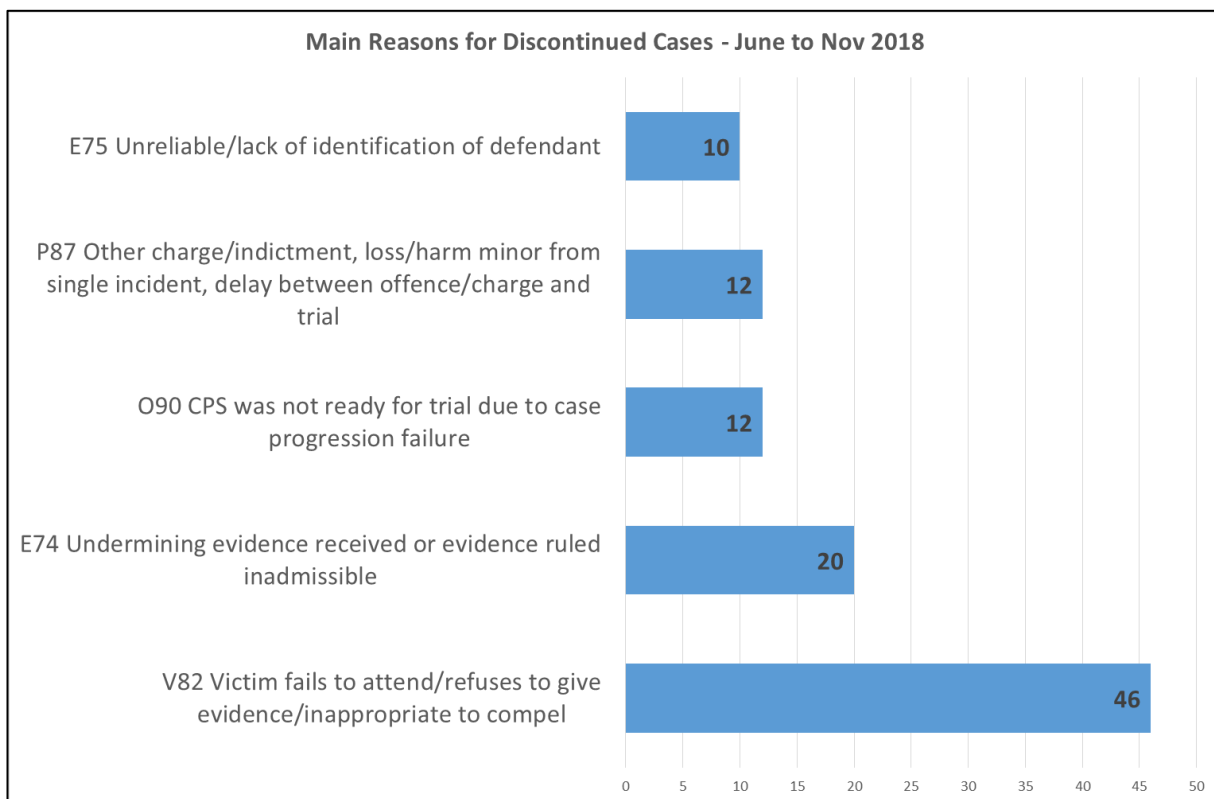


Charging Outcomes / Discontinuance

The following chart shows the cases that have been finalised by CPS each month. It shows how many of these were deemed to be unsuccessful, and of these how many were unsuccessful due to discontinuance.



The top 5 reasons why CPS discontinued these cases are shown below.



Implementation of File Builder

The preparation of post charge files has changed (as of 15th October 2018). In summary, the expected business benefits are in the key areas of increased efficiency, improved performance and improved health and wellbeing of our staff.

The change was vital given the high levels of overtime being incurred, increase in hours worked and issues with timeliness and quality of files submitted to CPS. This has led to health and wellbeing concerns for our staff which cannot be ignored. The new process will enable us to move forward to full digital remand file on 28th January 2019, which could not have been considered prior to providing File Builder to officers. A further benefit has been the reduction in demand on front line staff for file submission; especially as more than one officer can work on a file in File Builder at any one time.

The introduction of a more user friendly file build system should help to significantly improve file quality and criminal Justice performance by removing 'user-error' factors which negatively impact on our overall compliance rates. It is expected that the time to build files will reduce significantly which will free up officer time and reduce the burden placed in them.

The improvements have been recorded in the CJ Dept since October with a 100% success rate where officers are using File Builder and saving in the correct drive at Post charge stage and the pre-charge file was successfully sent to CPS.

Ensuring Efficient & Effective Policing

Response Times to Emergency Incidents

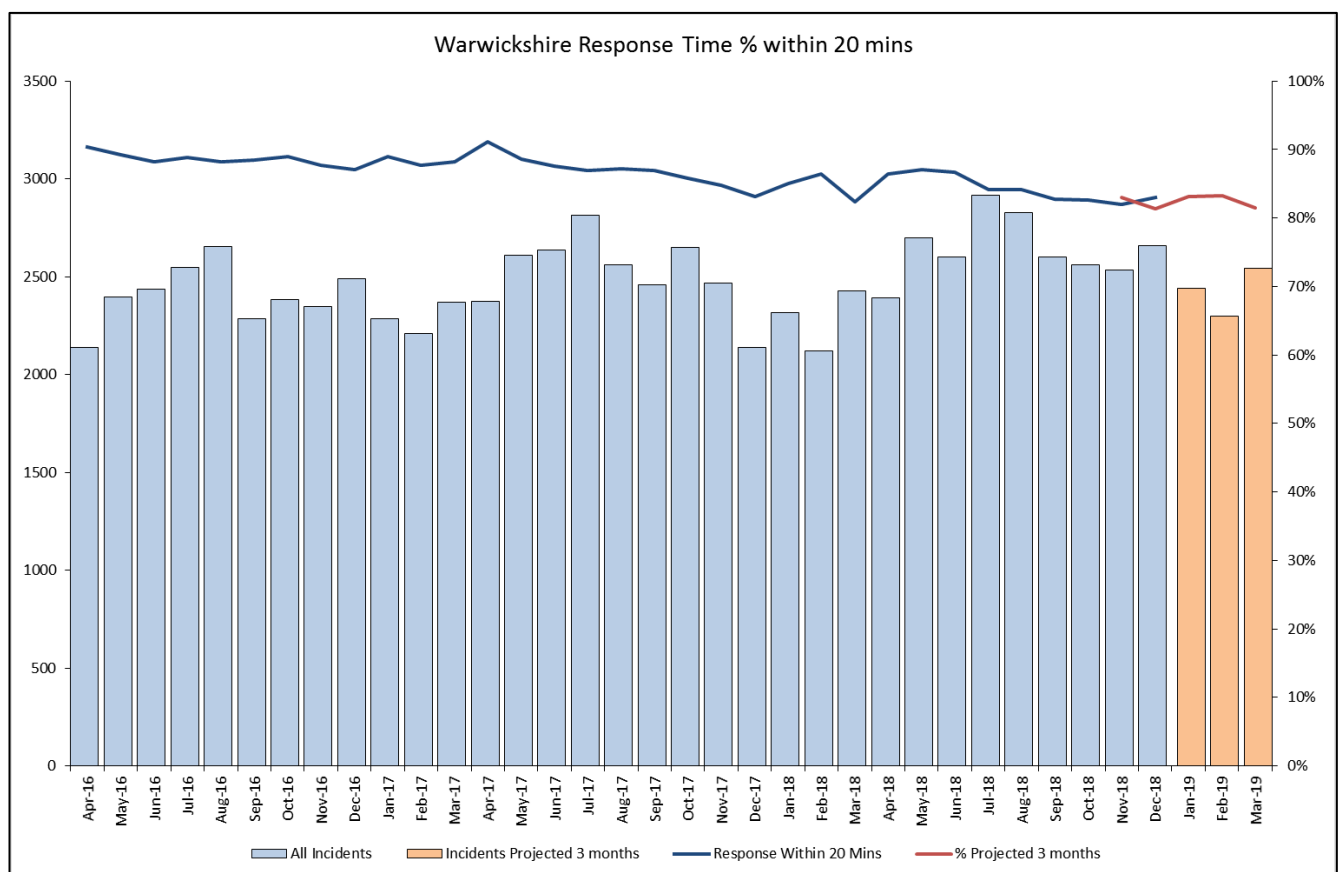
Signs of Improvement would be:
 ❖ Respond to all incidents in a timely manner and provide a high quality of service

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

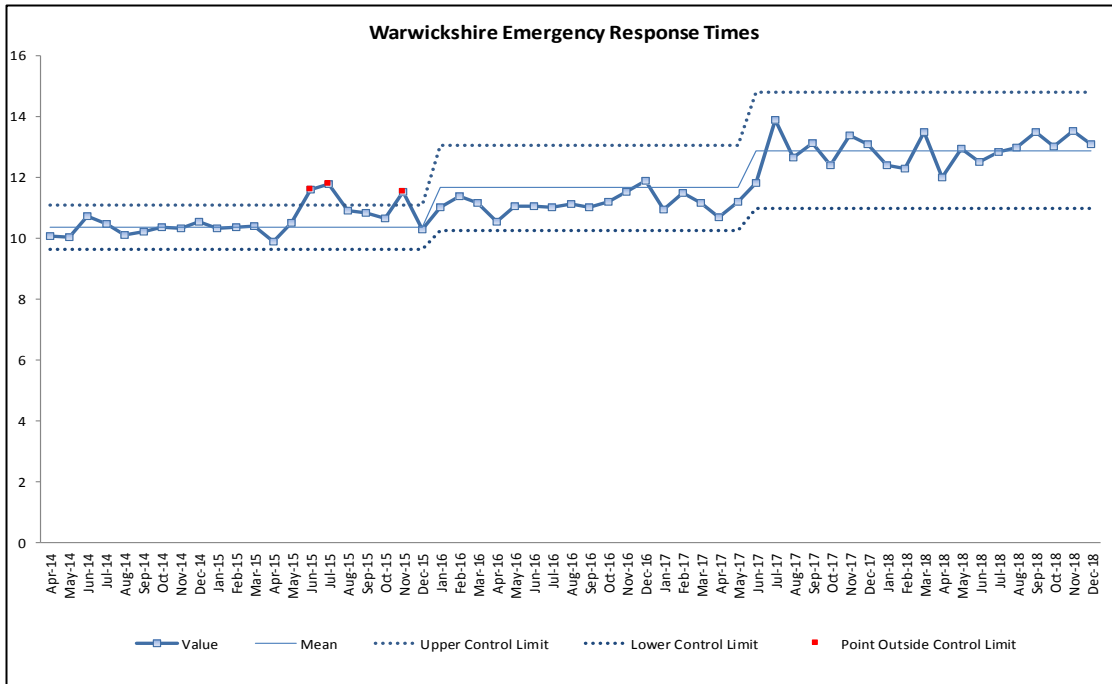
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

7,753 emergency incidents were recorded in the last quarter, a 7% reduction compared to the previous quarter (8,344). Over 8 out of 10 (82%) emergency incidents were attended within 20 minutes over the last quarter. Performance is comparable with the same time last year and is projected to decrease in the next quarter.

The following chart shows the current data along with a projection of where we expect incident volumes and response times to be in the next few months. Based on previous trends, the projection indicates short term stability in the proportion of incidents attended within 20 minutes. Note this is based solely on previous performance from April 2016 onwards, and does not take into account any changes to force processes.



The current average response time for emergency incidents is 13 mins 05 seconds - this is a reduction compared to the previous month (13 mins 31 seconds) but is above the monthly average (12 mins 54 seconds).



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

Sickness

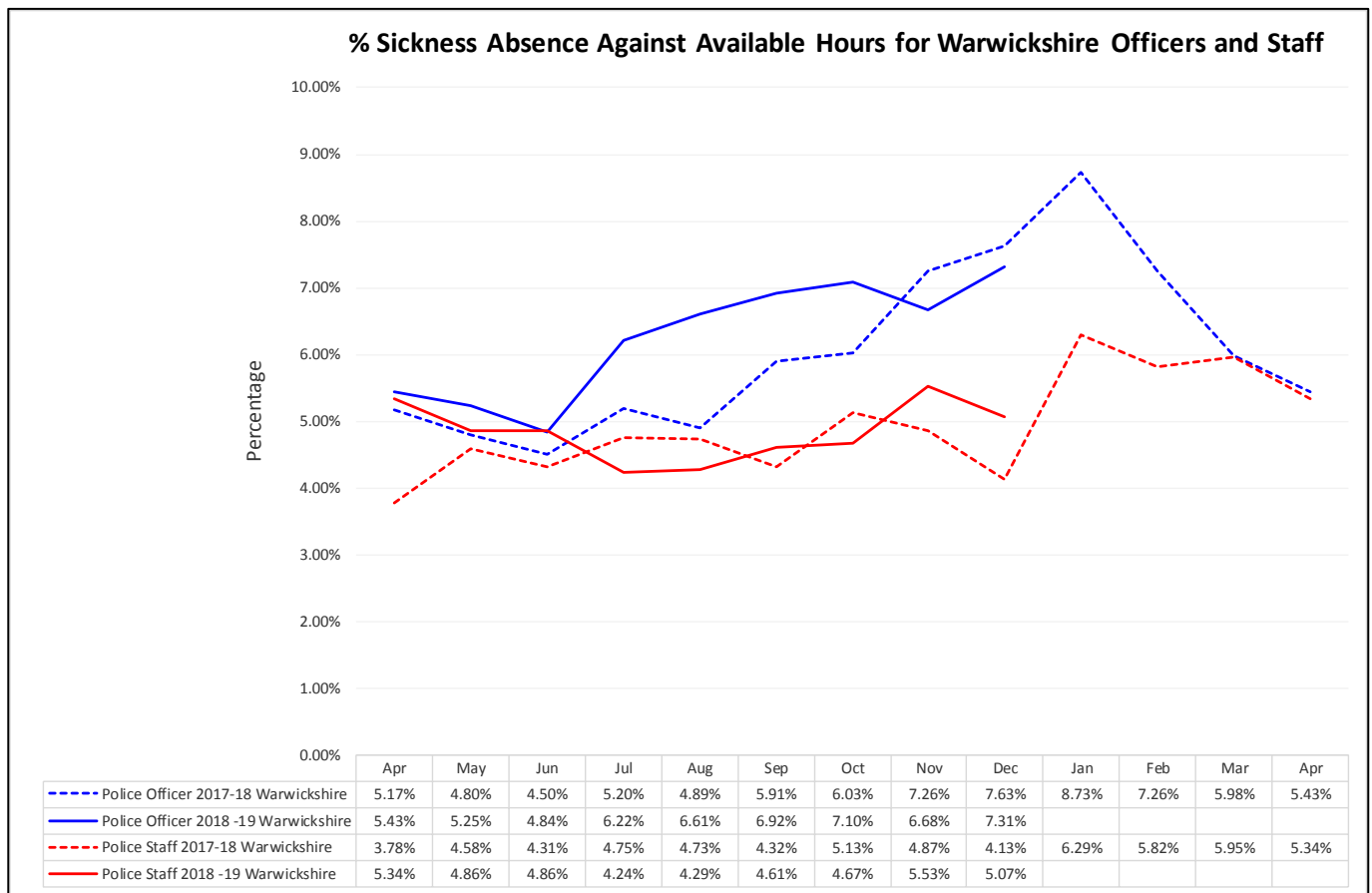
Signs of Improvement would be:

- ❖ 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 December is 7.31% for Officers, an increase from 6.68% in November but lower than the equivalent month in 2017/18 (7.63%). For Staff, the average percentage of hours lost in December is 5.07%, a decrease from 5.53% in November but higher than the equivalent month in 2017/18 (4.13%).

For 2018/19 for Officers and Staff, quarterly sickness levels have been increasing compared to the previous quarters and the equivalent quarter in 2017/18. In the last quarter, Officer sickness has increased to 7.03% compared to the previous quarter (6.58%) and is higher than the same period last year (6.97%). For Staff, the average percentage of hours lost in the last quarter is 5.09% compared to the previous quarter (4.38%) and is higher than the equivalent quarter last year (4.71%).



Health & Wellbeing Board

2019 has been designated the Year of Health & Wellbeing, with activity planned for each month. This will include participation in the Virgin Pulse challenge and a programme of Mental Health First Aid training.

Complaints

Signs of Improvement would be:

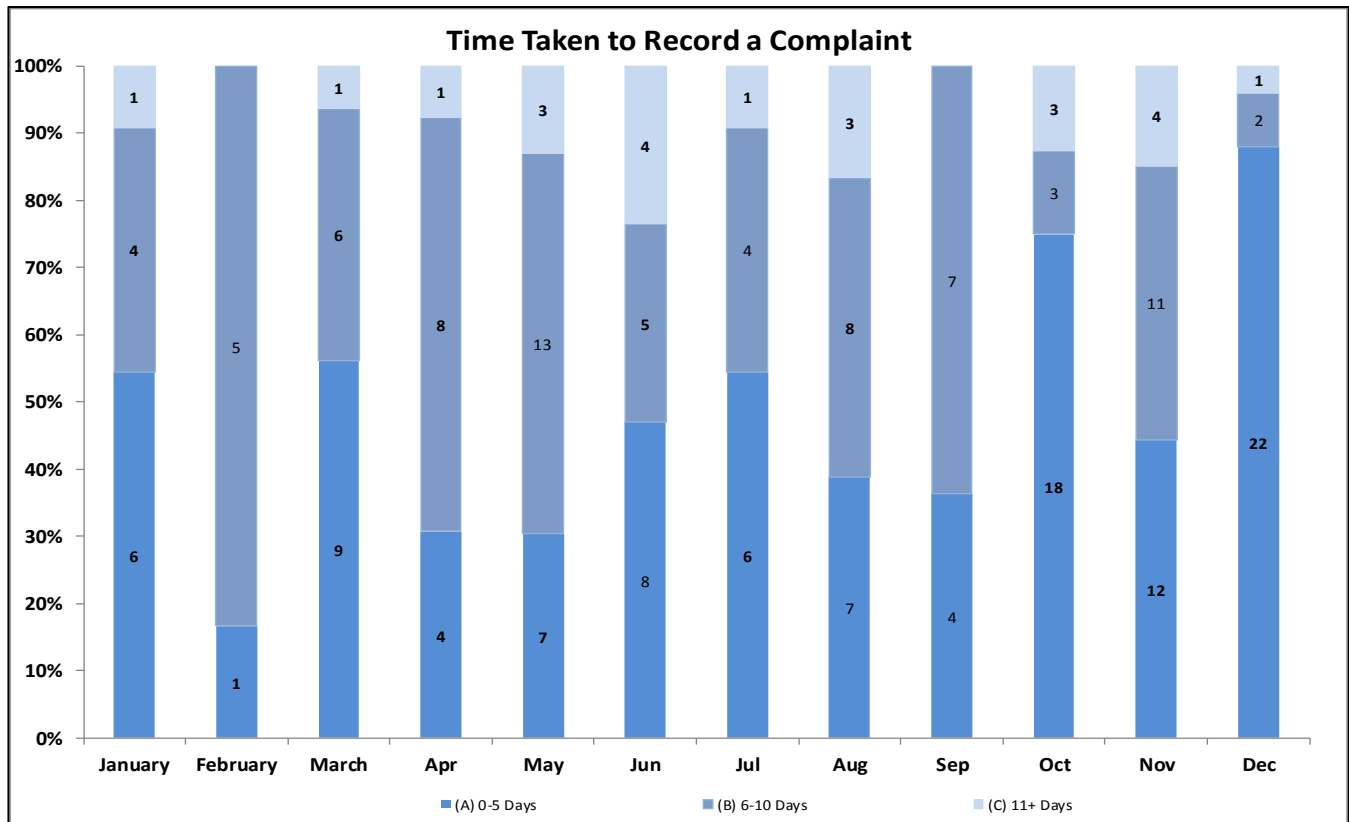
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

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

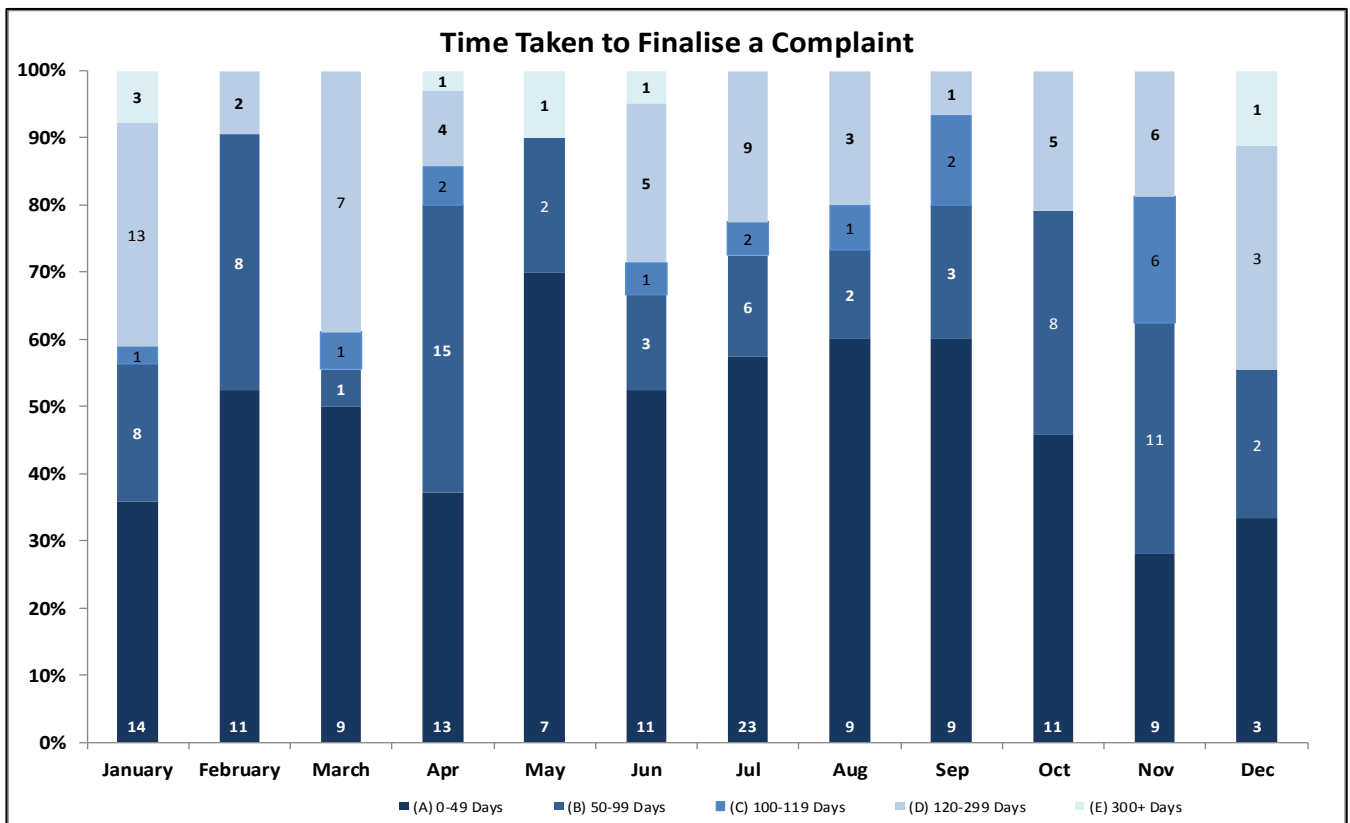
Timeliness to Record & Finalise

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. 90% 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 77% of cases were finalised in 120 days, a decrease compared to the previous quarter (81%).



Call Handling

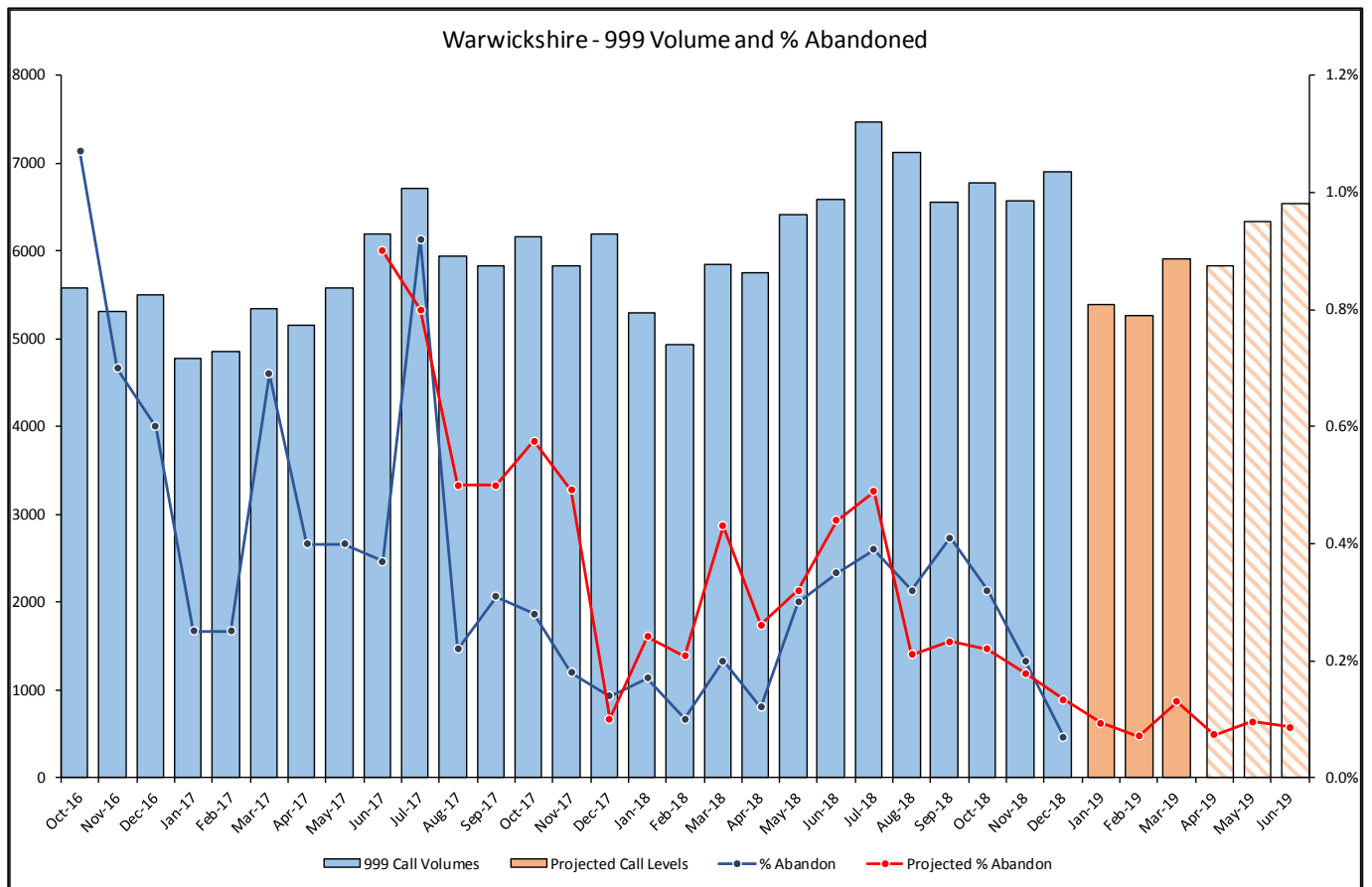
Signs of Improvement would be:

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

Calls on the 999 system

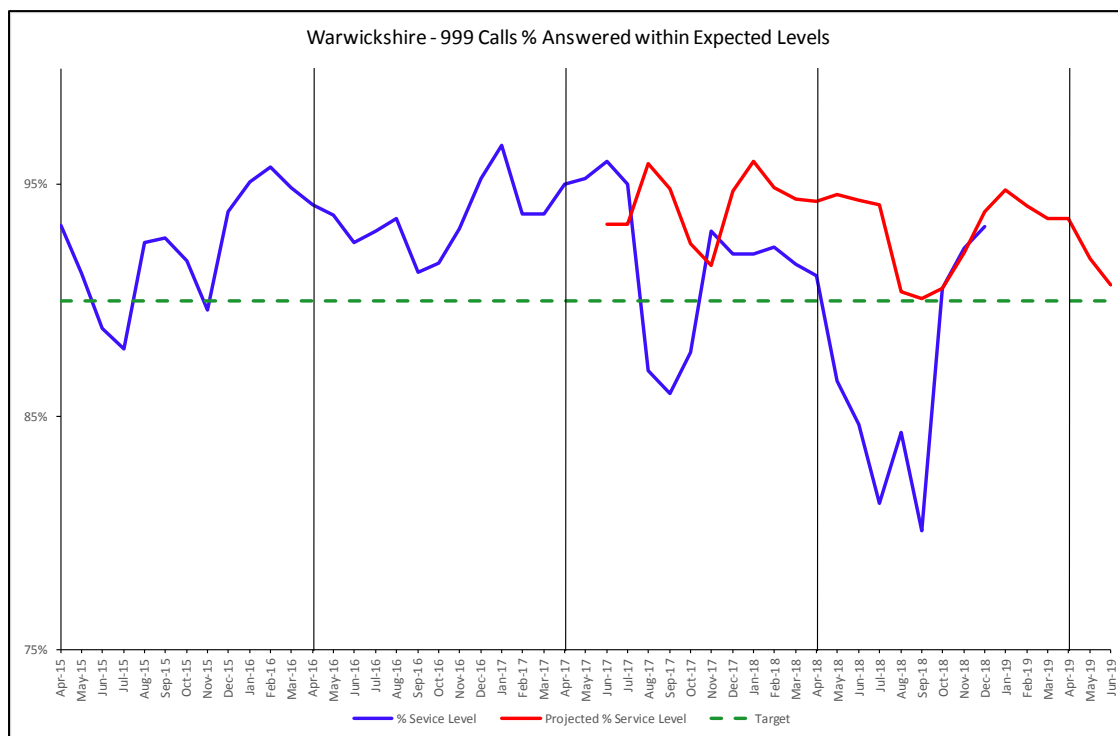
20,263 calls on the 999 system were received last quarter, a reduction compared to the previous quarter (21,160). The percentage of abandoned 999 calls last quarter (0.4%) is in line with the previous quarter (0.4%).

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



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

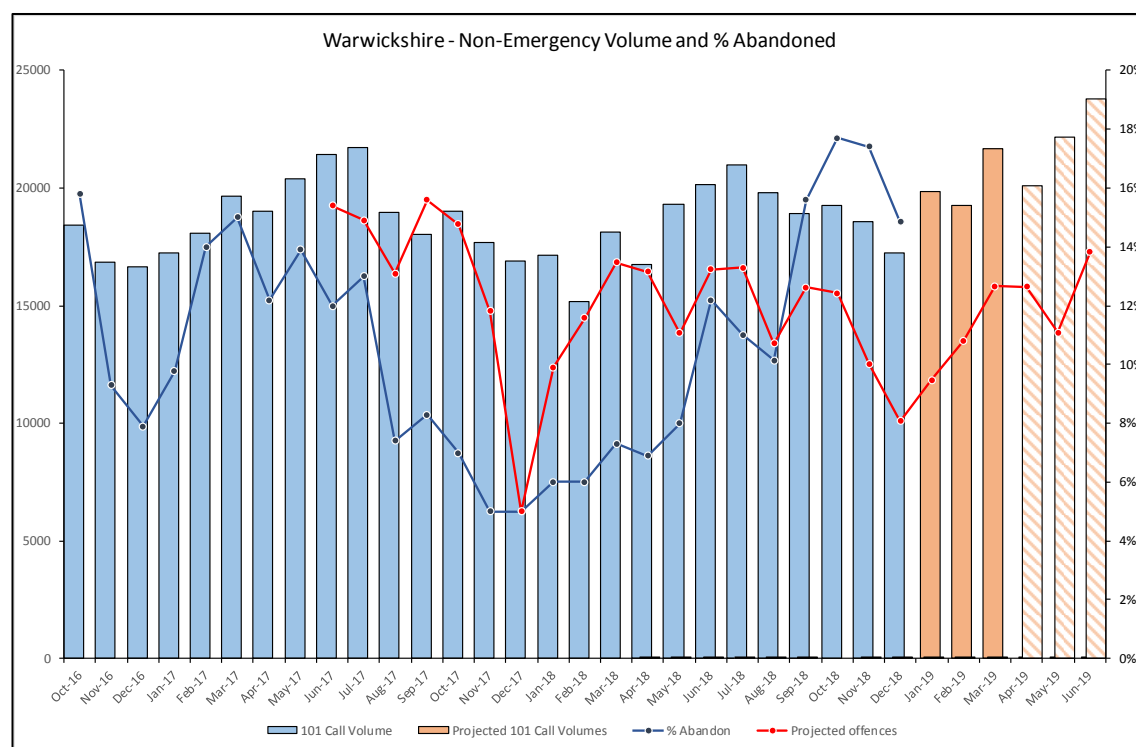
The proportion of 999 calls answered within 10 seconds increased for the last quarter compared to the previous quarter and was above than the 90% target. Again, the goal is for OCC performance to be better than then projection data.



Non-Emergency Calls

55,087 non-emergency calls were received last quarter; a decrease compared to the previous quarter (59,674). There has been an increase in the non-emergency calls abandoned rate last quarter (16.6%) compared to the previous quarter (12.3%).

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.

