



# WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

## Performance Summary

March 2019

**A SAFER, MORE SECURE WARWICKSHIRE**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims and Survivors First</b>				
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 of repeat victims have increased from previous month and the repeat rate has remained the same	Work ongoing to develop IVM weekly products	5
<b>Protecting People from Harm</b>				
Hate Crime	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	7
Hate Crime Satisfaction		Similar to last month but a decrease compared to the previous quarter		
Missing Persons Reports	Quarter unless exceptional	Increase compared with previous month and above the monthly average	Decrease in the monthly average from 214 to 179 reports	9
Sexual Offences – Rape	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	10
Sexual Offences – Other	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	11
Domestic Abuse	Month & quarter	Increase on previous month and in line with monthly average	No exceptional volumes	12
Child at Risk	Month & quarter	Increase on previous month and above monthly average	Exceptional volumes in North Warwickshire	18
CSE		Decrease on previous month and below monthly average	No exceptional volumes	
Road Traffic Casualties	Quarter unless exceptional	2 road deaths occurred in the previous month		20
Serious Organised Crime	Quarter	OCG and disruption data		21
<b>Preventing &amp; Reducing Crime</b>				
Total Recorded Crime	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	22
Violence with Injury	Quarter unless exceptional	Increase on previous month and above monthly average	No exceptional volumes	29
Violence without Injury	Quarter unless exceptional	Increase on previous month and above monthly average	No exceptional volumes	30
Robbery	Quarter unless exceptional	Increase on previous month and above monthly average	No exceptional volumes	31
Residential Burglary - Dwelling	Quarter unless exceptional	Increase on previous month but below monthly average	No exceptional volumes	33
Business Crime	Monthly increase	Increase on previous month and above monthly average		34
Rural Crime	Quarter unless exceptional	Increase on previous month and above monthly average	No exceptional volumes	35
Cyber Crime	Month & quarter	Increase on previous month and significantly above monthly average.		37
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous month and below monthly average.	Following seasonal pattern	39
Criminal Justice – File Quality	Quarter		More detailed CJ report available	41
<b>Ensuring Efficient and Effective Policing</b>				
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in volume of emergency incidents compared to the previous month.		43
Sickness	Month & quarter	Increase in Officer sickness rate and a decrease in Staff sickness rate compared to the previous month		45
Complaints	Quarter report	92% complaints recorded in 10 days and 60% finalised in 120 days.		46
Call Handling	Month & quarter	Increase in the 999 and 101 call volumes		48
		999 abandon rate is comparable to the previous month but the 101 rate has increased.		

# Putting Victims & Survivors First

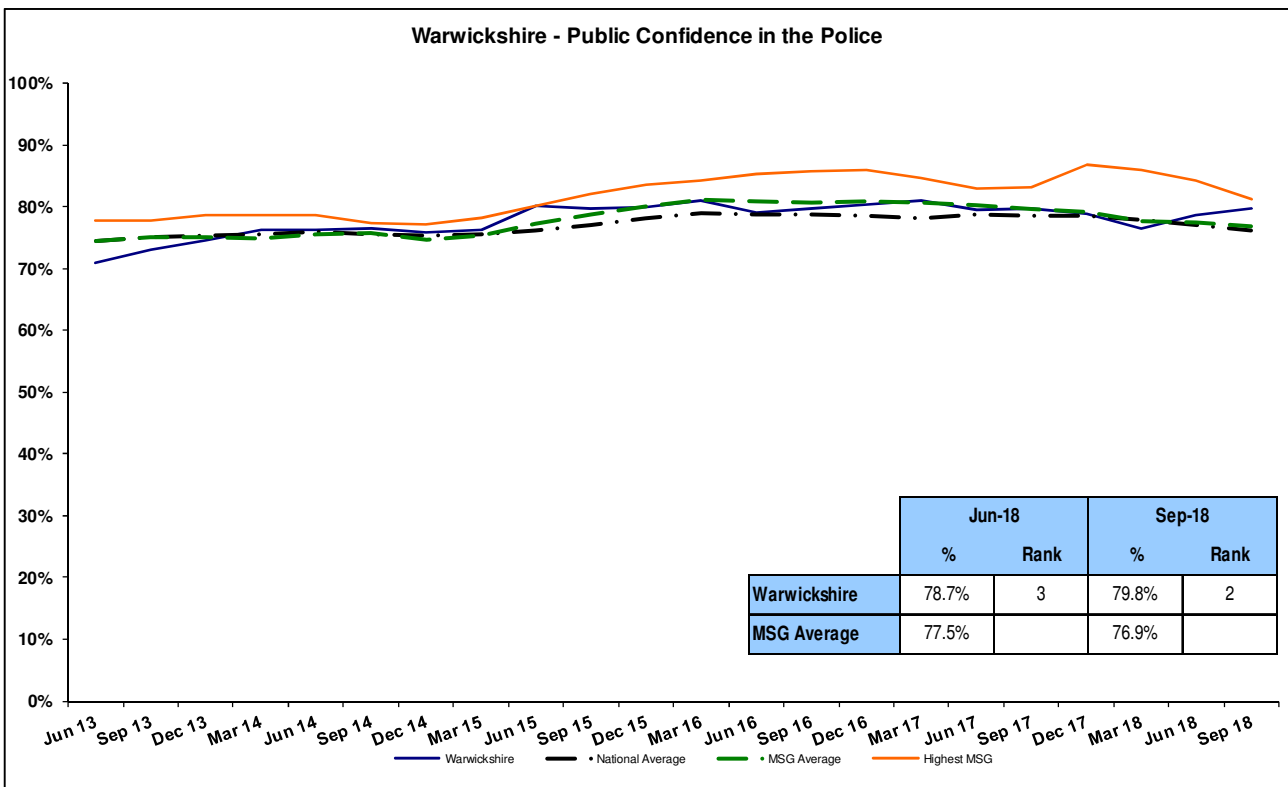
## Confidence in Police

**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 September 2018. The next data release is due at the end of April therefore this data is the same as was shared in January.

The latest data shows a small improvement in performance compared to the previous period, with 80% of people having confidence in the police in their local area in the 12 months to September 2018, compared to 79% in the previous period. Performance is currently above both the national and MSG average.

Against the Most Similar Group<sup>1</sup> (MSG) of peer forces, Warwickshire is currently ranked 2<sup>nd</sup> of the 8 forces, one place higher than the previous reporting period. The force's ranking against all forces has improved from 16<sup>th</sup> (Jun 18) to 9<sup>th</sup> (Sep 18).

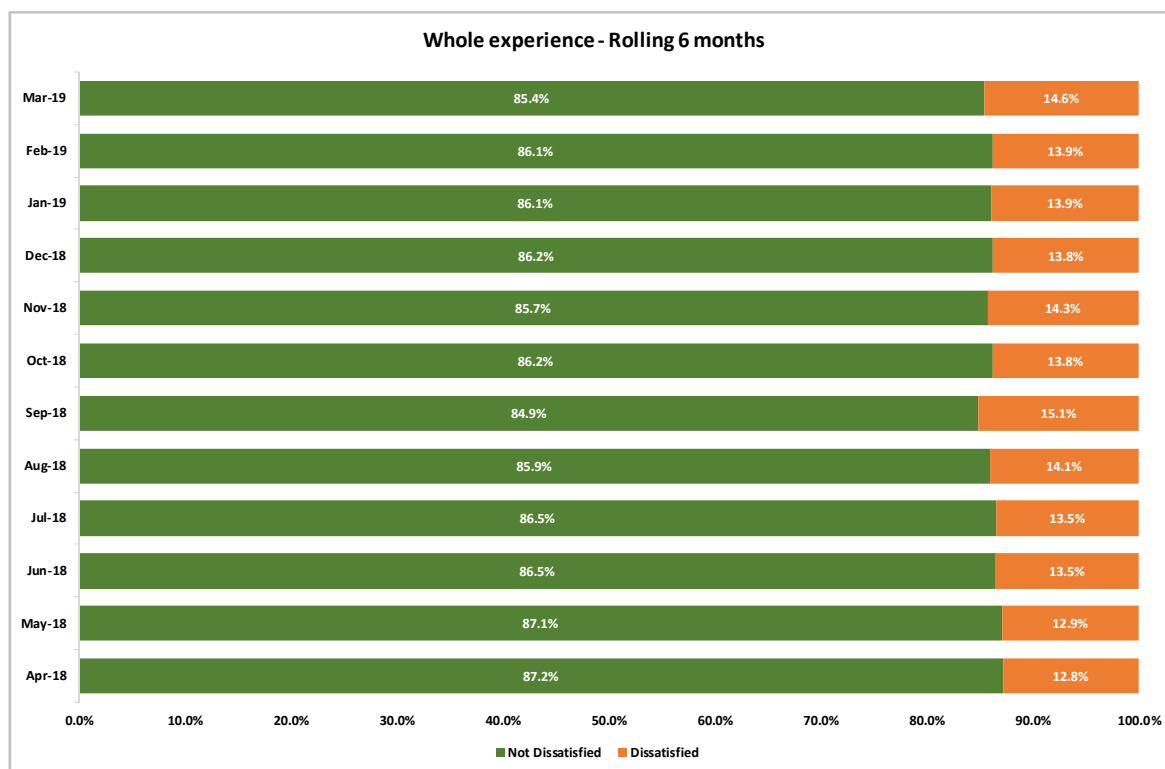
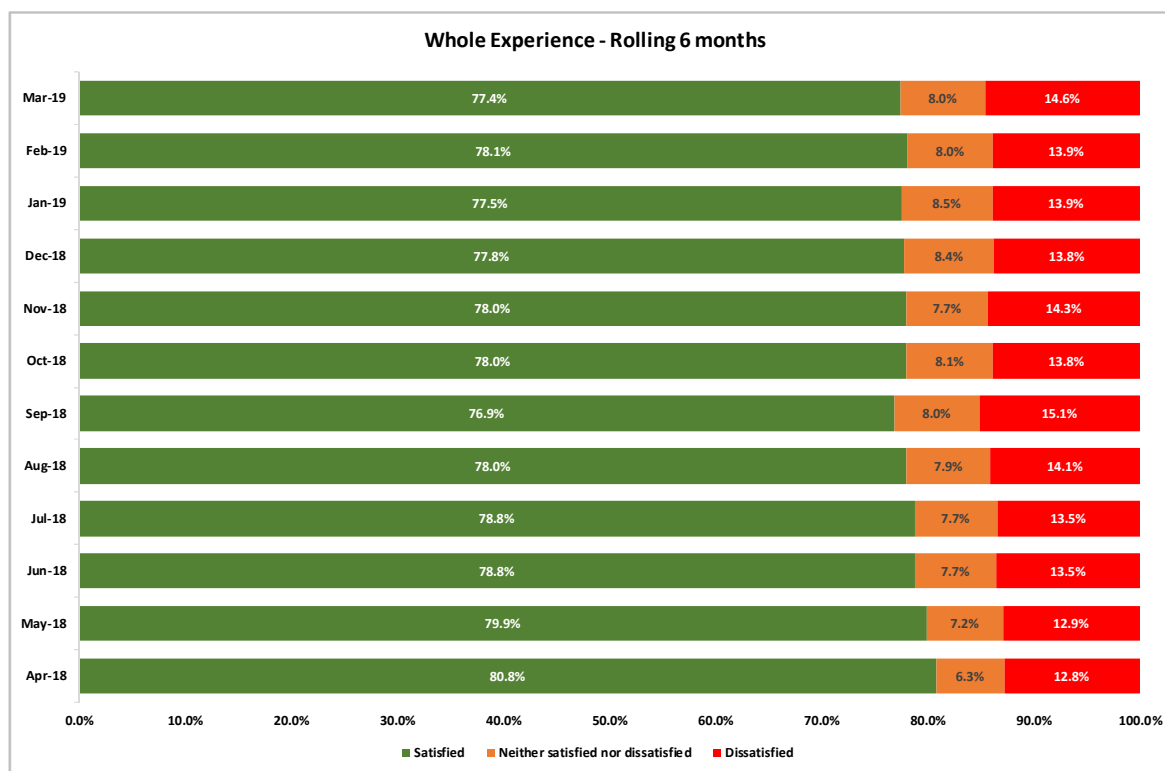


<sup>1</sup> Most Similar Forces for Warwickshire are: Devon & Cornwall, Cambridgeshire, Gloucestershire, North Wales, Suffolk, West Mercia and Wiltshire.

## Victim Satisfaction

### Signs of Improvement would be:

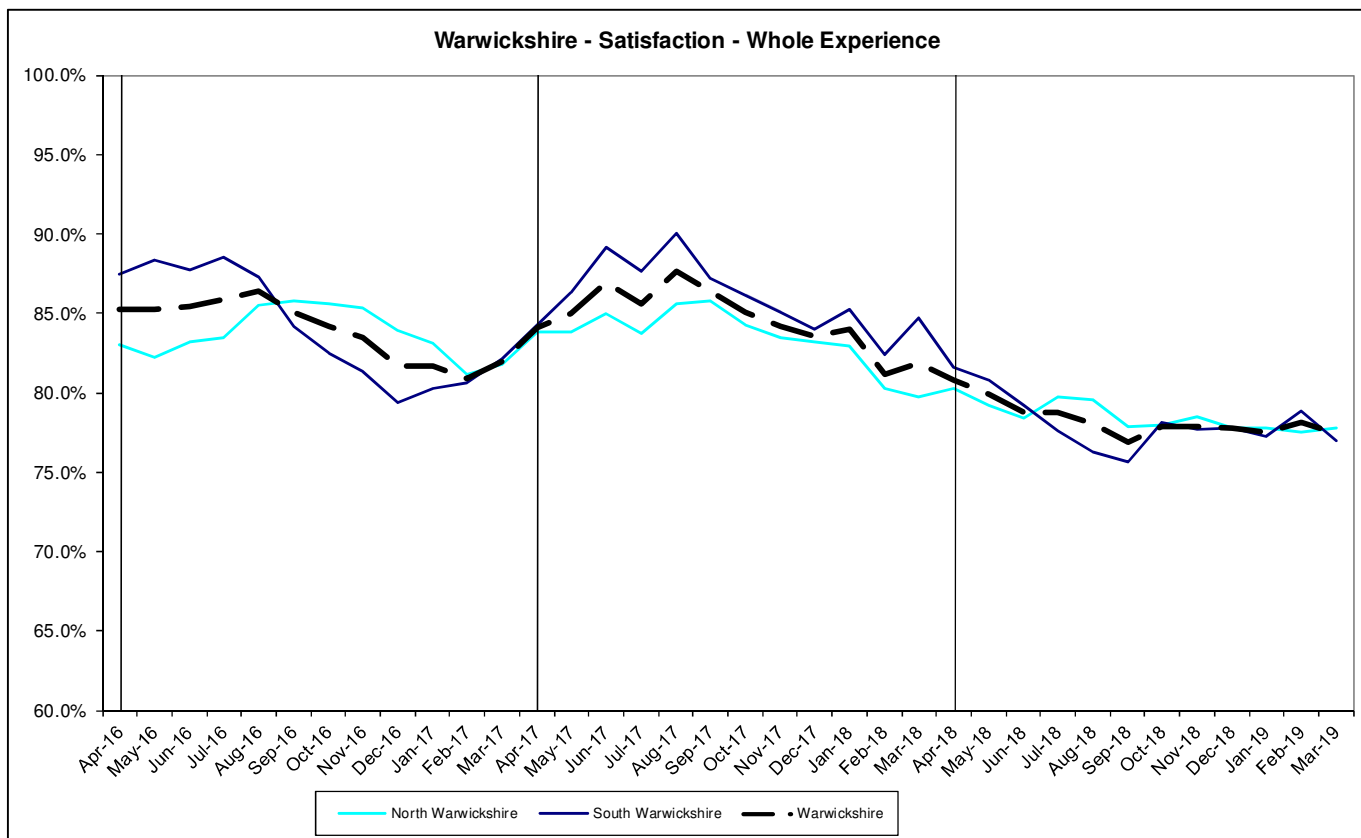
- ❖ Improved satisfaction: across all four stages & whole experience



	Jan-19	Feb-19	Mar-19
<b>North Warwickshire</b>	77.7%	77.5%	77.8%
<b>South Warwickshire</b>	77.3%	78.8%	77.0%
<b>Warwickshire</b>	77.5%	78.1%	77.4%

Overall victim satisfaction with 'Whole Experience' across Warwickshire remains stable in March (77%) compared with the previous month.

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



## Repeat Victims

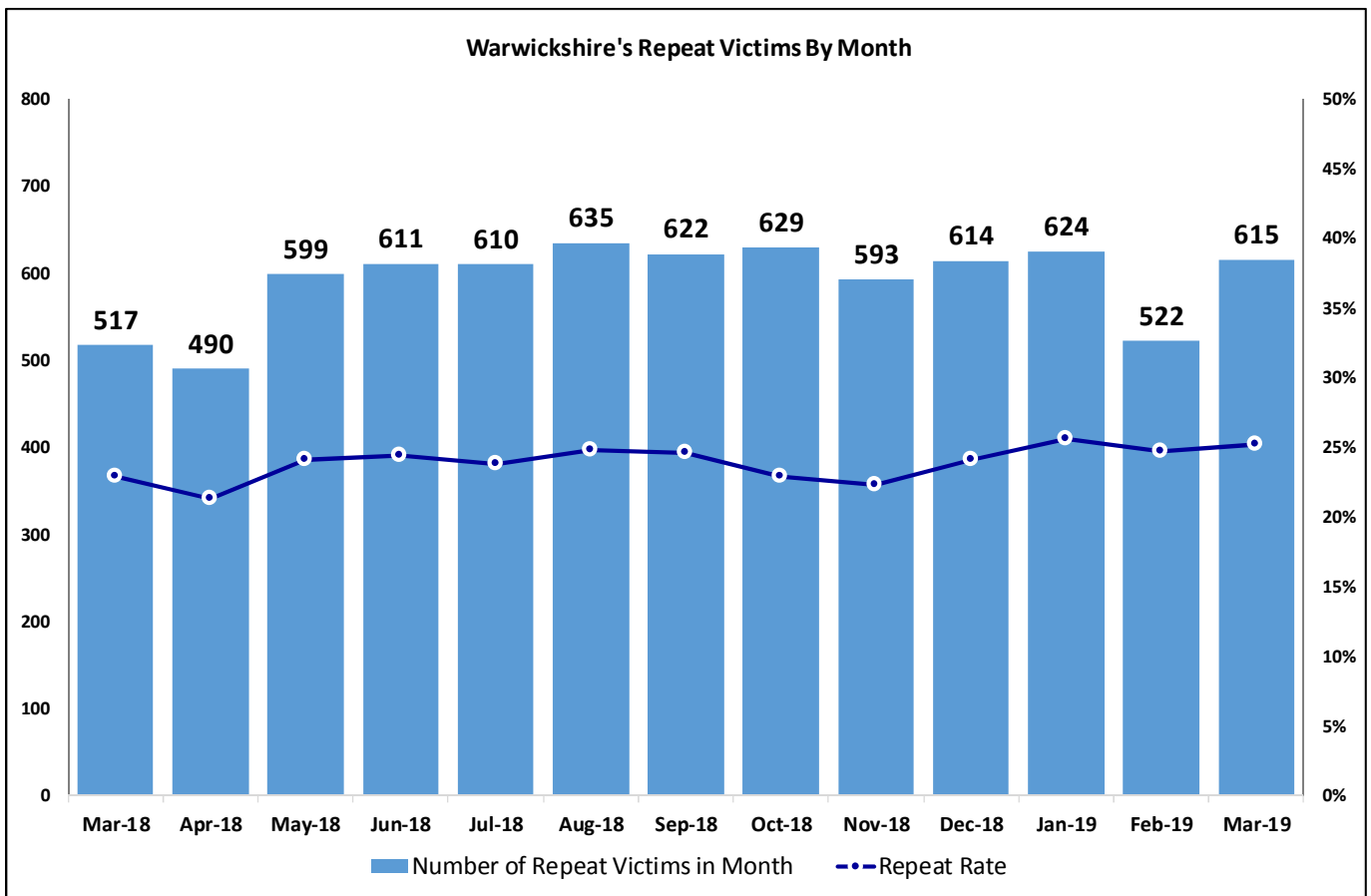
### Signs of Improvement would be:

- ❖ 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 Victimization

As the time taken to link victim information to an offence has greatly improved, the data presented in this report now relates to the current reporting month.

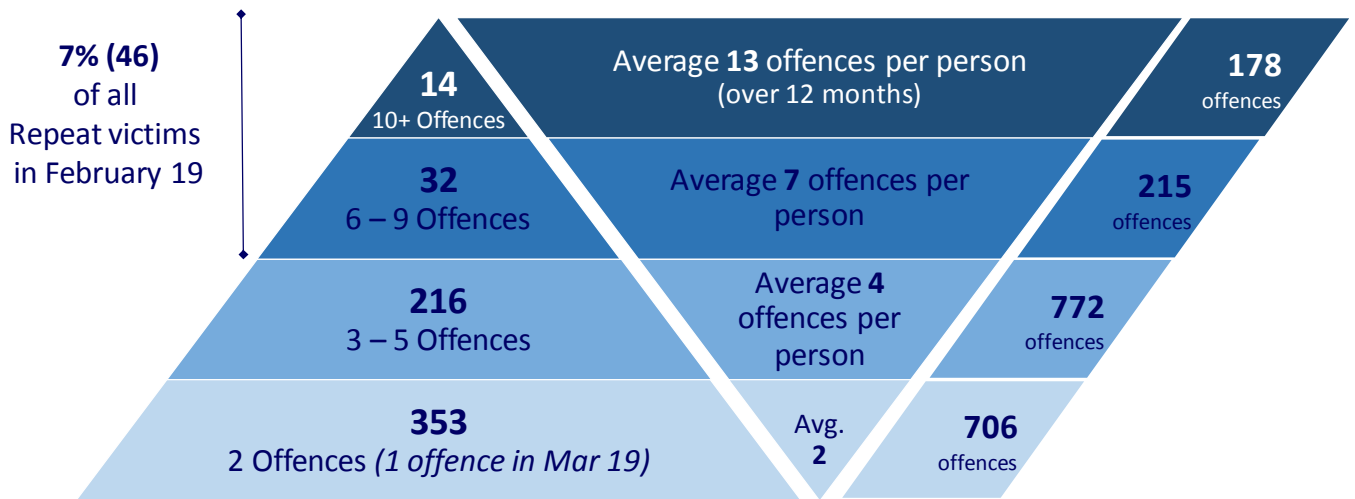


In March, 25% (615) of all victims (2,440) were repeat victims (subject to at least one further offence in the last 12 months). The number of repeat victims has increased compared to the previous month (522), although the shorter month likely impacted the volume for last month. The repeat rate has remained comparable with the previous month (25%).

75 (12%) of March's repeat victims were also a repeat victim in February with 20 individuals (3%) being a repeat victim in each of the last 3 months – January, February and March.

40 (7%) of March's repeat victims were also a repeat victim in January but were dormant in February.

### Breakdown of Repeat Victims in March by Number of Offences



March’s repeat victim cohort accounts for 1,871 offences recorded in the last 12 months, of which 804 offences were recorded in March.

14 individuals have been a victim of 10 or more offences in the last 12 months. This represents 178 offences, of which 29 offences were recorded in March.

### Repeat Victimisation forum

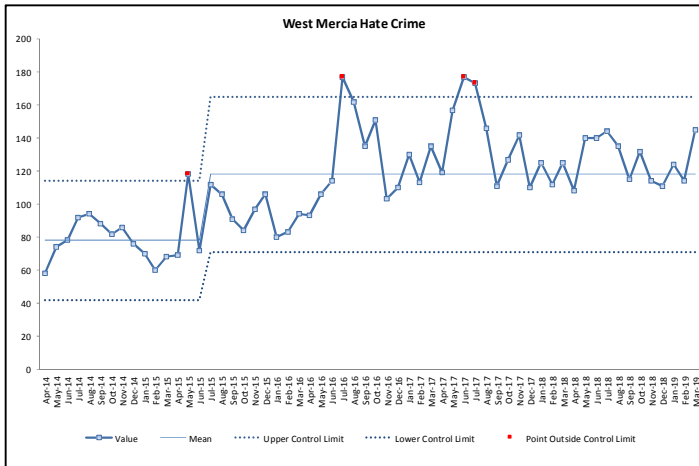
ASI have worked with the VMU team to develop a weekly repeat victim report. This has been very well received as it allows local SNT teams to undertake more focussed activity around these vulnerable individuals.

# Protecting People from Harm

## Hate Crime

**Signs of Improvement would be:**

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Jan-19	Feb-19	Mar-19
North Warwickshire	42	44	49
South Warwickshire	24	21	31
<b>Warwickshire</b>	<b>66</b>	<b>65</b>	<b>80</b>

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.

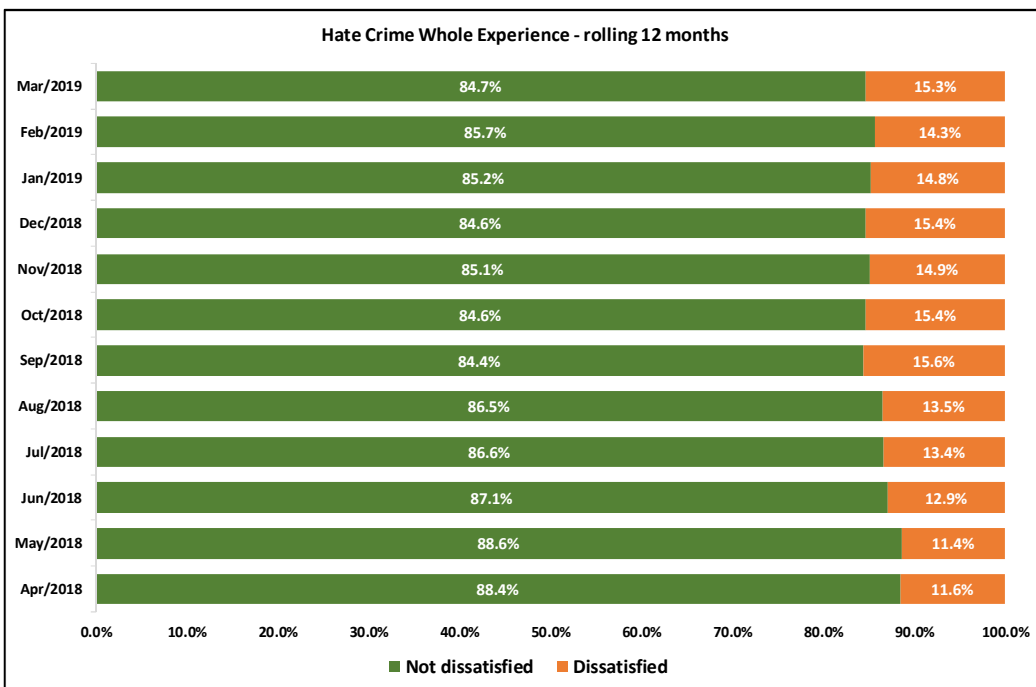
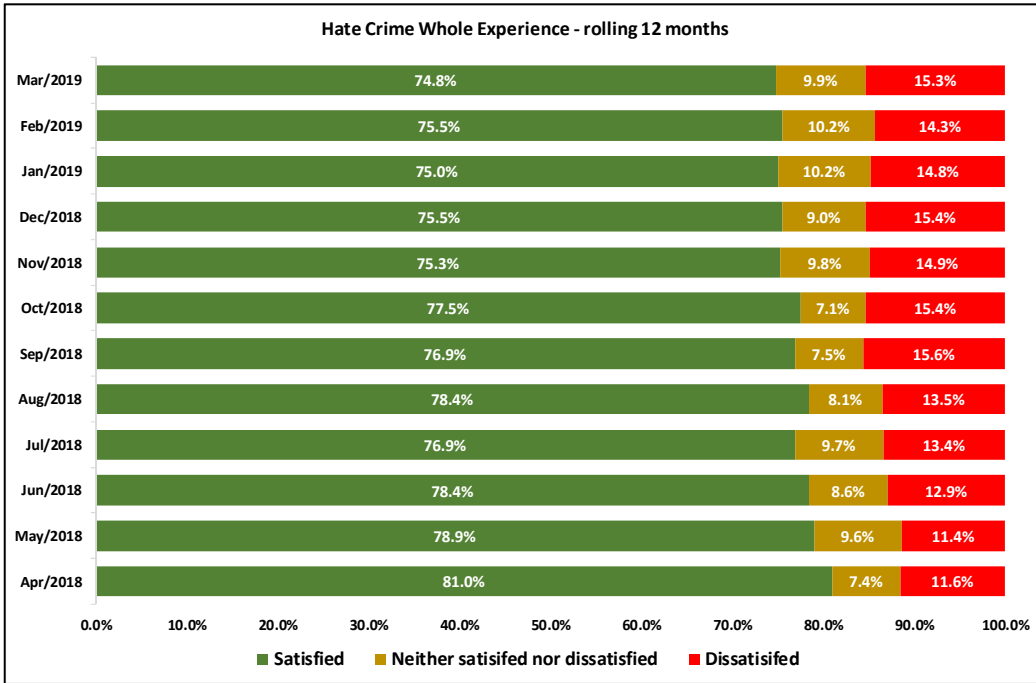
80 offences/ incidents were recorded in March. This is an increase compared to February (65) and above the monthly average (70). Increased volumes were seen across both policing areas in March but volumes remain within the expected range.

As with the previous month, 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.



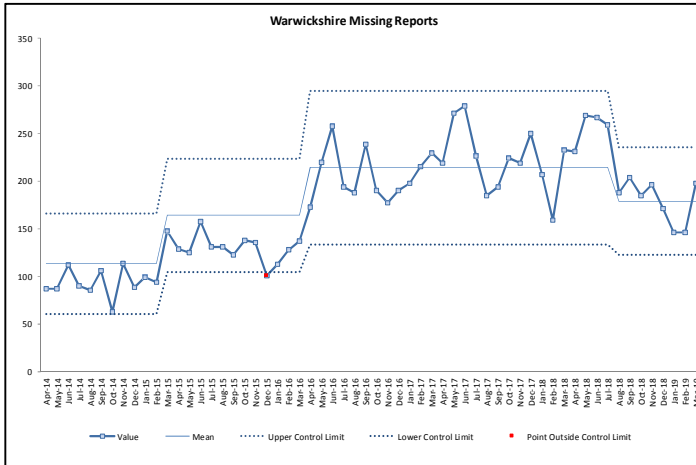
Across Warwickshire, overall satisfaction remained stable in March (75%) compared with the previous month (76%), but reduced slightly compared with the previous quarter.

# Missing Persons

## Signs of Improvement would be:

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

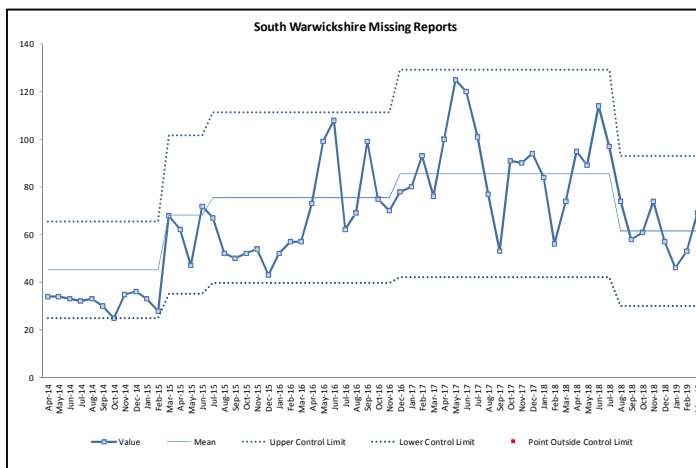
The figures presented in this section relate to data recorded on the force missing persons system (COMPACT).



	Jan-19	Feb-19	Mar-19
North Warwickshire	100	93	129
South Warwickshire	46	53	69
<b>Warwickshire</b>	<b>146</b>	<b>146</b>	<b>198</b>

198 missing person reports were recorded in March. This is an increase compared with February (146) and slightly above the new monthly average (179).

Volumes have remained below the monthly average for 8 consecutive months and therefore the monthly average has now decreased from 214 to 179 reports per month. A change in the monthly average was reflected in South Warwickshire.



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

The monthly average has now decreased from 86 to 62 reports per month.

Volumes follow the expected seasonal trend with lower volumes during winter months and increased volumes in the spring/summer months.

Increased volumes have been seen across both policing areas in March.

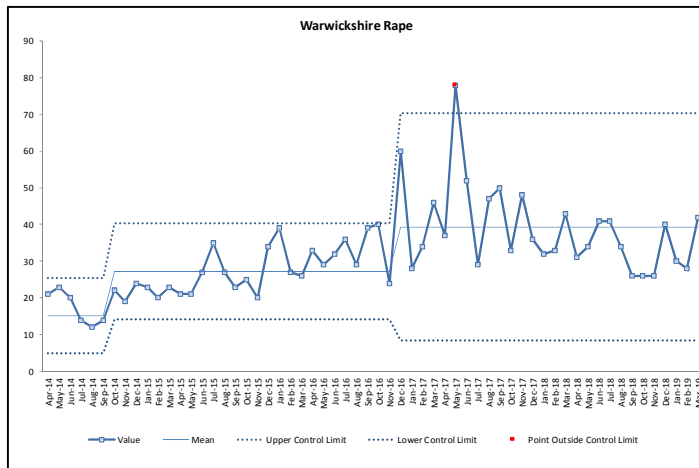
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing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

# Sexual Offences

## Signs of Improvement would be:

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

## Rape



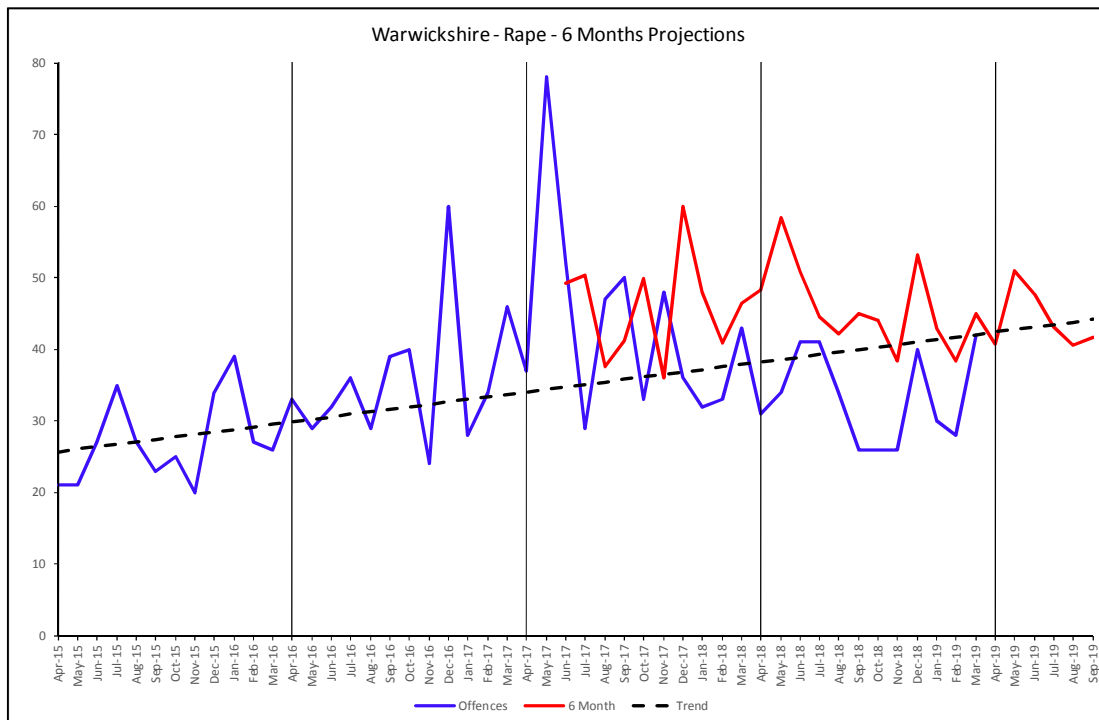
	Jan-19	Feb-19	Mar-19
North Warwickshire	19	16	23
South Warwickshire	11	12	19
Warwickshire	30	28	42

Peer Comparison	
Offence Volume	Below Group Avg
Relative Position	No change

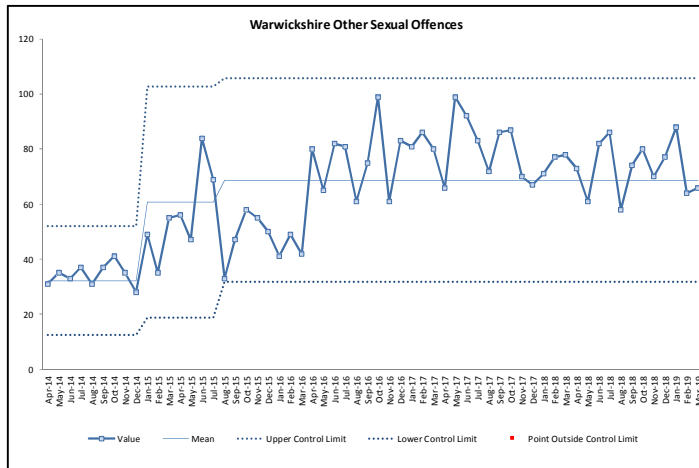
42 rape offences were reported to the police in March. This is an increase compared to February (28) and slightly above the monthly average (39). 64% (27) of offences reported were 'Non -recent' (recorded 28 days after the offence) – this is a 19% (15) increase on February and is driven by an increase in the reporting of rape of a female over 16 offences (12).

Volumes for both policing areas remain within the expected range.

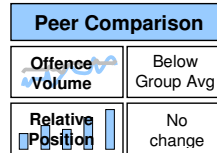
The following chart provides a medium (6 month) projection for rape offences. At force level, the recorded volumes are lower than anticipated and but projected to increase in the next few months.



## Other Sexual Offences



	Jan-19	Feb-19	Mar-19
North Warwickshire	60	42	43
South Warwickshire	28	22	23
<b>Warwickshire</b>	<b>88</b>	<b>64</b>	<b>66</b>

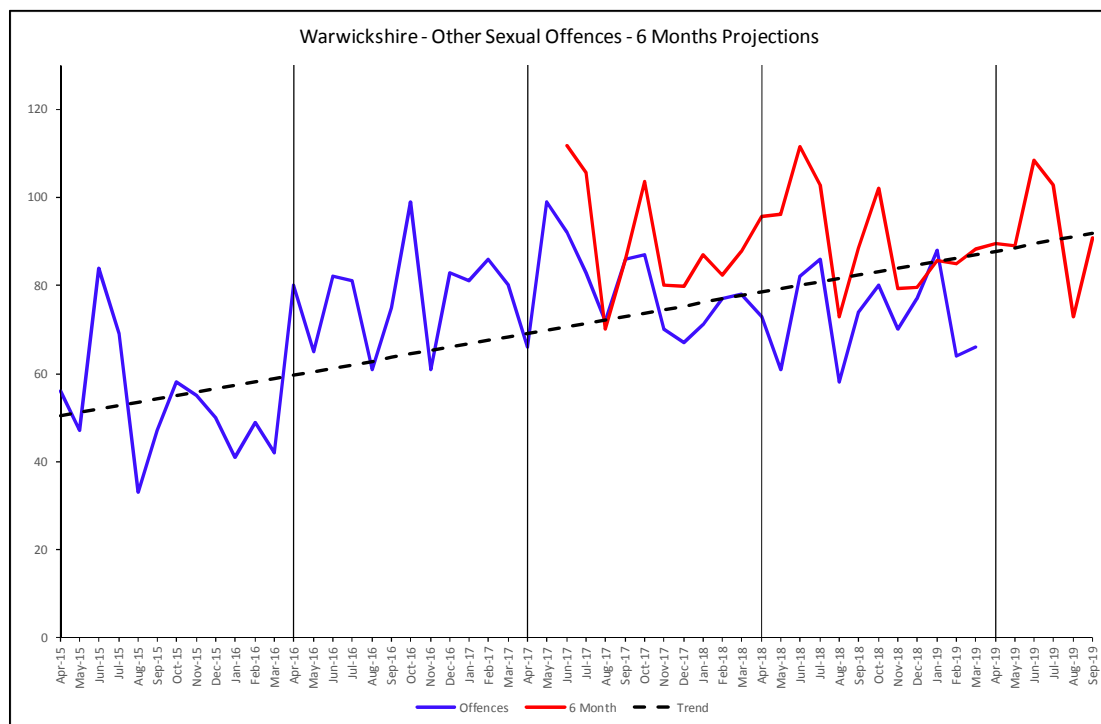


The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

66 other sexual offences were reported to the police in March. This was comparable to February (64) but below the monthly average (69). Volumes remain within the expected range.

70% (46) of offences reported were 'recent' (recorded within 28 days of the offence) – this is a 28% (10) increase on February.

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.

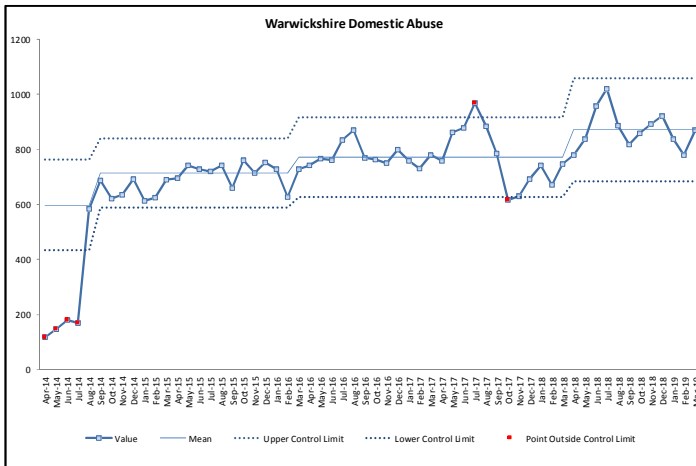


# Domestic Abuse

**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. **Following significant improvement in the timeliness of quality assurance processes and the application of keywords, we are now reporting on the latest month’s performance.** We will continue to monitor this situation, to ensure we are reporting on the most accurate information.



	Jan-19	Feb-19	Mar-19
North Warwickshire	535	494	512
South Warwickshire	303	287	357
<b>Warwickshire</b>	<b>838</b>	<b>781</b>	<b>869</b>

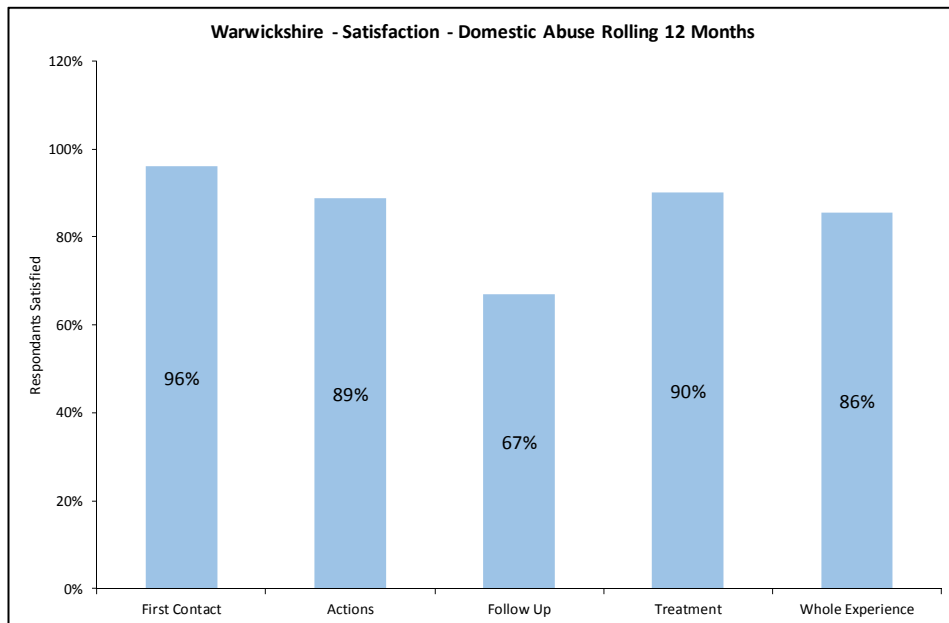
869 domestic abuse offences & crimed incidents were recorded in March. This is an increase compared to the previous month (781) and in line with the monthly average (872).

Volume increases were seen across both policing areas in March. This was driven by an uplift of 24% (84) of violence with injury offences.

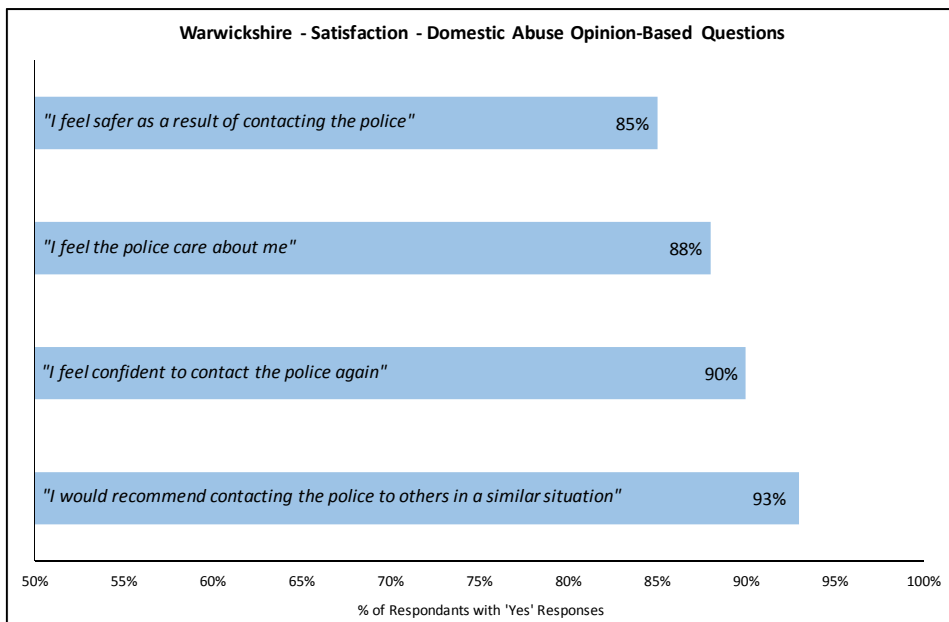
## Domestic Abuse Satisfaction

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.



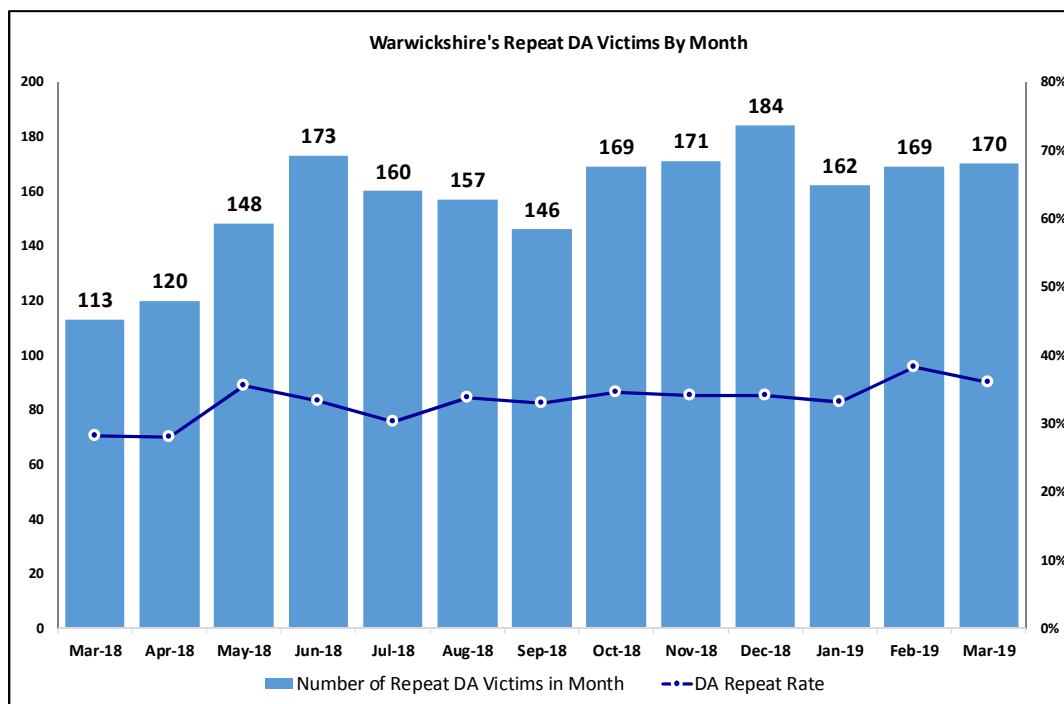
	Jan-19	Feb-19	Mar-19
First Contact	95%	95%	96%
Actions	89%	88%	89%
Follow Up	69%	67%	67%
Treatment	90%	90%	90%
Whole Experience	86%	85%	86%



	Jan-19	Feb-19	Mar-19
"I feel safer as a result of contacting the police"	85%	85%	85%
"I feel the police care about me"	87%	88%	88%
"I feel confident to contact the police again"	89%	90%	90%
"I would recommend contacting the police to others in a similar situation"	93%	93%	93%

### Domestic Abuse Repeat Victimization

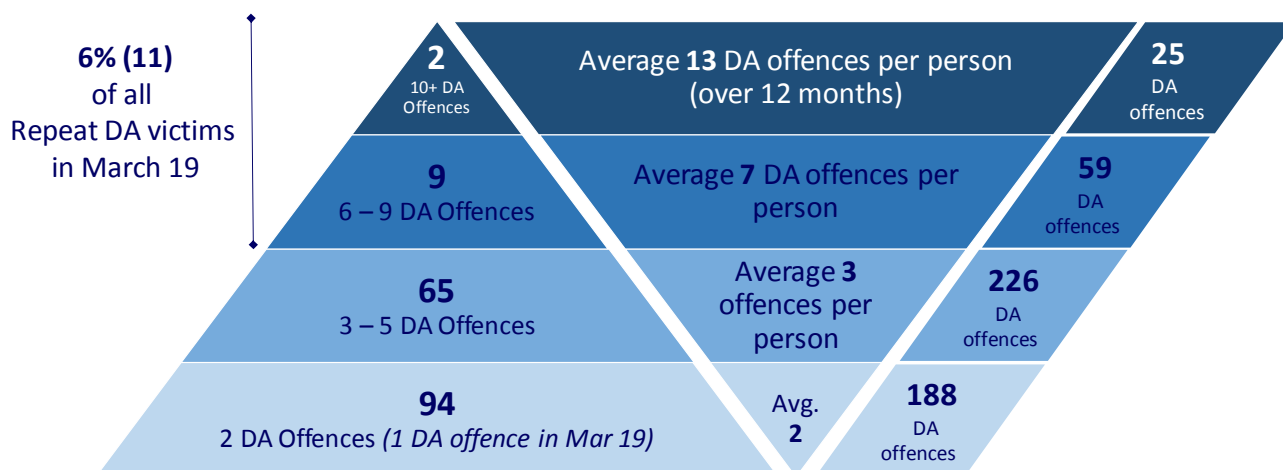
As noted in the earlier Repeat Victimization section, the data presented in this section will relate to the March's repeat victims.



In March, 36% (170) of all DA victims (472) were repeat DA victims (subject to at least one further DA offence in the last 12 months). The number of repeat DA victims has remained comparable with the previous month (169). However, the rate of repeat DA victims has decreased from 38% to 36%.

23 (14%) of March's repeat DA victims were also a repeat DA victim in February, with 2 individuals (1%) being a repeat DA victim in each of the last 3 months – January, February and March. 10 (6%) of March's repeat victims were also a repeat victim in January but were dormant in February.

### Breakdown of Repeat DA Victims in March by Number of DA Offences



March's repeat DA victim cohort amounts to 498 DA offences recorded in the last 12 months, of which 232 DA offences were recorded in March.

2 individuals have been a victim of 10+ DA offences in the last 12 months. They represent 25 DA offences, of which 4 offences were recorded in March.

### Outcome Rate – Short term trends

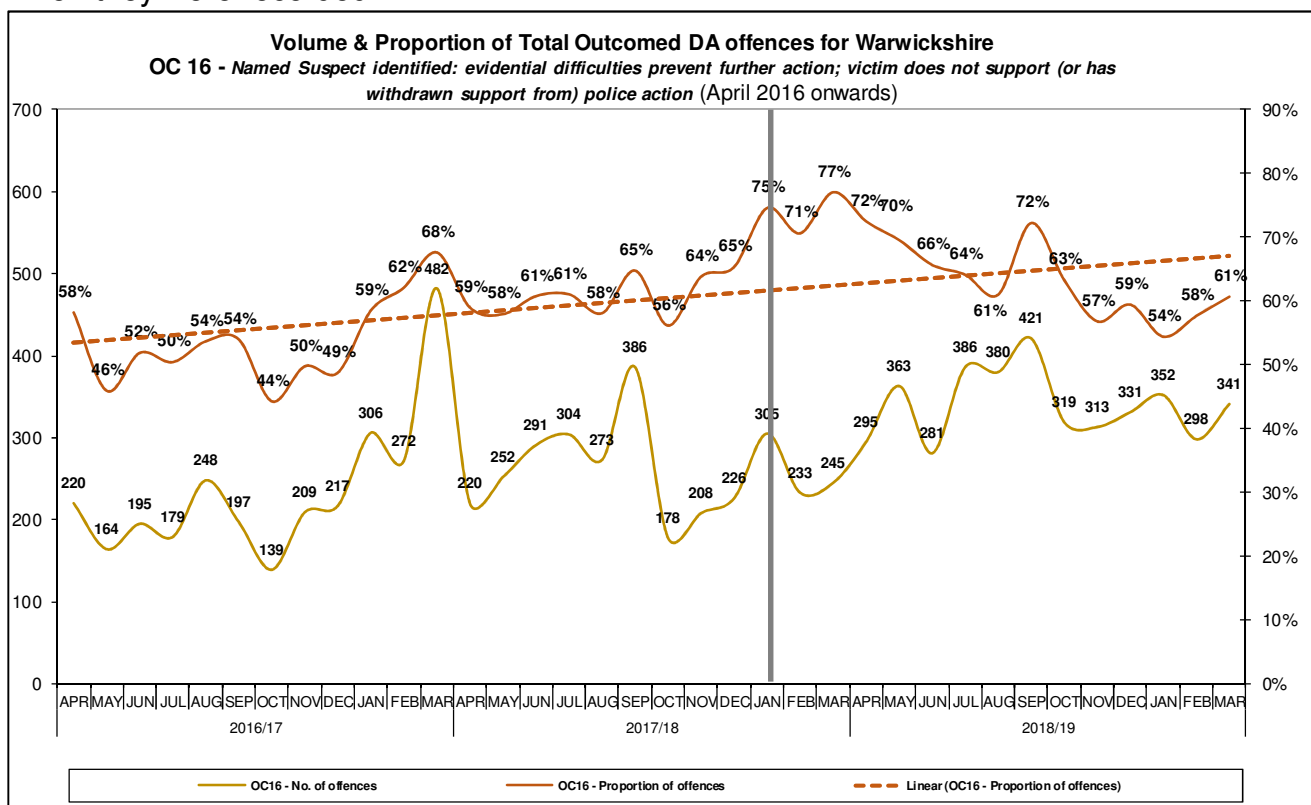
The following chart shows the pattern of outcomes for domestic abuse offences for the last 4 sets of rolling 3 months. The proportions relate to those offences recorded and outcomed in each three month period.

		Outcomed Volumes and Outcome Rate (%)							
		Oct 18 - Dec 18		Nov 18 - Jan 19		Dec 18 - Feb 19		Jan 19 - Mar 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	146	8.1%	156	8.7%	158	9.2%	121	7.4%
No Action Taken	OC5,9,10,11,12,13,15,16,17	879	48.8%	943	52.6%	910	53.0%	883	53.8%
Investigation complete - no suspect identified	OC14,18	49	2.7%	50	2.8%	42	2.4%	40	2.4%
Other*	OC20, 21	33	1.8%	44	2.5%	34	2.0%	27	1.6%
<b>Total Recorded and Outcomed</b>		<b>1,107</b>	<b>61.4%</b>	<b>1,193</b>	<b>66.5%</b>	<b>1,144</b>	<b>66.7%</b>	<b>1,071</b>	<b>65.2%</b>
<b>Total Recorded</b>		<b>1,802</b>		<b>1,793</b>		<b>1,716</b>		<b>1,642</b>	

- Across Warwickshire, 65% (1,071) of DA offences recorded in Jan 19 – Mar 19 were assigned an outcome within the same 3 month period. This is a slight decrease in volume and outcome rate compared to Dec 18 – Feb 19 (1,144, 67%).
- 7% (121) of DA offences recorded in Jan 19 – Mar 19 were assigned an ‘action taken’ outcome within the same 3 month period. This is a lower volume and ‘action taken’ outcome rate compared to Dec 18 – Feb 19 (158, 9%).

### Outcome 16 – Monthly outcome trends

The following chart shows the volume and proportion of monthly DA offences assigned an ‘Outcome code 16: Named suspect identified: Evidential difficulties prevent further action; victim does not support (or has withdrawn support from) police action’ classification regardless of when they were recorded





- From April 16 (220, 58%), an upward trend in both the number and proportion of DA offences resulting in Outcome 16 has been seen which peaks at 77% (245) in March 2018.
- Since March 18, the proportion of 'Outcome 16' DA offences has been on a downward trend and has decreased by 19 percentage points from 77% to 61% in March 19, despite outcomed DA offences monthly volumes remaining high.
- 341 DA offences resulted Outcome 16 across Warwickshire in March 19. This is an increase on the previous month (298) and the proportion of offences resulting in Outcome 16 has increased by 2 percentage points from 58% to 61%.

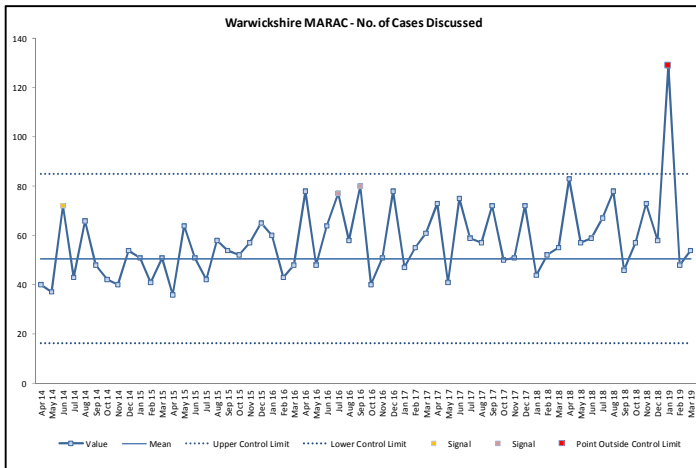
## Domestic Violence Protection Notices (DVPNs)

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.

	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Warwickshire	5	5	6	8	4	7	0	3	10	5	3	8	19

## MARAC (Multi Agency Risk Assessment Conference)

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



54 cases were discussed at Warwickshire MARACs in March (20 repeat cases). This is an increase compared to February (48) and above the monthly average (51).

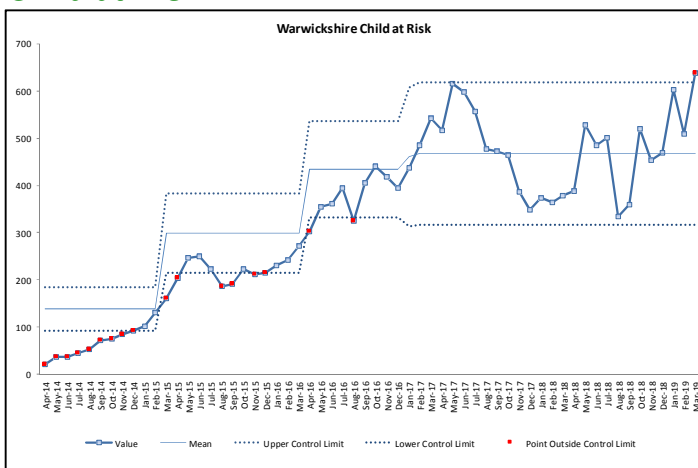
## Child at Risk / Child Sexual Exploitation

### 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.

### Child at Risk

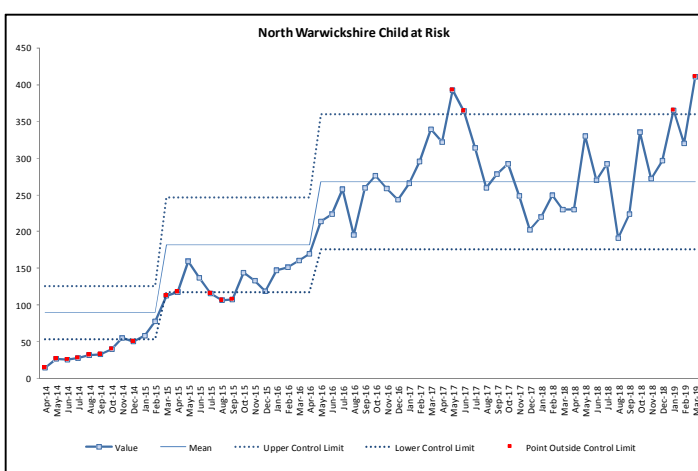


	Jan-19	Feb-19	Mar-19
North Warwickshire	365	320	411
South Warwickshire	238	189	227
Warwickshire	603	509	638

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

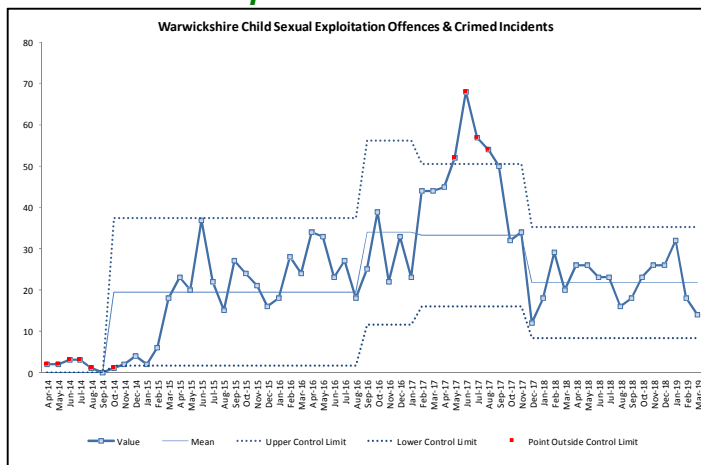
638 'child at risk' keywords were applied to offences/incidents in March. This is an increase compared to the March (509) and significantly above the monthly average (468). Increased volumes were seen across both policing areas in March. This increase in reporting is likely to be influenced by an increased focus on the correct application of keywords by staff in the crime bureau which was instigated in March.

Exceptional volumes were seen in North Warwickshire in March.



411 offences were recorded across North Warwickshire in March; an increase compared to February (320) and significantly above the monthly average (268).

## Child Sexual Exploitation



	Jan-19	Feb-19	Mar-19
North Warwickshire	22	10	11
South Warwickshire	10	8	3
<b>Warwickshire</b>	<b>32</b>	<b>18</b>	<b>14</b>

‘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.

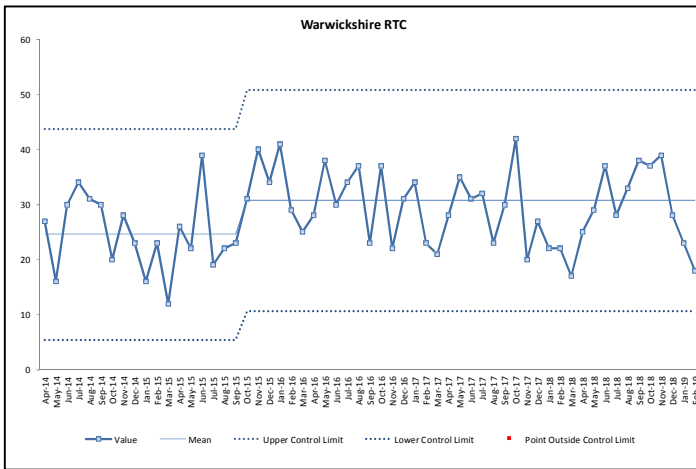
14 CSE offences/ incidents were recorded in March, a decrease compared to February (18) and below the monthly average (22).

Reduced volumes were seen across North Warwickshire in March, however volumes remained within the expected range across both policing areas.

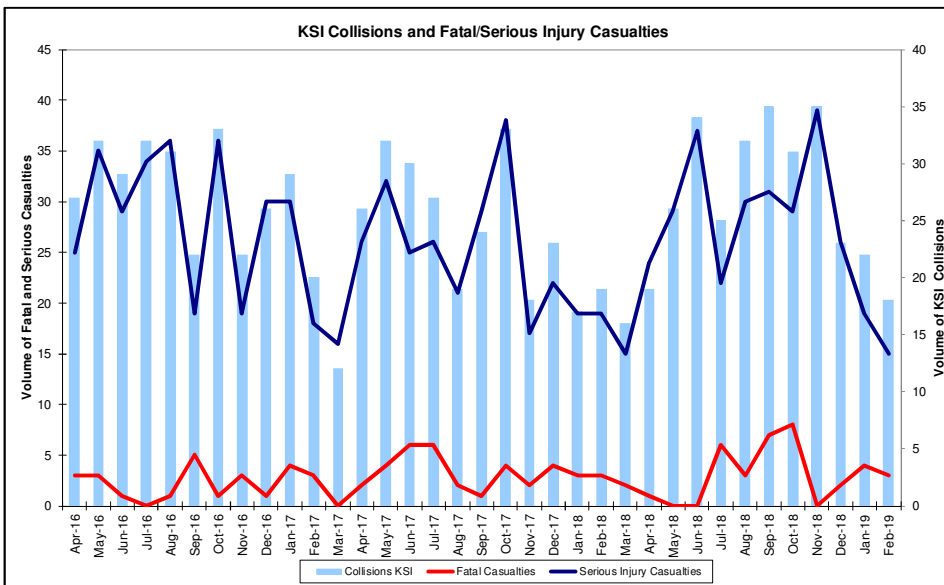
# Road Traffic Casualties

## Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



	Jan-19	Feb-19	Mar-19
North Warwickshire	14	18	12
South Warwickshire	14	5	6
Warwickshire	28	23	18



In February<sup>2</sup> there were 2 road deaths – 1 car passenger and 1 cyclist.

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

In February half (50%) of all fatal and serious injury casualties were car drivers or passengers; 33% were motorcyclists and 17% were cyclists.

Speed enforcement operates through fixed and mobile enforcement cameras at 81 sites across Warwickshire and 58,141 offences have been recorded from April to February 2018.

<sup>2</sup> At the time of publication data regarding serious injury casualties in February 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.

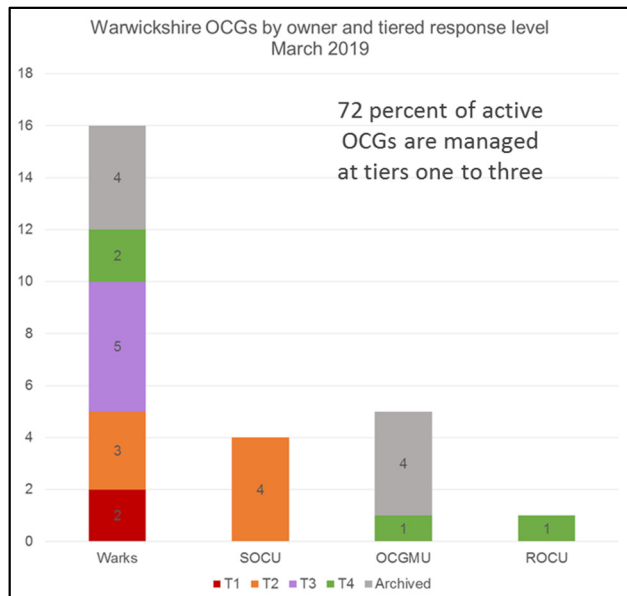
## Serious Organised Crime

### Signs of Improvement would be:

- ❖ Improved reporting of disruption activity against Organised Crime Groups

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 March 2019, there were 18 active and a further 8 archived OCGs across Warwickshire.



### Disruptions Jan – March 2019

#### Disruption Type

- 0 Major
- 1 Moderate
- 6 Minor

#### Judicial Outcomes



5 arrests



1 charges

2 convictions

#### Recoveries / Seizures



0kg Cannabis

0.5kg Heroin

0.5kg other Class A drug



0 guns seized

#### Safeguarding



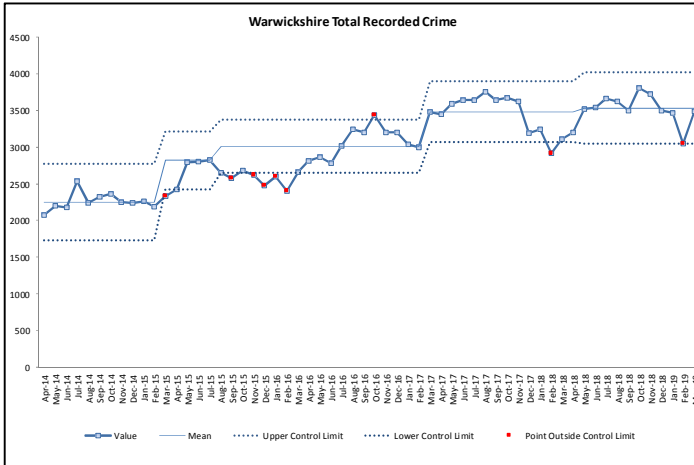
3 adults safeguarded

# Preventing & Reducing Crime

## Total Recorded Crime

### Signs of Improvement would be:

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



	Jan-19	Feb-19	Mar-19
North Warwickshire	2081	1827	2033
South Warwickshire	1383	1221	1455
<b>Warwickshire</b>	<b>3464</b>	<b>3048</b>	<b>3488</b>

**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: Improved ranking

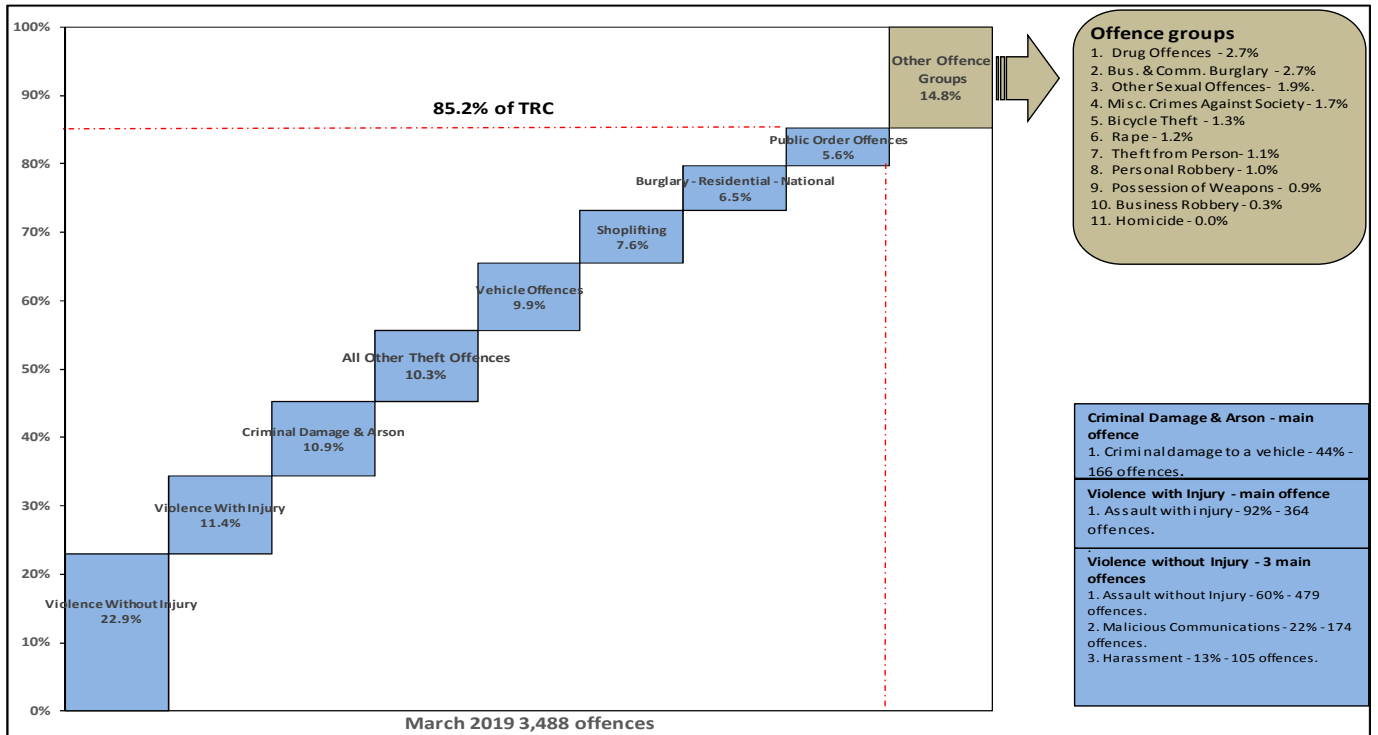
3,488 offences were recorded across Warwickshire in March. This was an increase compared to February (3,048) but below the monthly average (3,533).

A month on month increase in recorded crime is expected in March, due to reduced volumes in February – this will be reflected in many of the other crime types where monthly increases reflect the fact February is a shorter month. Going forward, we would expect to see a seasonal increase in the spring / summer.

It is also worth noting when comparing with March 2018 that in 2018 there was significant snowfall which meant significantly lower recorded crime during this period, compared to the usual observed seasonal trend.

Increased volumes were seen across both policing areas, however volumes remain within the expected range.

## Breakdown of Total Recorded Crime by proportion for March





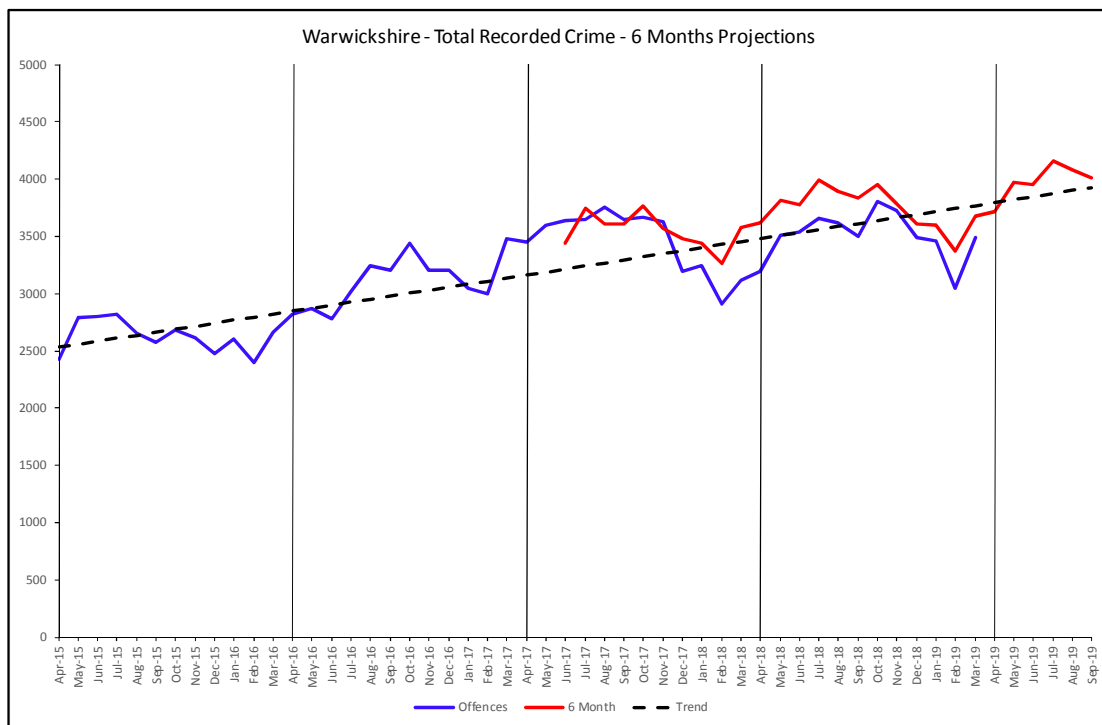
The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing 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

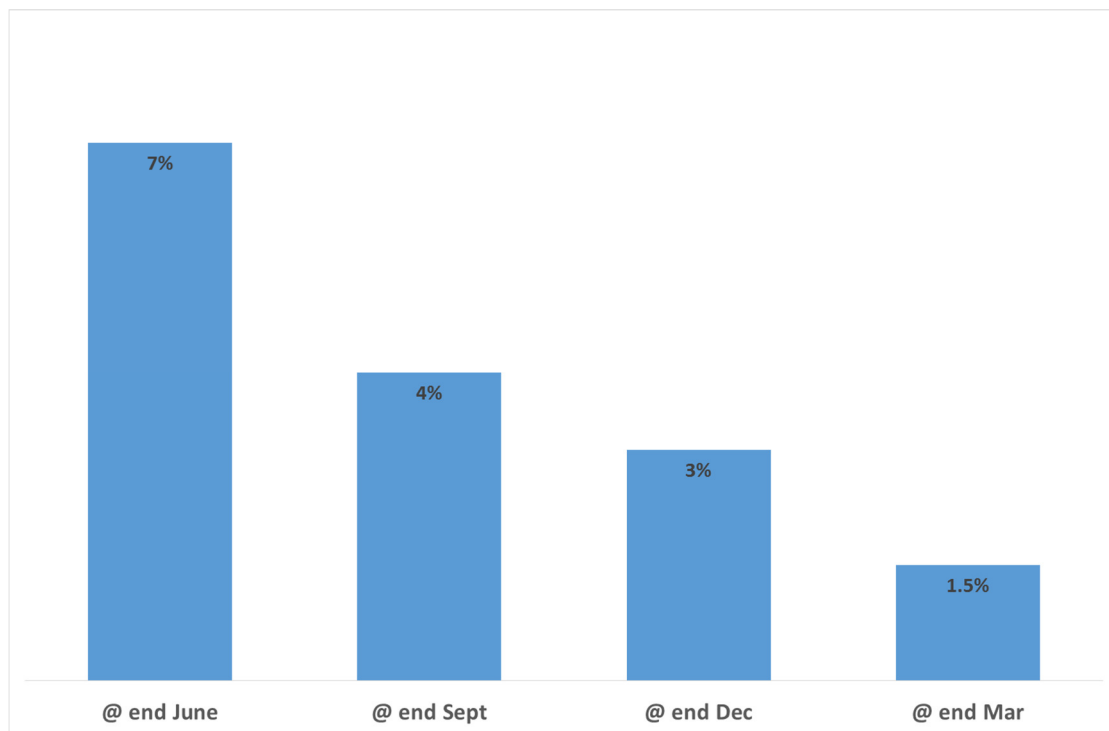
	Warwickshire				North Warks District				Nuntn & Bedwt District				Rugby District				Stratford District				Warwick District			
	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop	Last Month	12 Month Average	%Total Crime	Per 1,000 Pop
Violence With Injury	398	382	11.1%	0.71	32	43	8.0%	0.51	145	125	15.0%	1.14	75	75	11.1%	0.72	44	52	7.0%	0.36	102	87	12.0%	0.73
Violence Without Injury	800	734	23.0%	1.44	85	74	22.2%	1.34	223	225	23.0%	1.76	155	146	22.2%	1.49	138	117	23.0%	1.13	199	172	23.0%	1.42
Rape	42	33	1.0%	0.08	3	3	1.0%	0.05	10	9	1.0%	0.08	10	7	1.0%	0.10	9	5	2.0%	0.07	10	9	1.0%	0.07
Other Sexual Offences	66	73	2.0%	0.12	11	10	3.0%	0.17	19	19	2.0%	0.15	13	14	2.0%	0.13	9	14	2.0%	0.07	14	17	2.0%	0.10
Business Robbery	11	5	0.0%	0.02	1	1	0.0%	0.02	3	1	0.0%	0.02	5	1	1.0%	0.05	1	1	0.0%	0.01	1	1	0.0%	0.01
Personal Robbery	36	33	1.0%	0.06	2	4	1.0%	0.03	17	12	2.0%	0.13	6	5	1.0%	0.06	3	4	1.0%	0.02	8	8	1.0%	0.06
Vehicle Offences	345	413	10.0%	0.62	61	63	16.0%	0.96	96	113	10.0%	0.76	53	63	8.0%	0.51	51	72	9.0%	0.42	84	103	10.0%	0.60
Theft from Person	39	37	1.0%	0.07	2	2	1.0%	0.03	13	12	1.0%	0.10	7	6	1.0%	0.07	4	6	1.0%	0.03	13	12	2.0%	0.09
Bicycle Theft	45	58	1.0%	0.08	1	2	0.0%	0.02	17	15	2.0%	0.13	5	15	1.0%	0.05	6	8	1.0%	0.05	16	18	2.0%	0.11
Shoplifting	265	274	8.0%	0.48	13	15	3.0%	0.21	66	76	7.0%	0.52	79	57	11.0%	0.76	38	37	6.0%	0.31	69	88	8.0%	0.49
All Other Theft Offences	361	376	10.0%	0.65	48	52	13.0%	0.76	67	76	7.0%	0.53	74	65	11.0%	0.71	101	99	17.0%	0.83	71	84	8.0%	0.51
Criminal Damage & Arson	381	389	11.0%	0.68	35	39	9.0%	0.55	108	111	11.0%	0.85	83	76	12.0%	0.80	44	58	7.0%	0.36	111	104	13.0%	0.79
Other Crimes Against Society	378	356	11.0%	0.68	37	34	10.0%	0.59	114	111	12.0%	0.90	75	74	11.0%	0.72	61	54	10.0%	0.50	91	83	11.0%	0.65
Burglary – Business & Comm	178	167	5.0%	0.32	30	30	8.0%	0.47	28	36	3.0%	0.22	28	27	4.0%	0.27	61	45	10.0%	0.50	31	29	4.0%	0.22
Burglary - Residential (dwellin	143	172	4.0%	0.26	20	22	5.0%	0.32	36	39	4.0%	0.28	22	27	3.0%	0.21	26	39	4.0%	0.21	39	45	5.0%	0.28
<b>Total Recorded Crime</b>	<b>3488</b>	<b>3505</b>		<b>6.26</b>	<b>381</b>	<b>395</b>		<b>6.03</b>	<b>962</b>	<b>982</b>		<b>7.57</b>	<b>690</b>	<b>658</b>		<b>6.65</b>	<b>596</b>	<b>611</b>		<b>4.87</b>	<b>859</b>	<b>860</b>		<b>6.12</b>

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 few months indicates an increase in recorded volumes.



The following table shows the year end position compared to 2017/18. At year end, the force saw a 1.5% increase in total recorded crime. This was a notable improvement from year end projections earlier in the year.



	2017/18	2018/19	% Change	Volume change
<b>Total Recorded Crime</b>	<b>41599</b>	<b>42242</b>	<b>1.5%</b>	<b>643</b>
<b>Violence With Injury</b>	4439	4618	4.0%	179
<b>Violence Without Injury</b>	7535	8863	<b>17.6%</b>	1328
<b>Rape</b>	521	404	-22.5%	-117
<b>Other Sexual Offences</b>	949	891	-6.1%	-58
<b>Business Robbery</b>	78	62	<b>-20.5%</b>	-16
<b>Personal Robbery</b>	336	404	<b>20.2%</b>	68
<b>Burglary - Residential (dwelling only)</b>	2206	2071	-6.1%	-135
<b>Burglary – Business &amp; Community (incl. Res. non-dwelling)</b>	2305	2014	-12.6%	-291
<b>Vehicle Offences</b>	4904	4970	1.3%	66
<b>Theft from Person</b>	436	450	3.2%	14
<b>Bicycle Theft</b>	958	702	-26.7%	-256
<b>Shoplifting</b>	3768	3294	-12.6%	-474
<b>All Other Theft Offences</b>	4468	4516	1.1%	48
<b>Criminal Damage &amp; Arson</b>	4623	4681	1.3%	58
<b>Drug Offences</b>	906	905	-0.1%	-1
<b>Possession of Weapons</b>	366	421	<b>15.0%</b>	55
<b>Public Order Offences</b>	2069	2302	11.3%	233
<b>Misc. Crimes Against Society</b>	732	674	-7.9%	-58

ASI will publish an annual summary report in the coming weeks.

## Crime Outcomes

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.

### Outcome Rate – Short term trends

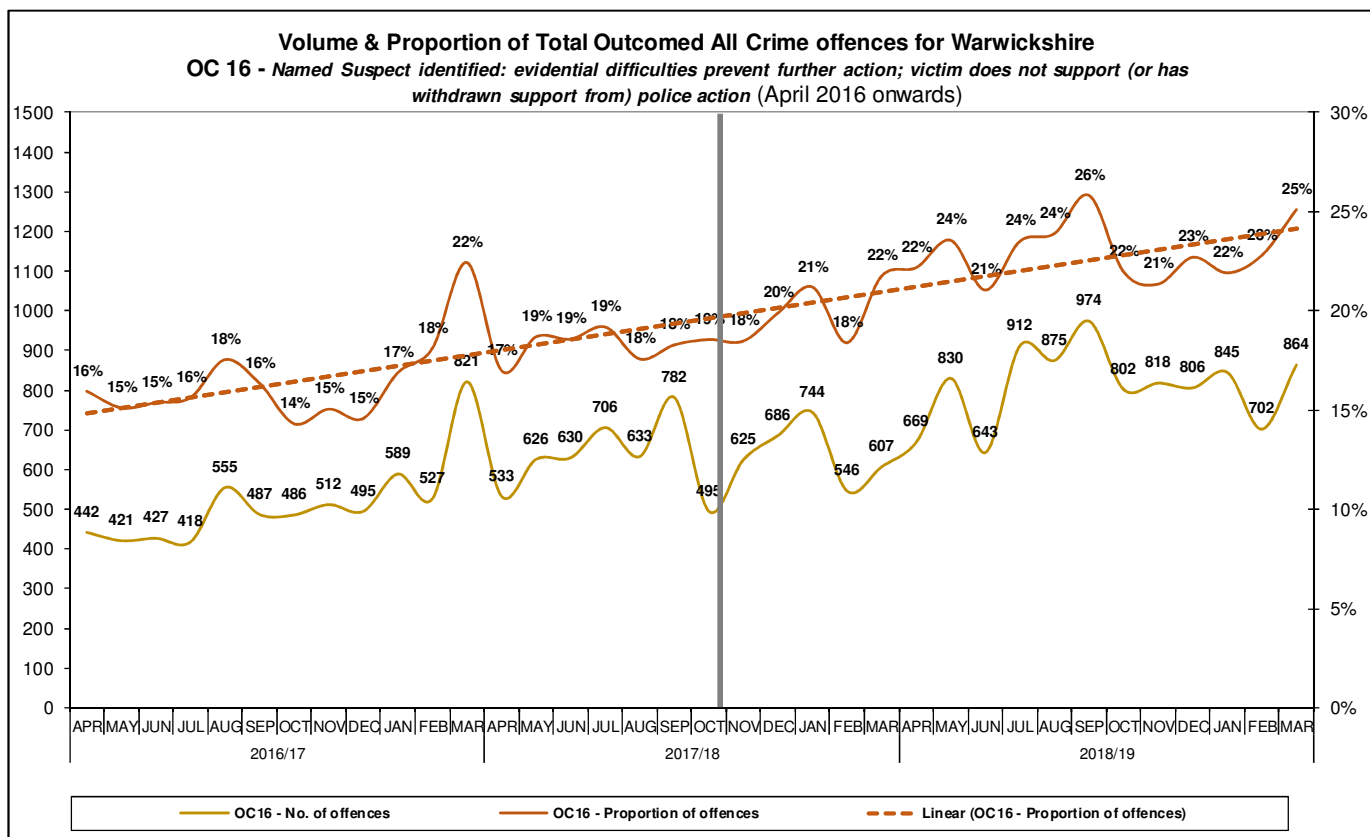
The data presented here is a rolling 3 month picture, showing outcome performance by outcome rates for total recorded crime. The proportions relate to those offences recorded and outcomed in each three month period.

		Outcomed Volumes and Outcome Rate (%)							
		Oct 18 - Dec 18		Nov 18 - Jan 19		Dec 18 - Feb 19		Jan 19 - Mar 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	560	5.1%	600	5.6%	572	5.7%	494	5.0%
No Action Taken	OC5,9,10,11,12,13,15,16,17	2,153	19.5%	2,223	20.8%	2,129	21.3%	2,132	21.4%
Investigation complete - no suspect identified	OC14,18	4,717	42.8%	4,641	43.4%	4,197	42.0%	4,214	42.2%
Other*	OC20,21	267	2.4%	276	2.6%	272	2.7%	308	3.1%
<b>Total Recorded and Outcomed</b>		<b>7,697</b>	<b>69.8%</b>	<b>7,740</b>	<b>72.4%</b>	<b>7,170</b>	<b>71.7%</b>	<b>7,148</b>	<b>71.7%</b>
<b>Total Recorded</b>		<b>11,033</b>		<b>10,686</b>		<b>10,004</b>		<b>9,974</b>	

- Across Warwickshire, 72% (7,148) of offences recorded in Jan 19 – Mar 19 were assigned an outcome within the same 3 month period. This is a comparable rate to the two previous 3 month periods.
- 5% (494) of offences recorded in Jan 19 – Mar 19 were assigned an ‘action taken’ outcome within the same 3 month period, a lower volume and outcome rate compared to the three previous 3-month periods.

## Outcome 16 – Monthly outcome trends

The following chart shows the volume and proportion of total recorded offences outcomed per month by 'Outcome code 16' regardless of when they were recorded:

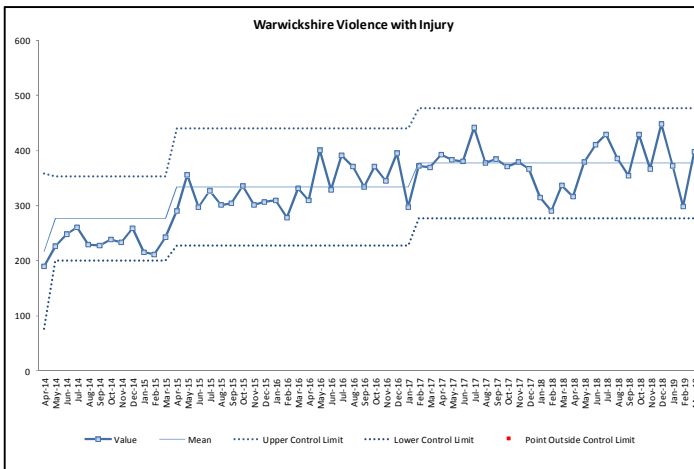


- Since April 16, there has been an upward trend in the number and proportion of total recorded offences resulting in Outcome 16.
- 864 total recorded offences resulted Outcome 16 across Warwickshire in March 19. This is a substantial increase on the previous month (704) although volumes have returned to levels previously seen prior to February 19.
- The proportion of offences resulting in Outcome 16 (25%) in March 19 has exceeded the previous 5 months ranging from 21% to 23%.

# Violence with Injury<sup>3</sup>

## Signs of Improvement would be:

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



	Jan-19	Feb-19	Mar-19
North Warwickshire	233	195	252
South Warwickshire	139	103	146
<b>Warwickshire</b>	<b>372</b>	<b>298</b>	<b>398</b>

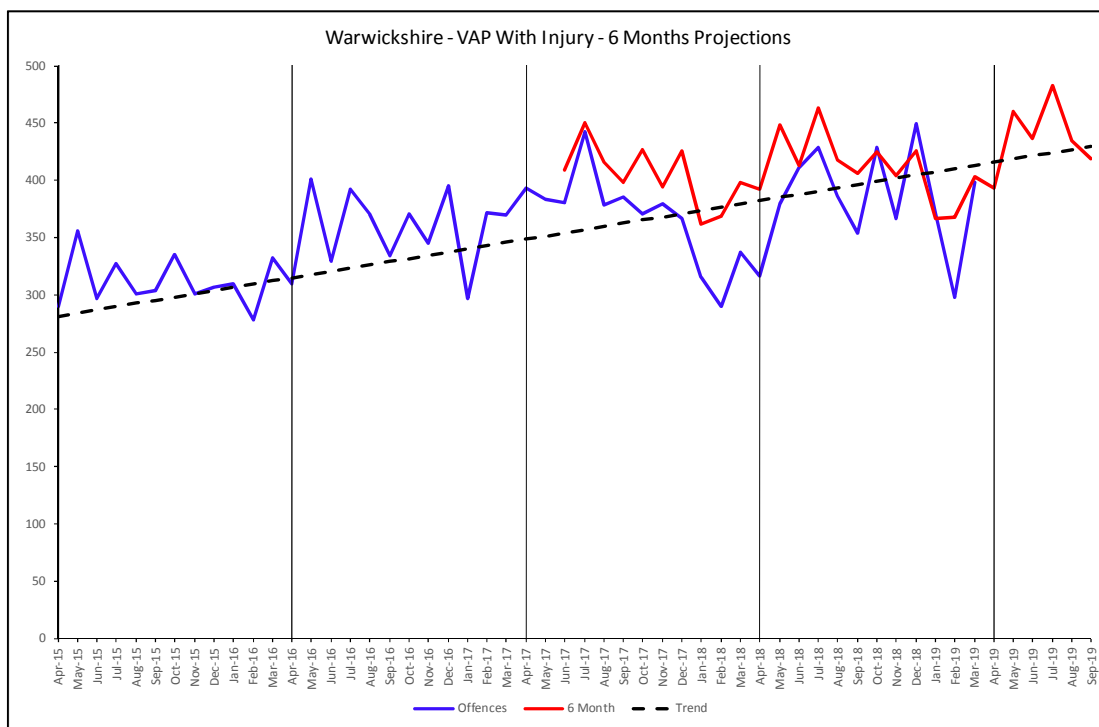
**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: Worsened ranking

398 violence with injury offences were recorded in March. This is an increase compared to February (298) and above the monthly average (377). Increased volumes were seen across both policing areas in March, however volumes remain within the expected range. This was driven by a 37% (87) increase in assault with injury offences.

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.

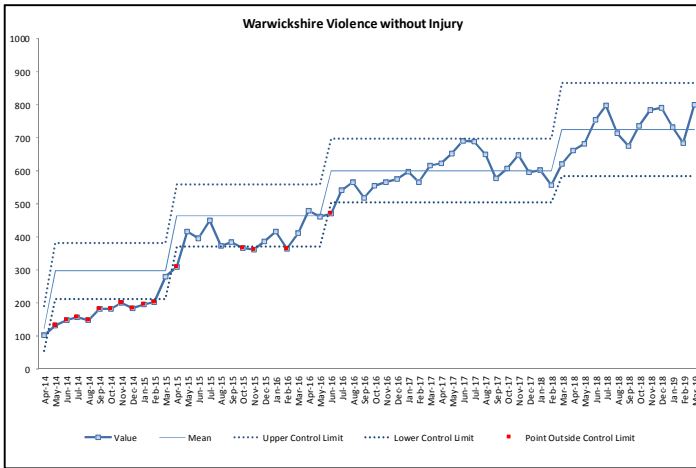


<sup>3</sup>Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

# Violence without Injury

## Signs of Improvement would be:

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



	Jan-19	Feb-19	Mar-19
North Warwickshire	454	422	463
South Warwickshire	278	263	337
<b>Warwickshire</b>	<b>732</b>	<b>685</b>	<b>800</b>

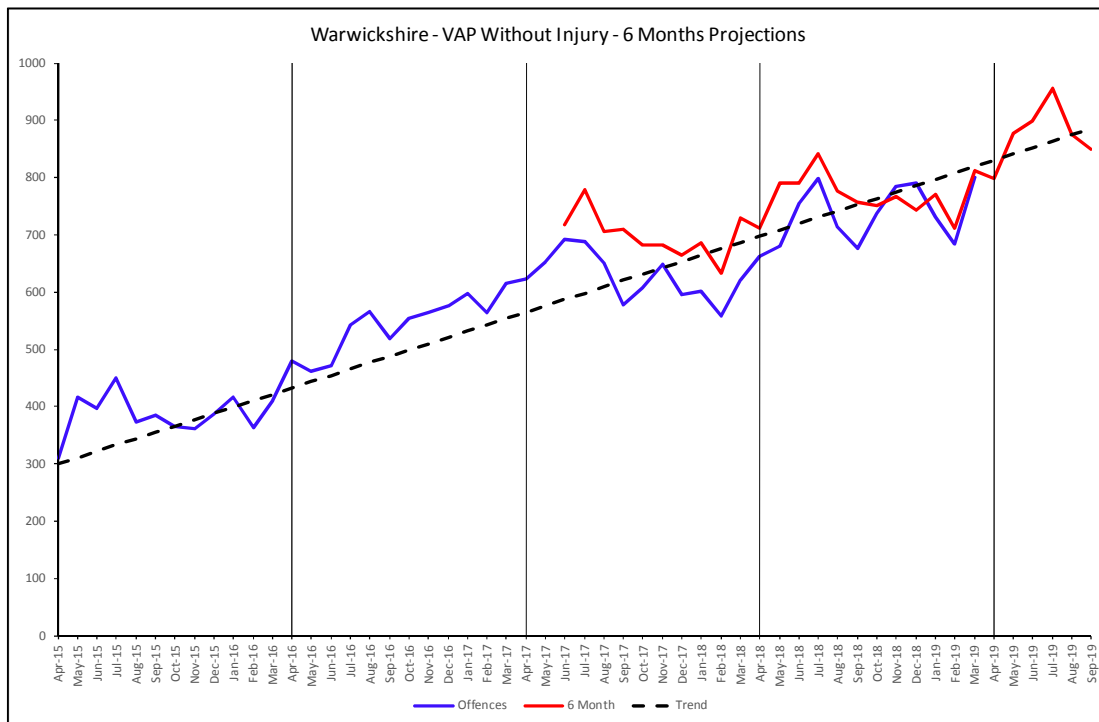
**Peer Comparison**

Offence Volume: Below Group Avg

Relative Position: Improved ranking

800 violence with injury offences were recorded in March. This is an increase compared to February (685) and above the monthly average (726). Increased volumes were seen across both policing areas in March. This was driven by a 21% (78) increase in common assault offences.

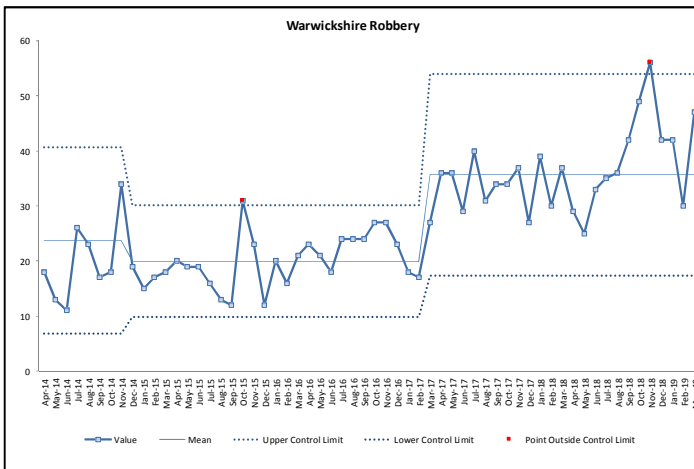
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates an increase in recorded offences over the next few months.



# Robbery

## Signs of Improvement would be:

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



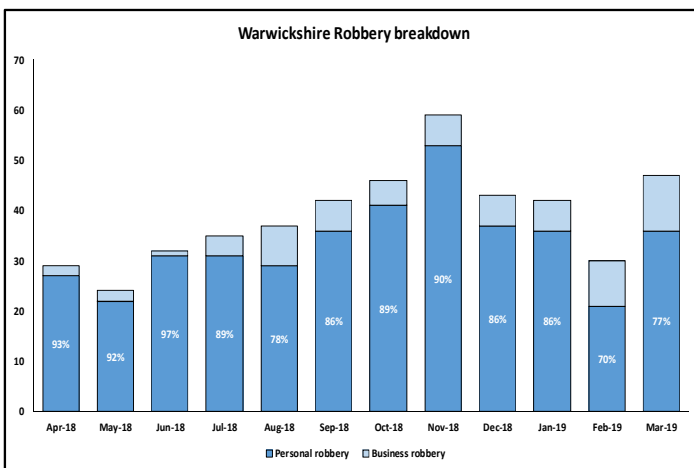
	Jan-19	Feb-19	Mar-19
North Warwickshire	30	19	34
South Warwickshire	12	11	13
<b>Warwickshire</b>	<b>42</b>	<b>30</b>	<b>47</b>

**Peer Comparison**

Offence Volume: Above Group Avg

Relative Position: Worsened ranking

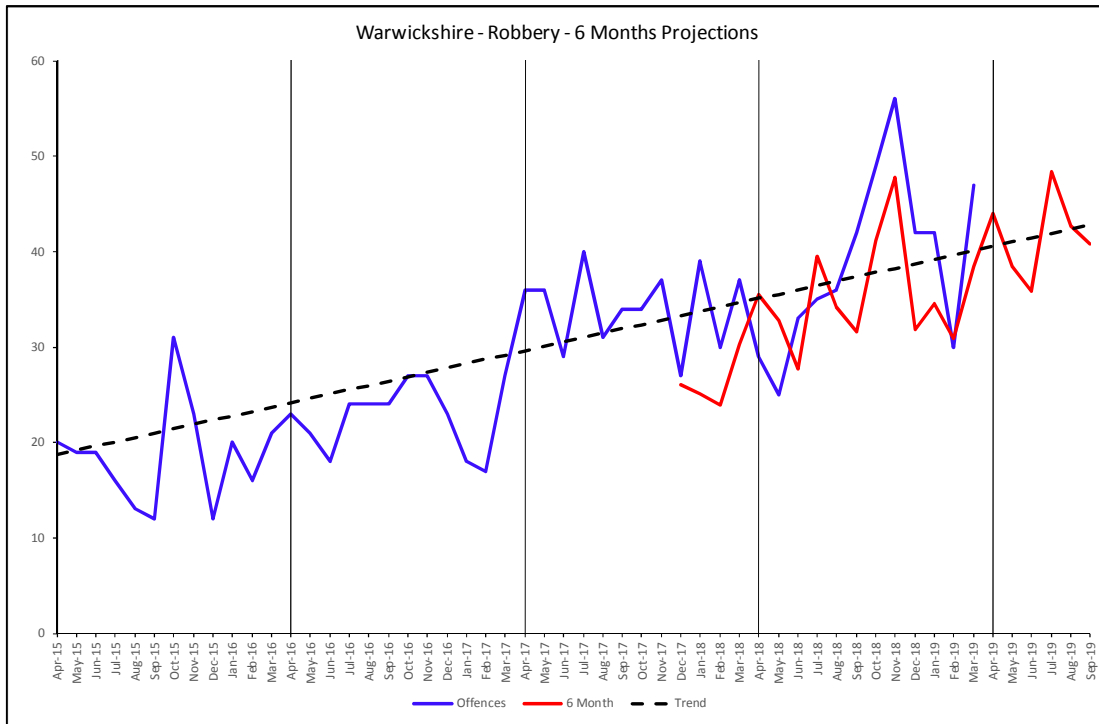
47 robbery offences were recorded in March. This is an increase compared to February (30) and above the monthly average (36). Increased volumes were recorded across both policing areas in March.



In March there was a higher than usual proportion of business robbery offences (23% - 11).



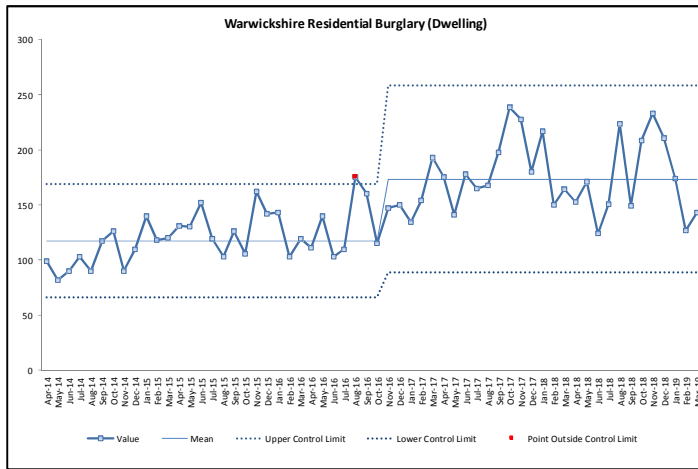
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to decrease in the next few months.



# Residential Burglary - Dwelling

## Signs of Improvement would be:

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

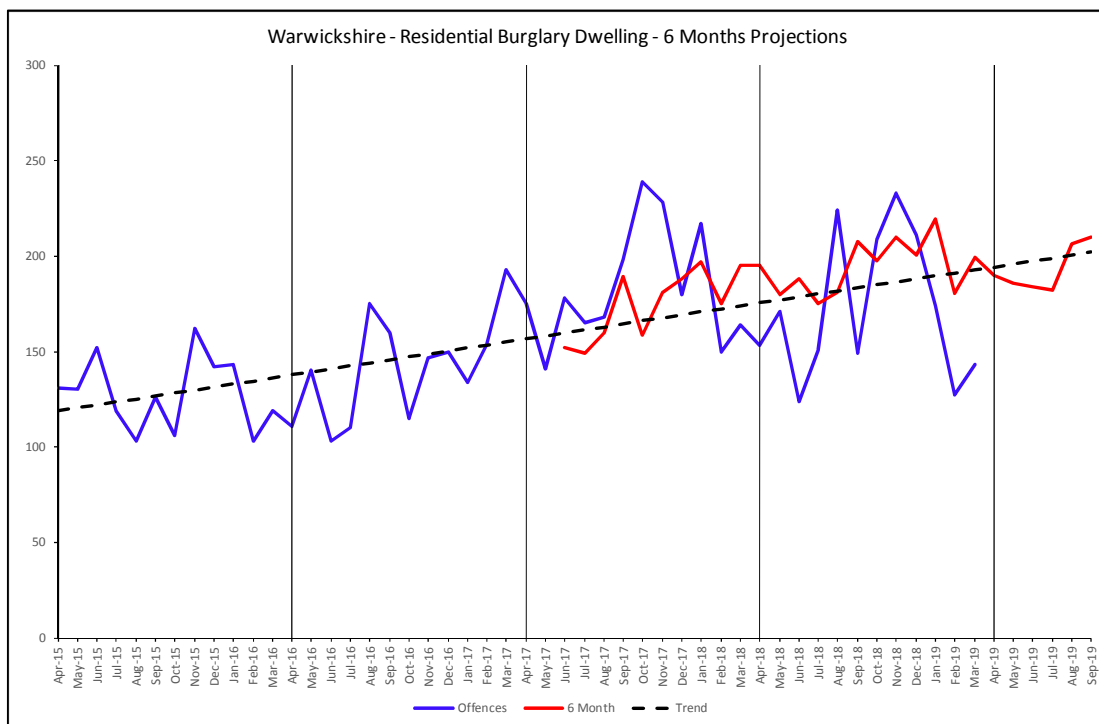


	Jan-19	Feb-19	Mar-19
North Warwickshire	98	86	78
South Warwickshire	76	41	65
<b>Warwickshire</b>	<b>174</b>	<b>127</b>	<b>143</b>

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.

143 residential burglary-dwelling offences were recorded in March. This is an increase compared to February (127) but below the monthly average (173). Increased volumes were recorded across both policing areas in March, however volumes remain within the expected range.

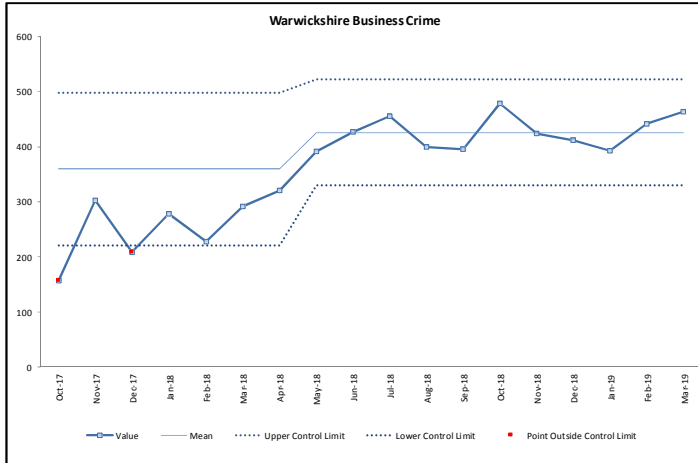
The following chart provides a medium (6 month) projection for residential burglary-dwelling offences. At force level, the recorded volumes are projected to remain steady in the next few months.



# 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.

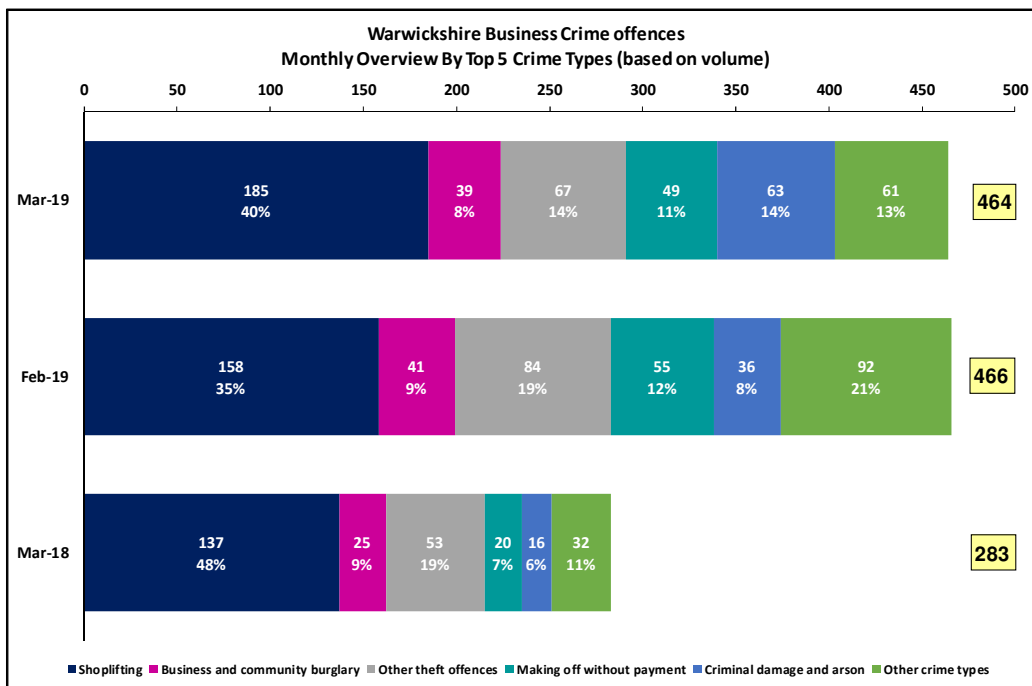


	Jan-19	Feb-19	Mar-19
North Warwickshire	233	269	269
South Warwickshire	160	173	195
<b>Warwickshire</b>	<b>393</b>	<b>442</b>	<b>464</b>

464 business crimes were recorded in March. This is an increase compared with February (442) and above the monthly average (426).

Increased volumes were seen across South Warwickshire in March.

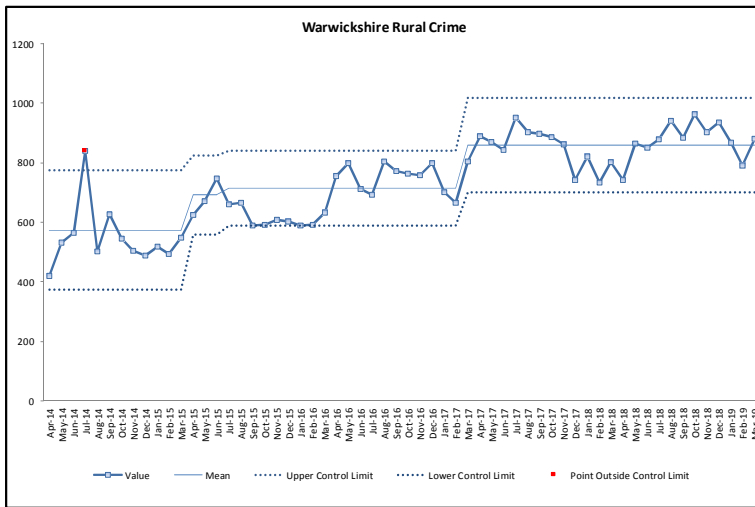
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by month (Feb vs. Mar). Volumes of all offences in March were broadly similar to February, with the exception of Shoplifting and Other theft offences.



# Rural Crime

## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

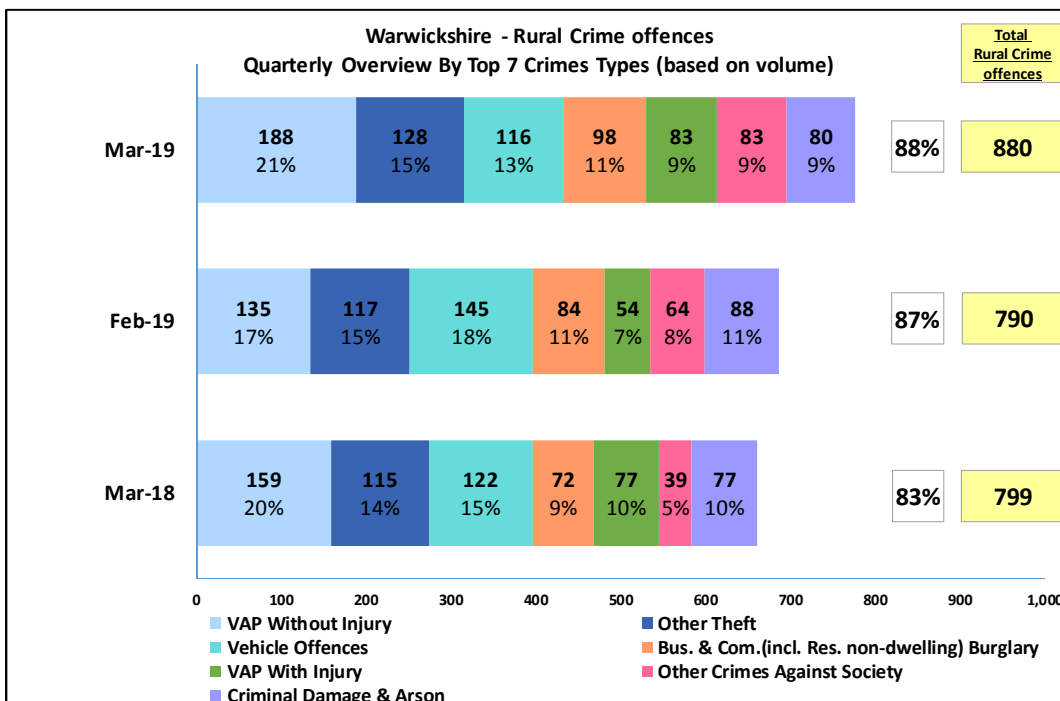


	Jan-19	Feb-19	Mar-19
North Warwickshire	385	367	405
South Warwickshire	483	423	475
<b>Warwickshire</b>	<b>868</b>	<b>790</b>	<b>880</b>

Rural crime offences are a subset of total recorded crime and are identified by their geographical location<sup>4</sup>.

880 rural offences were recorded across Warwickshire in March. This is an 11% increase compared to February (868) and above the monthly average (860). This increase was driven by higher volumes in both policing areas, although monthly volumes have remained within expected levels.

This chart shows the top 7 'rural crime' offence types for Warwickshire ranked by number of offences with percentage share of total rural crime broken down by the last month compared to previous month and equivalent month last year.



The top 7 'rural crime' offence types represent 88% of all rural crime offences across Warwickshire in March, which is comparable to the previous month (87%).

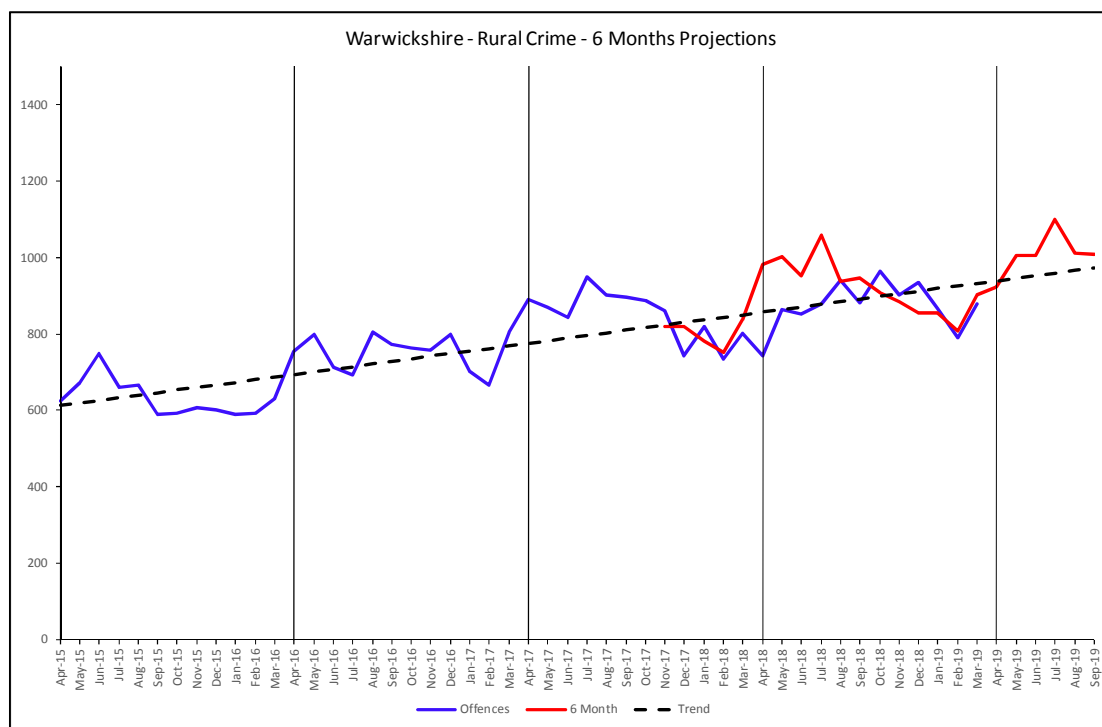
<sup>4</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

188 violence without injury offences were recorded in rural locations across Warwickshire in March. This is a 39% increase on the previous month (135) and an 18% increase on the equivalent month last year (159). This offence type now represents 21% of all rural crime in March 19 compared to 20% in March 18.

83 violence with injury offences were recorded in this month. This is a 54% increase on the previous month (54) and an 8% increase on the same month last year (77). This offence type now represents 9% of all rural crime in March compared to 7% in February.

83 other crimes against society offences were recorded in this month. This is a 30% increase on the previous month (64) and a 113% increase on the same month last year (39). 9% of all rural crime in March 19 is represented by this offence type compared to 5% in March 18.

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes are line with projections and volumes are expected to increase 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.

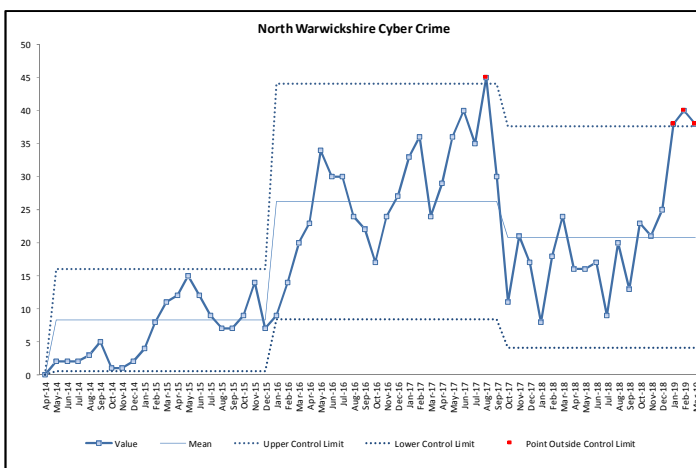
There are concerns currently with the number of reported offences of cyber crime and this is recognised nationally. As such, the Home Office in conjunction the NPCC, are looking at improving the data quality around online crime.



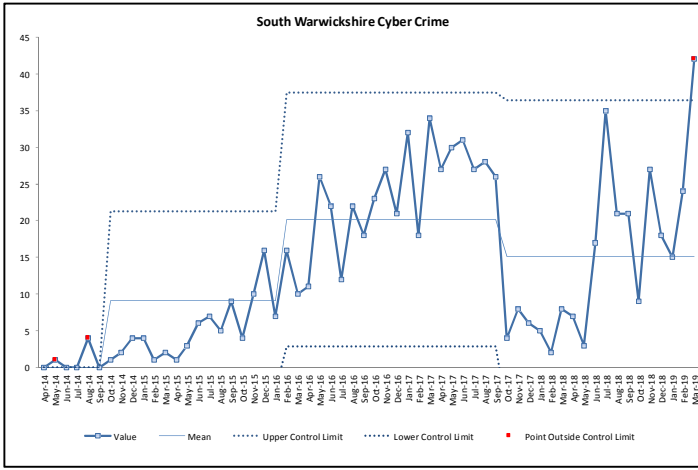
	Jan-19	Feb-19	Mar-19
North Warwickshire	38	40	38
South Warwickshire	15	24	42
Warwickshire	53	64	80

80 offences were flagged as cyber crime in March. This was an increase compared to the previous month (64) and volumes remain significantly above the monthly average (36). This increase in reporting is likely to be influenced by an increased focus on the correct application of keywords by staff in the crime bureau which was instigated in March.

Exceptional volumes were seen in both policing areas in March.



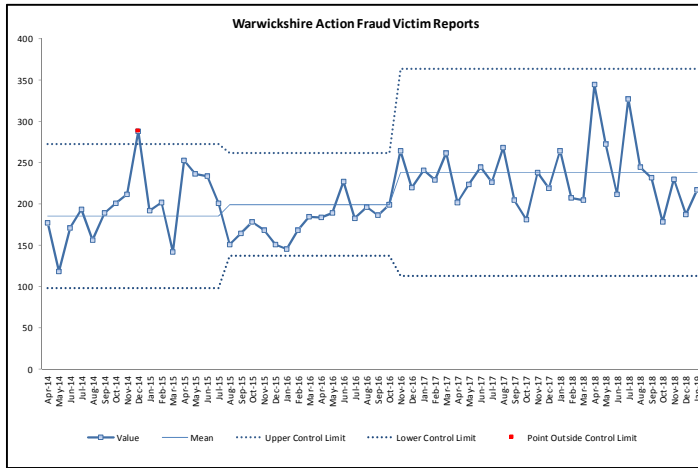
38 offences were recorded across North Warwickshire in March; comparable to February (40) and volumes have remained significantly above the monthly average (21) for the last 3 months.



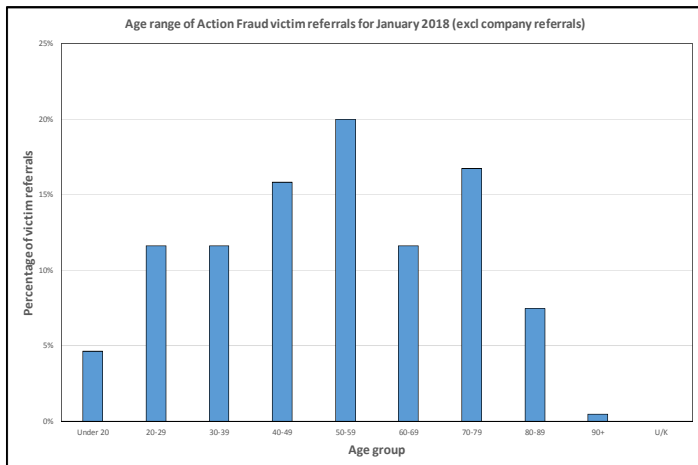
42 offences were recorded across South Warwickshire in March; an increase compared to February (24) and significantly above the monthly average (15).

### 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.



217 Action Fraud victim reports (which exclude company referrals) were recorded in January 2019<sup>5</sup>. This was an increase compared to December 2018 (178) and is below the monthly average (238).



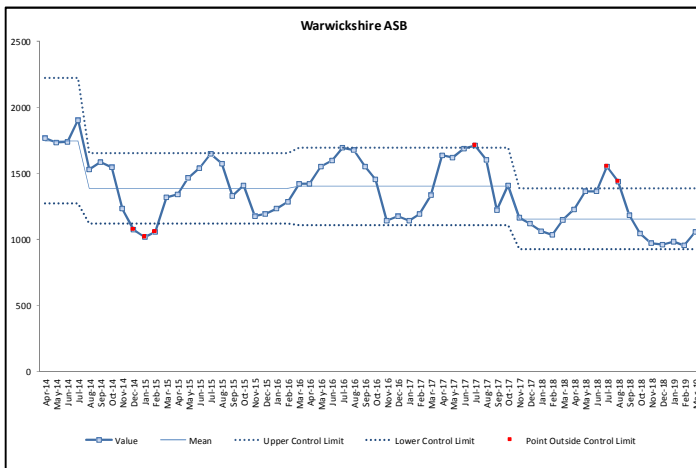
Victims aged 50-49 accounted for 1 in 5 Action Fraud victim reports (21%) in January 2019.

<sup>5</sup> Data is only available to January 2019 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



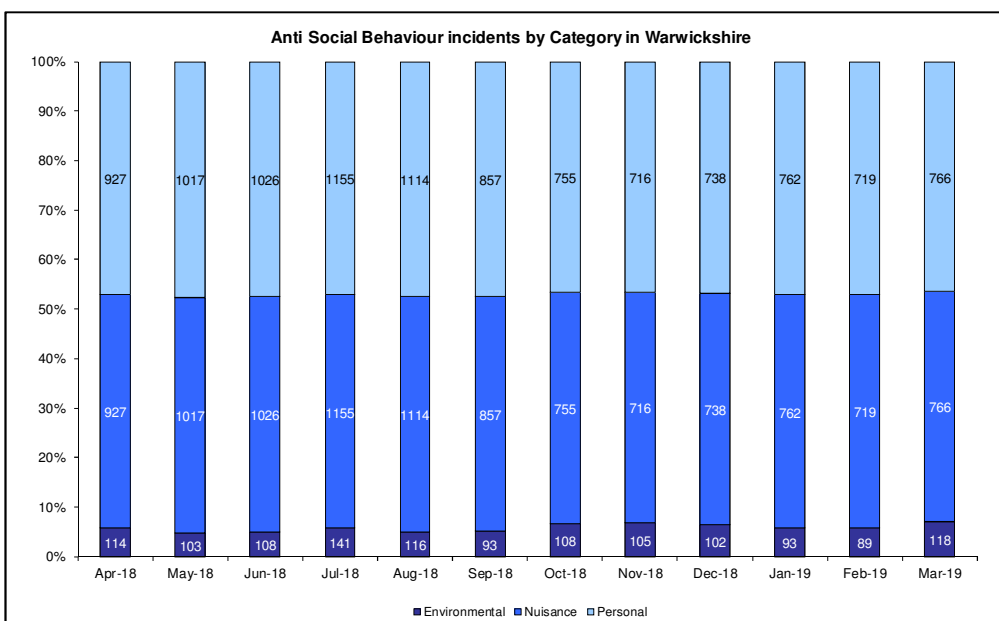
	Jan-19	Feb-19	Mar-19
North Warwickshire	574	579	591
South Warwickshire	408	377	467
<b>Warwickshire</b>	<b>982</b>	<b>956</b>	<b>1058</b>

1,058 ASB incidents were recorded in March. This is an increase compared to February (956) but below the monthly average (1,155).

Increased 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.

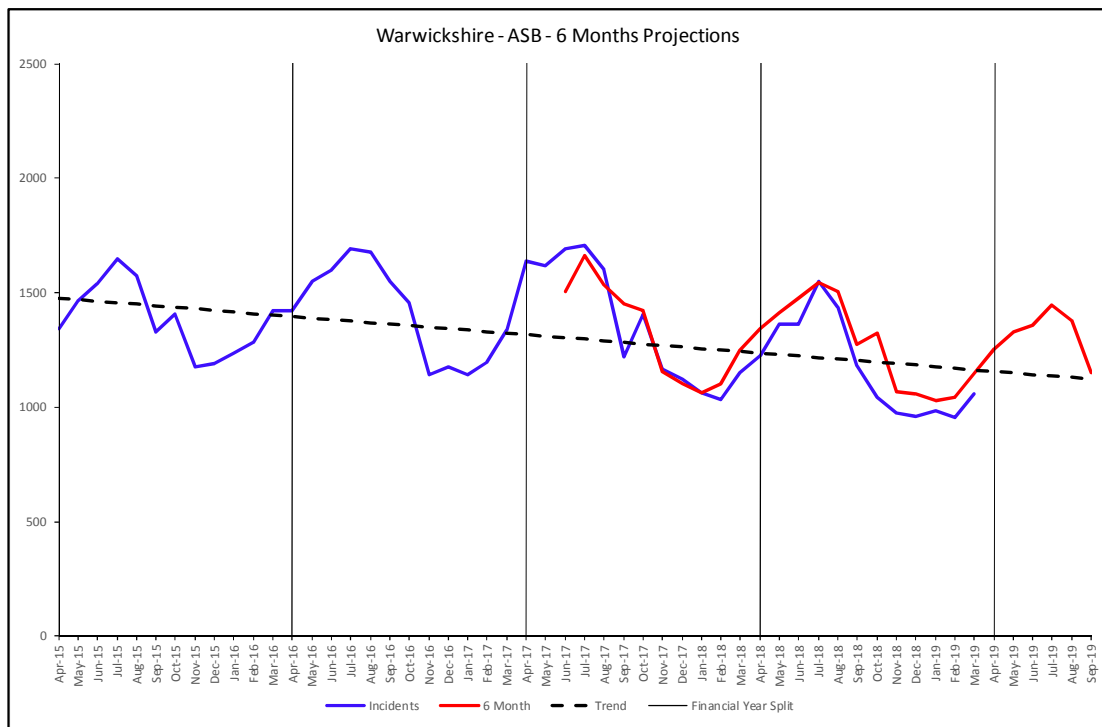
There are three recognised types of ASB: ‘personal’ is behaviour which is targeted to an individual or group rather than a wider community; ‘nuisance’ is where the impact is felt by a local community in general rather than individual victims; ‘environmental’ includes incidents where behaviour has an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



In March, 72% of all ASB incidents were nuisance, 17% personal and 11% environmental. This is comparable to February.



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



## Criminal Justice – File Quality

### Signs of Improvement would be:

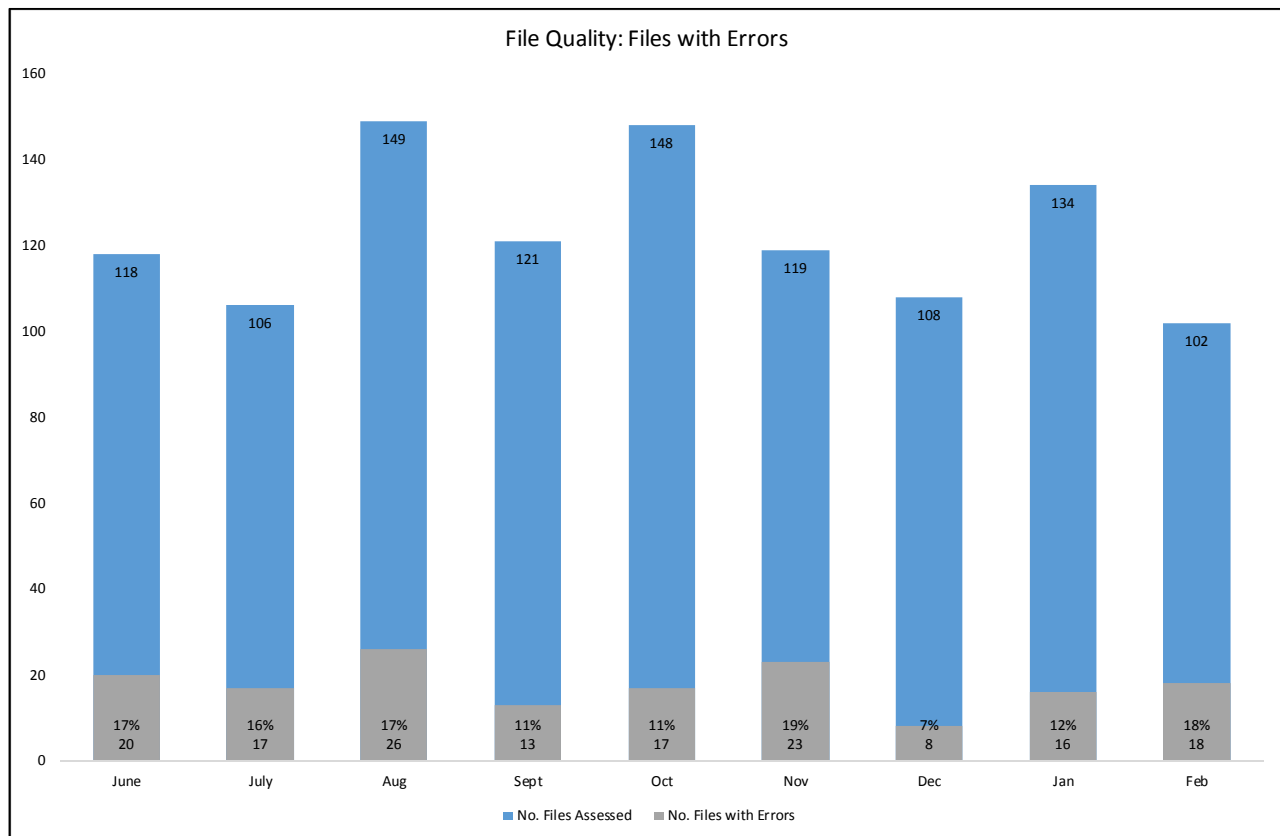
- ❖ Improved performance against MSG forces

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)

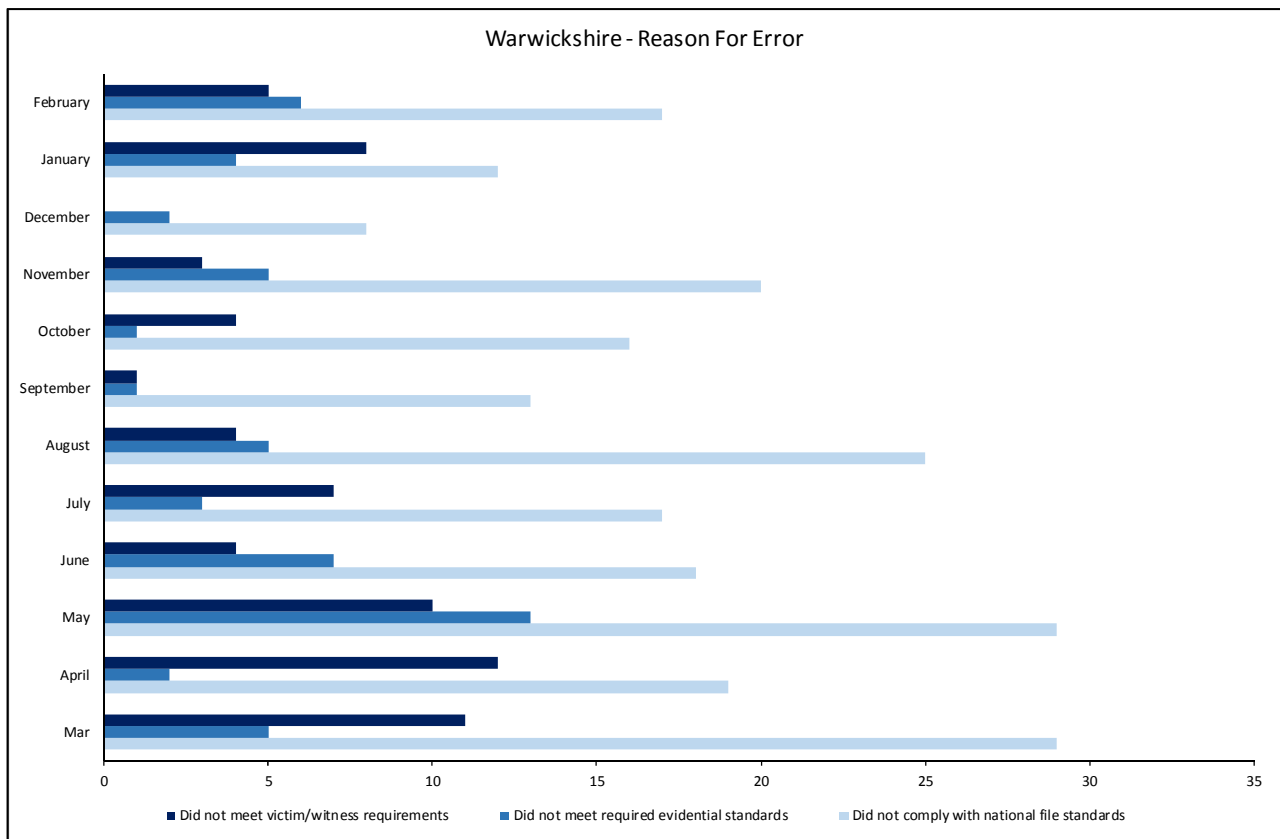
The quality of case files is assessed monthly by CPS, with assessment criteria including complying with national file standards, meeting required evidential standards and meeting victim/witness requirements.

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 February, 18% of files reviewed had errors, an increase compared to the previous 2 months, a higher proportion than the previous 2 months.

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



# Ensuring Efficient & Effective Policing

## Response Times to Emergency Incidents

### Signs of Improvement would be:

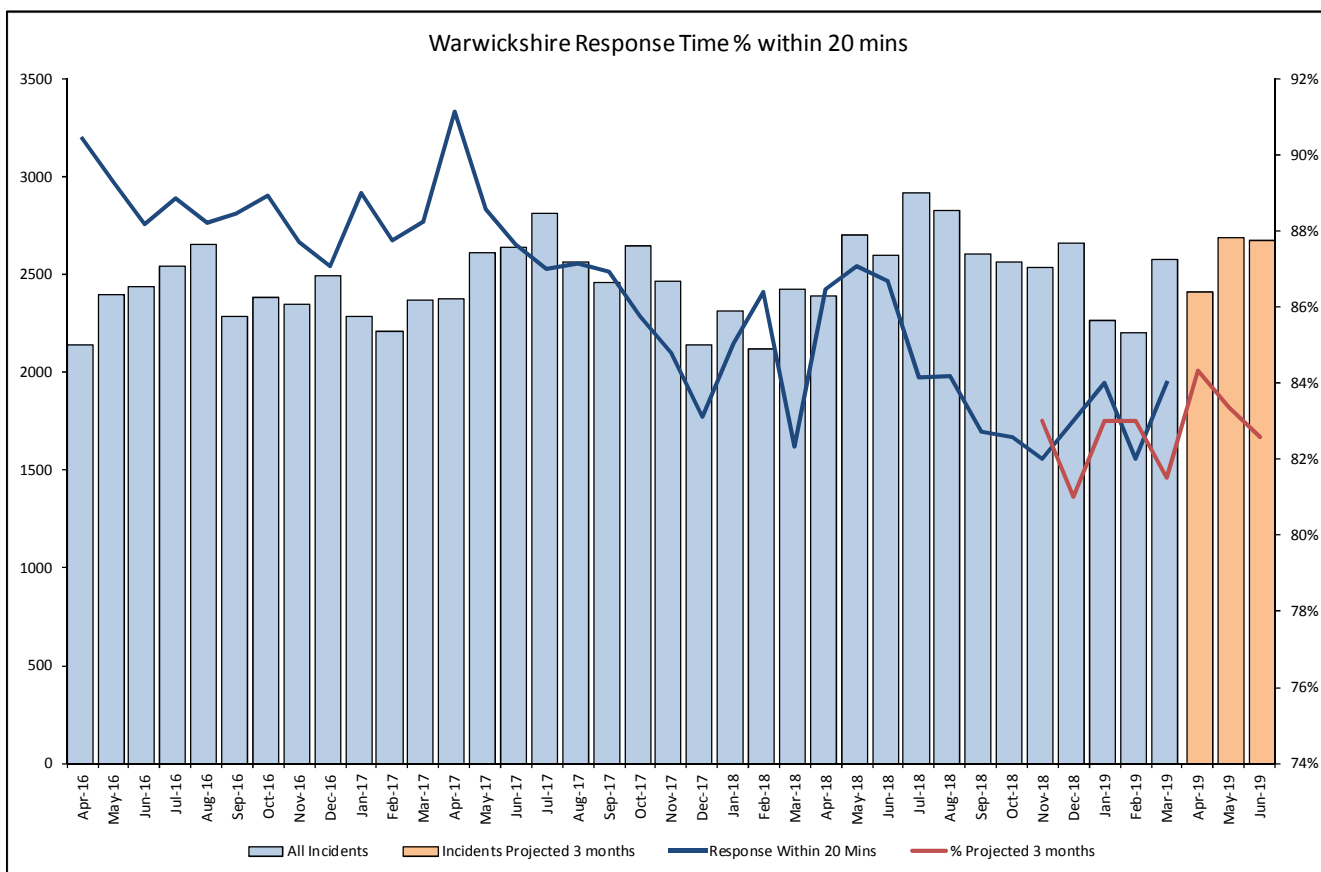
- ❖ Respond to all incidents in a timely manner and provide a high quality of service

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.

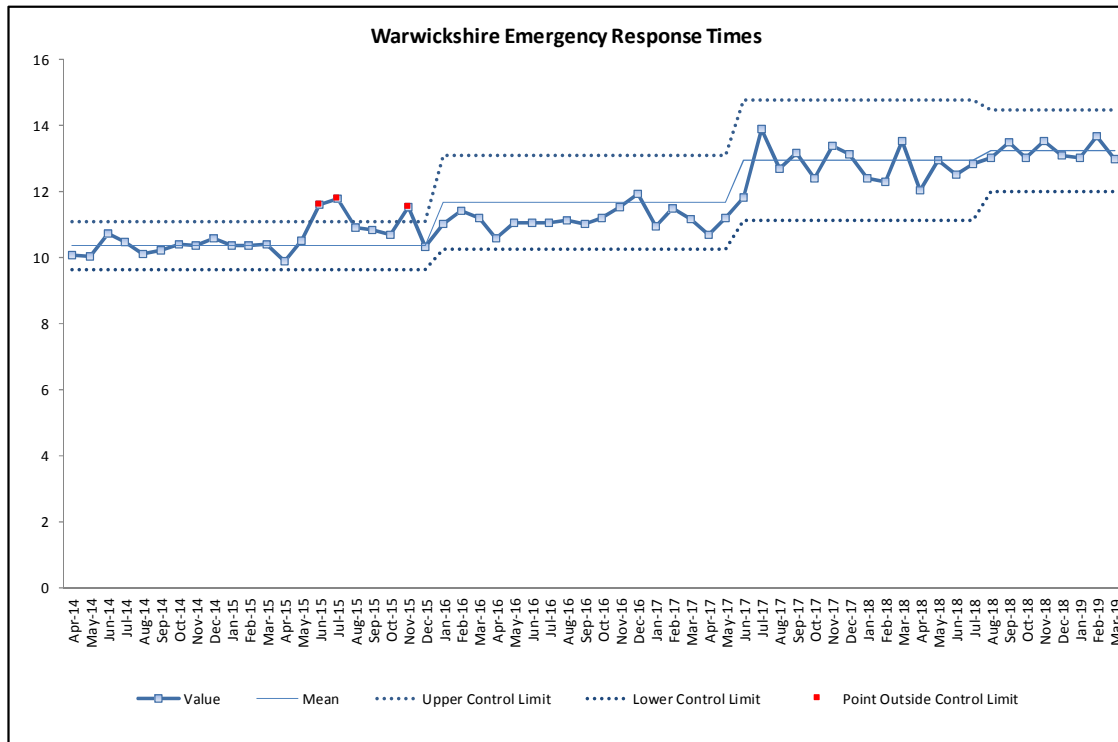
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

2,575 emergency incidents were recorded in March, an increase compared to February (2,205). Over 8 out of 10 (84%) emergency incidents were attended within 20 minutes in the last month. Performance is comparable with the same time last year and is projected to decrease in the next month.

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 average response time for emergency incidents in March is 12 mins 59 seconds - this is a reduction compared to February (13 mins 39 seconds) and is below the monthly average (13 mins 12 seconds).



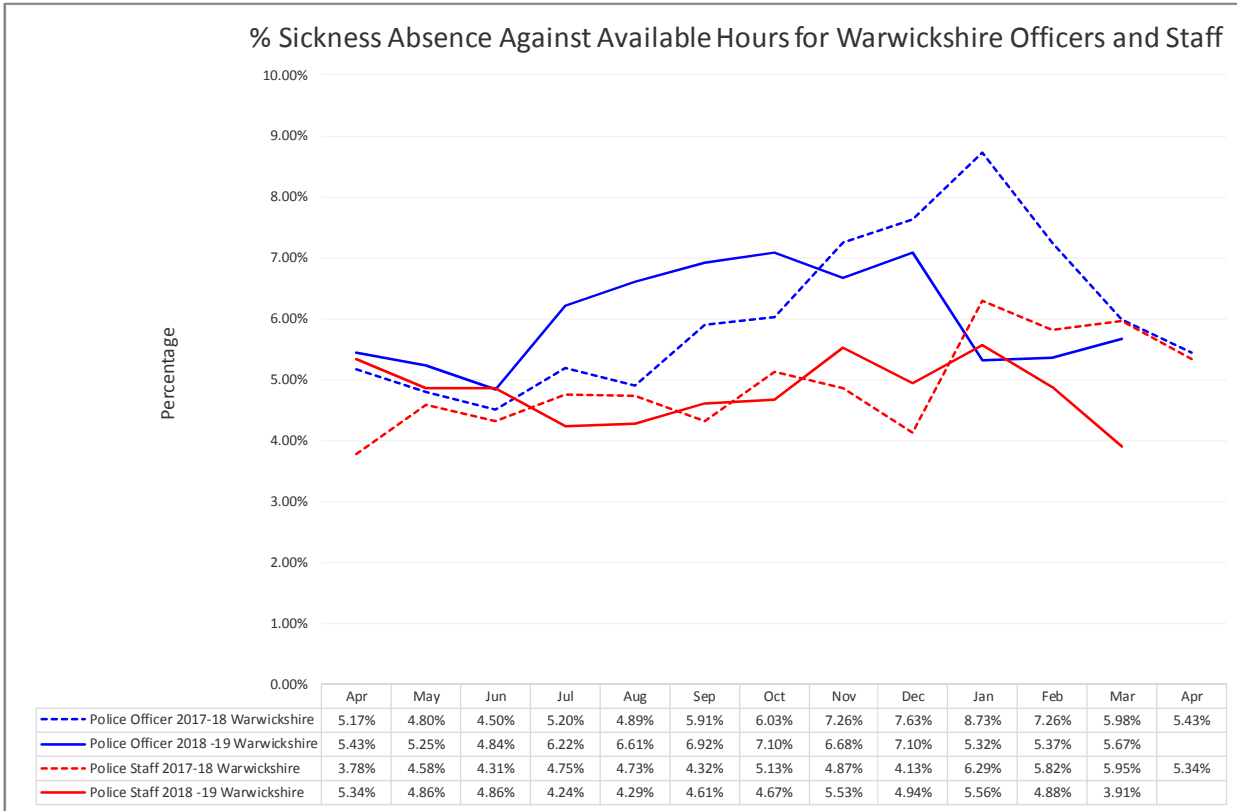
NB: from April 2016 we have been able to produce a more accurate data set

# 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 March is 5.67% for Officers, an increase from 5.37% in February but lower than the equivalent month in 2017/18 (5.98%). This is the second consecutive month of growth in the Officer sickness rate. For Staff, the average percentage of hours lost in March is 3.91%, a substantial decrease from 4.88% in February and lower than the equivalent month in 2017/18 (5.95%).



## Health & Wellbeing Board

The Alliance Health & Wellbeing Board, chaired on behalf of both Forces by Chief Constable Martin Jelley, last met on 24th January 2019. The key highlights were reported in the previous performance report.

Ongoing work includes the recruitment of 12 Mental Health First Aid Instructors and a Learning and Development Assistant to support the delivery the Mental Health First Aid initiative. In addition, the GCC Virgin Pulse was launched with registration closing early due to the high numbers received. Health and wellbeing campaigns continue including health checks, McMillian Cancer support appointments, and services through the health and wellbeing bus.

# Complaints

**Signs of Improvement would be:**

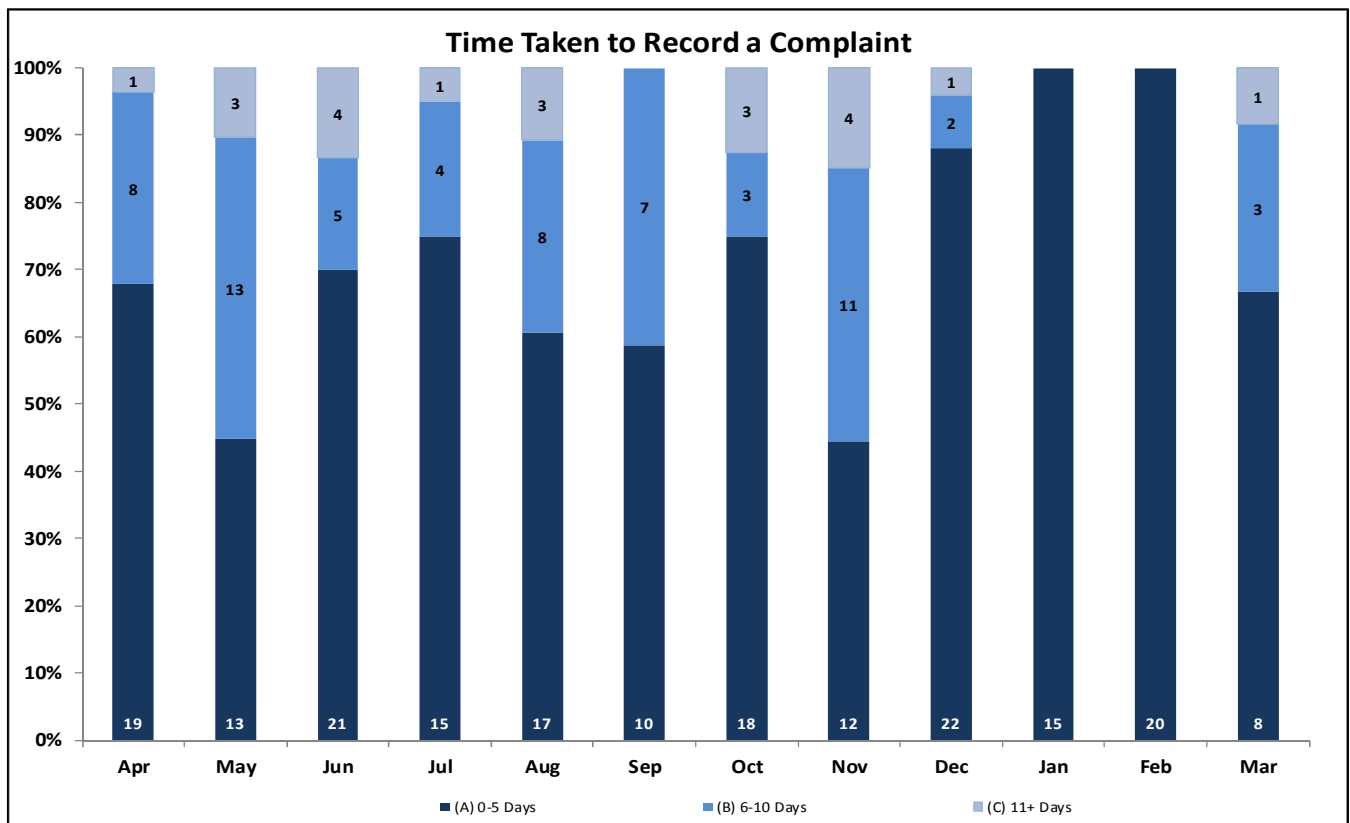
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for April 2018 to March 2019.

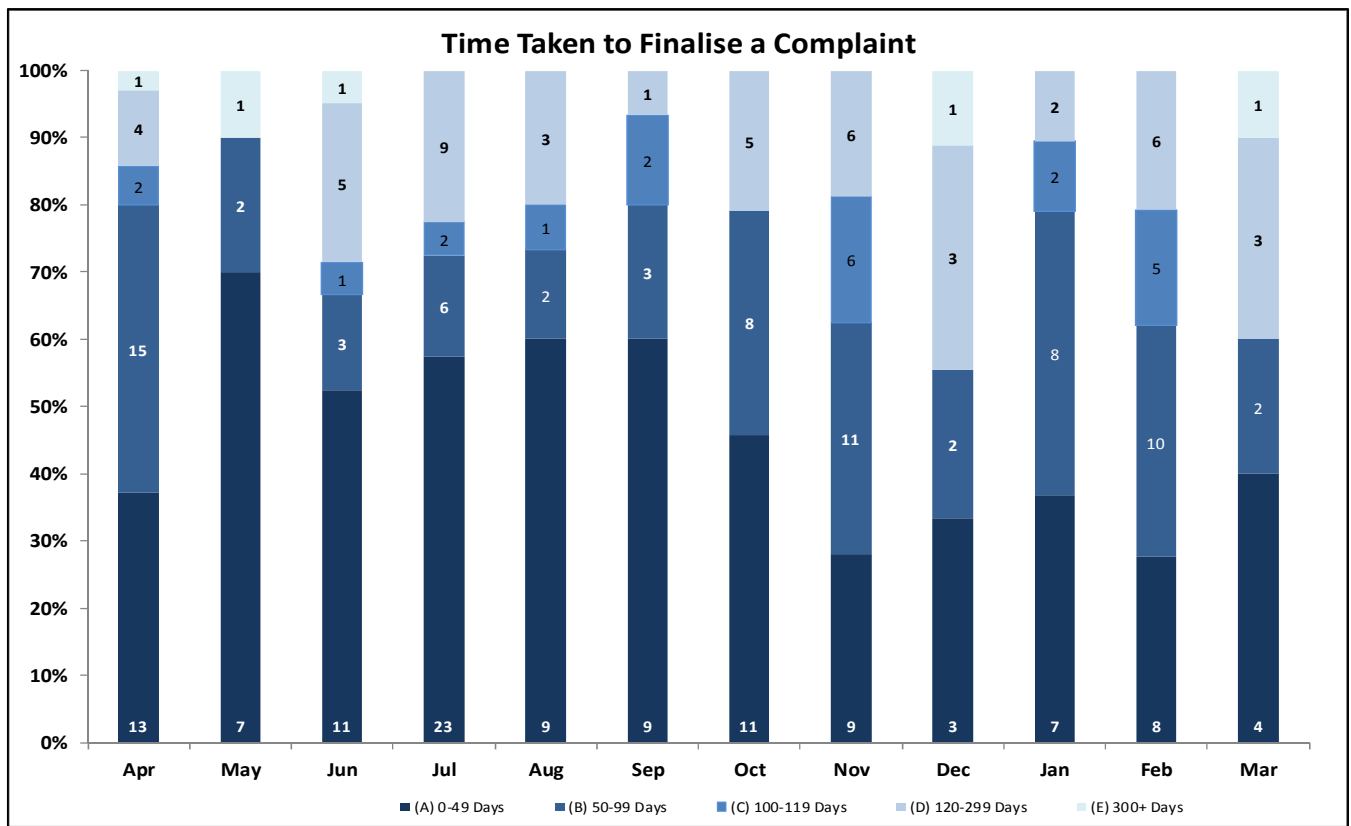
## Timeliness to Record & Finalise

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. In March 92% of complaints were recorded within 10 days, a decrease compared to February (100%).



The second national target is to finalise cases within 120 days. In March 79% of cases were finalised in 120 days, a decrease compared to February (60%).





# Call Handling

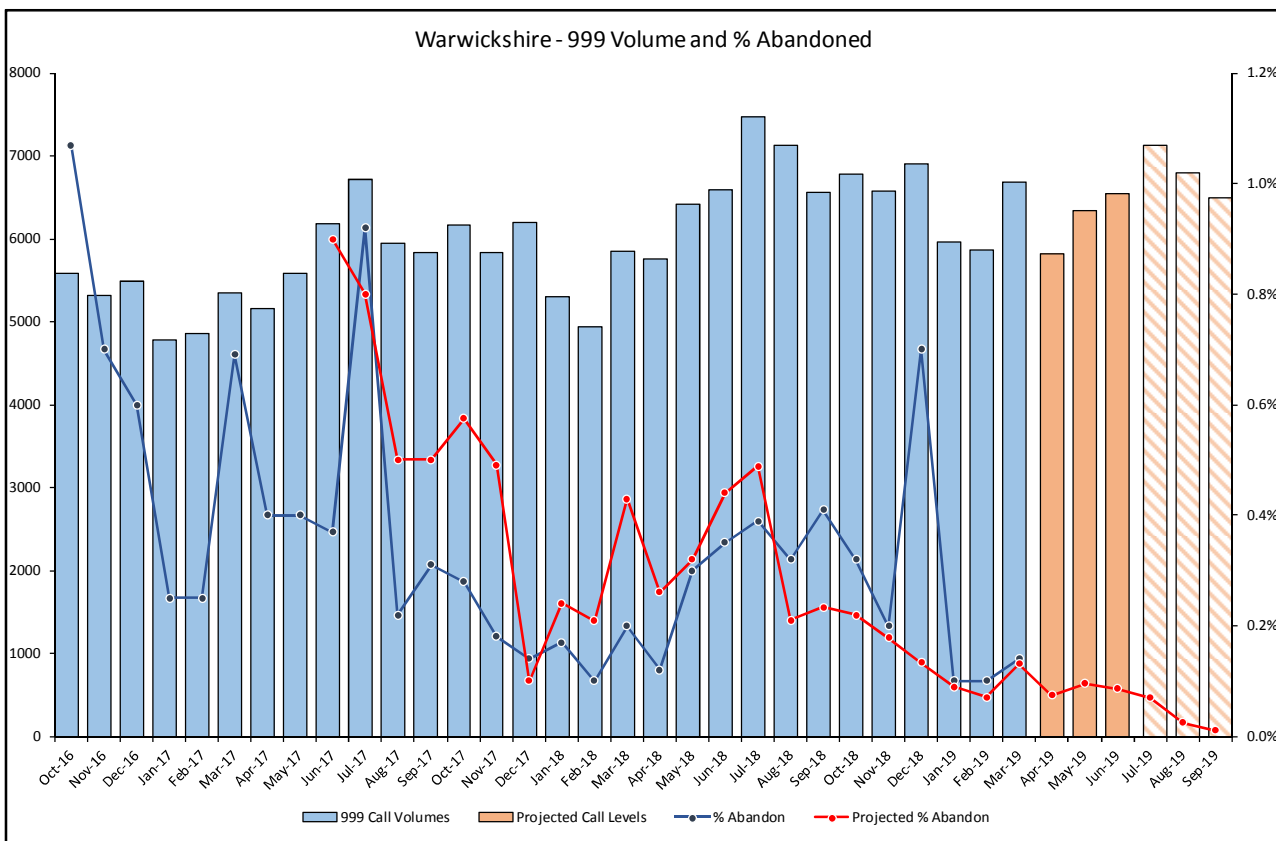
**Signs of Improvement would be:**

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

## Calls on the 999 system

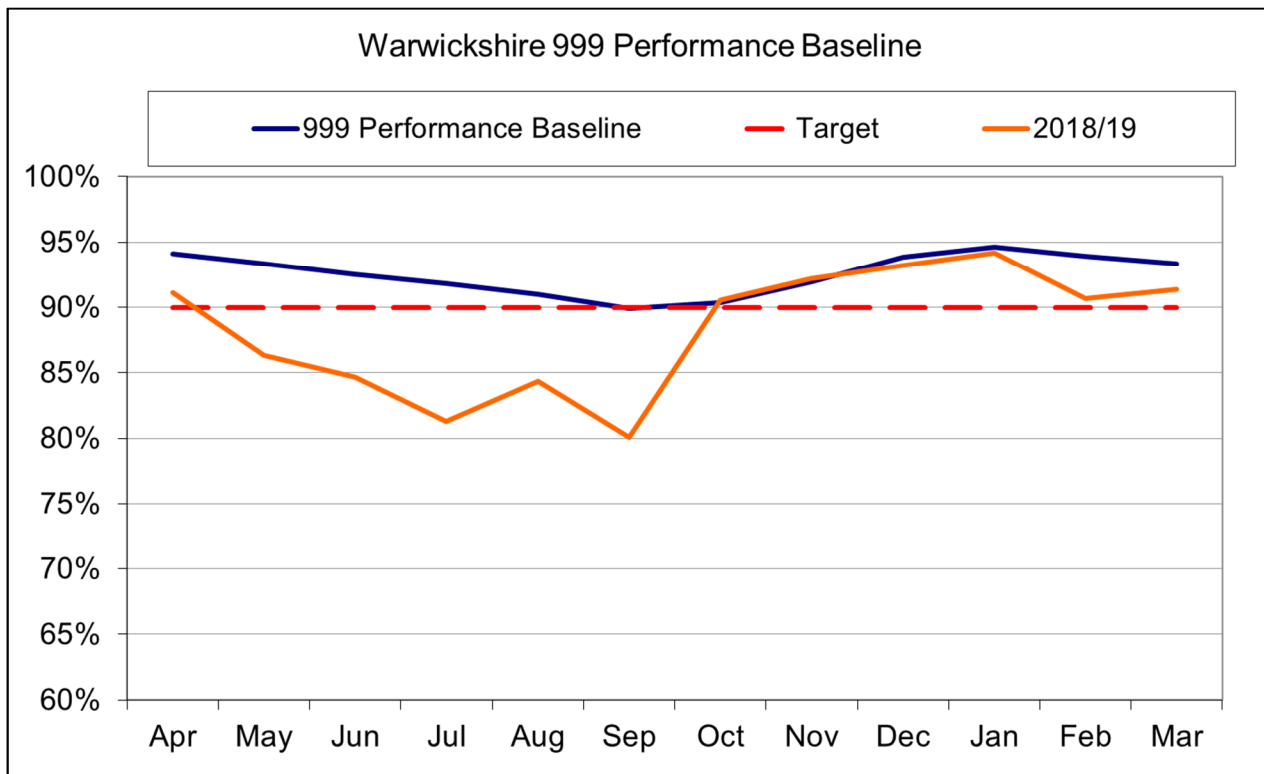
6,680 calls on the 999 system were received in March, a reduction compared to February (5,871). The percentage of abandoned 999 calls last month (0.1%) is comparable with the previous month (0.1%).

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 in line with the projected position. The goal is for OCC performance to remain lower than then projection data.

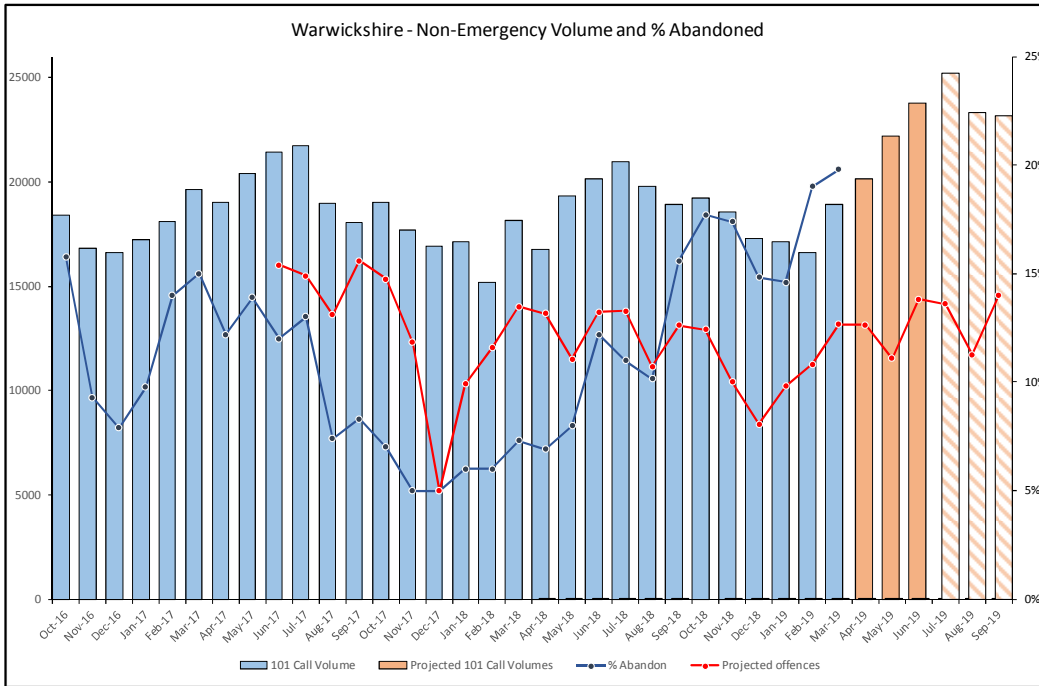
The proportion of 999 calls answered within 10 seconds increased in March to 91% in March. This remains above the 90% target but under the baseline. The baseline is established using the average of the percentage of calls answered within 10 seconds from Apr 2015 to Mar 2018.



### Non-Emergency Calls

18,889 non-emergency calls were received in March; a decrease compared to February (16,587). There has been an increase in the non-emergency calls abandoned rate last month (19.1%) compared to the previous month (19.8%).

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 March to 55% in March. This is notably lower than both the target and the baseline. The baseline is established using the average of the percentage of all non-emergency calls to OCC answered within 30 seconds from Apr 2015 to Mar 2018. Current performance is 21% below the baseline, due to the increased focus on 999 answering and increased 999 demand.

