



# WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

## Performance Summary December 2019

**A SAFER, MORE SECURE WARWICKSHIRE**

## Summary

Topic	Inclusion	Data	Commentary	
<b><i>Putting Victims and Survivors First</i></b>				
<b>Confidence</b>	Quarter or when updated	Decrease compared with the previous period and below the national average.		2
<b>Victim Satisfaction</b>	Month & quarter	Overall satisfaction saw no significant change compared to previous month.		3
<b>Repeat Victimisation</b>	Month & quarter	Increase in the volume and rate of repeat victims compared to the previous month	Weekly reporting now in place.	5
<b><i>Protecting People from Harm</i></b>				
<b>Hate Crime</b>	Month & quarter	Decrease on previous month and below the monthly average.	No exceptional volumes	8
<b>Hate Crime Satisfaction</b>		Overall satisfaction saw no significant change compared to previous month.		
<b>Missing Persons Reports</b>	Quarter unless exceptional	Decrease on previous month and below monthly average.		10
<b>Sexual Offences – Rape</b>	Month & quarter	Increase on previous month but above monthly average.	No exceptional volumes	11
<b>Sexual Offences – Other</b>	Month & quarter	Increase on previous month but above monthly average.	No exceptional volumes	13
<b>Domestic Abuse</b>	Month & quarter	Increase on previous month and above monthly average	No exceptional volumes	14
<b>Child at Risk</b>	Month & quarter	Decrease on previous month but above monthly average	No exceptional volumes	20
<b>CSE</b>		Increase on previous month but below monthly average.	No exceptional volumes	
<b>Road Traffic Casualties</b>	Quarter unless exceptional	2 roads deaths occurred in Warwickshire in December.		22
<b>Serious Organised Crime</b>	Quarter	OCG and disruption data		23
<b><i>Preventing &amp; Reducing Crime</i></b>				
<b>Total Recorded Crime</b>	Month	Increase on previous month and above monthly average.	No exceptional volumes.	24
<b>Violence with Injury</b>	Quarter unless exceptional	Increase on previous month and above the monthly average.	Exceptional volumes in South Warwickshire	32
<b>Violence without Injury</b>	Quarter unless exceptional	Exceptional volumes at force level. Increase on previous month and above monthly average.	No exceptional volumes.	34
<b>Robbery</b>	Quarter unless exceptional	Increase on previous month and above monthly average.	Volumes not exceptional	36
<b>Residential Burglary - Dwelling</b>	Quarter unless exceptional	Increase on previous month and below the monthly average.	No exceptional volumes.	38
<b>Business Crime</b>	Quarter unless exceptional	Increase on previous month and above the monthly average.	No exceptional volumes.	39
<b>Rural Crime</b>	Quarter unless exceptional	Increase on previous month but in line with the monthly average.	No exceptional volumes	40
<b>Cyber Crime</b>	Quarter unless exceptional	Increase on previous month and above monthly average.	No exceptional volumes.	42
<b>Anti-Social Behaviour</b>	Quarter	Decrease on previous month and below monthly average.	No exceptional volumes	44
<b>Intelligence Reports</b>	Month & quarter	Decrease in outstanding submissions	Volumes to be processed remain stable.	46
<b>Criminal Justice – File Quality</b>	<b>Quarter</b>	Increase on previous month.		47
<b><i>Ensuring Efficient and Effective Policing</i></b>				
<b>Response Times to Emergency Incidents</b>	Monthly	Average response times not exceptional across Warwickshire		48
<b>Sickness</b>	Month & quarter	Increase in Officer sickness rates compared to the previous month. Staff sickness rate remains stable.		50
<b>Complaints</b>	Quarter	100% complaints recorded in 10 days and 95% finalised in 120 days.		51
<b>Call Handling</b>	Month & quarter	Abandon rate has decreased for 999 calls and 101 calls.  Answering of 999 calls above the standard but below for 101 calls.		53

# Putting Victims & Survivors First

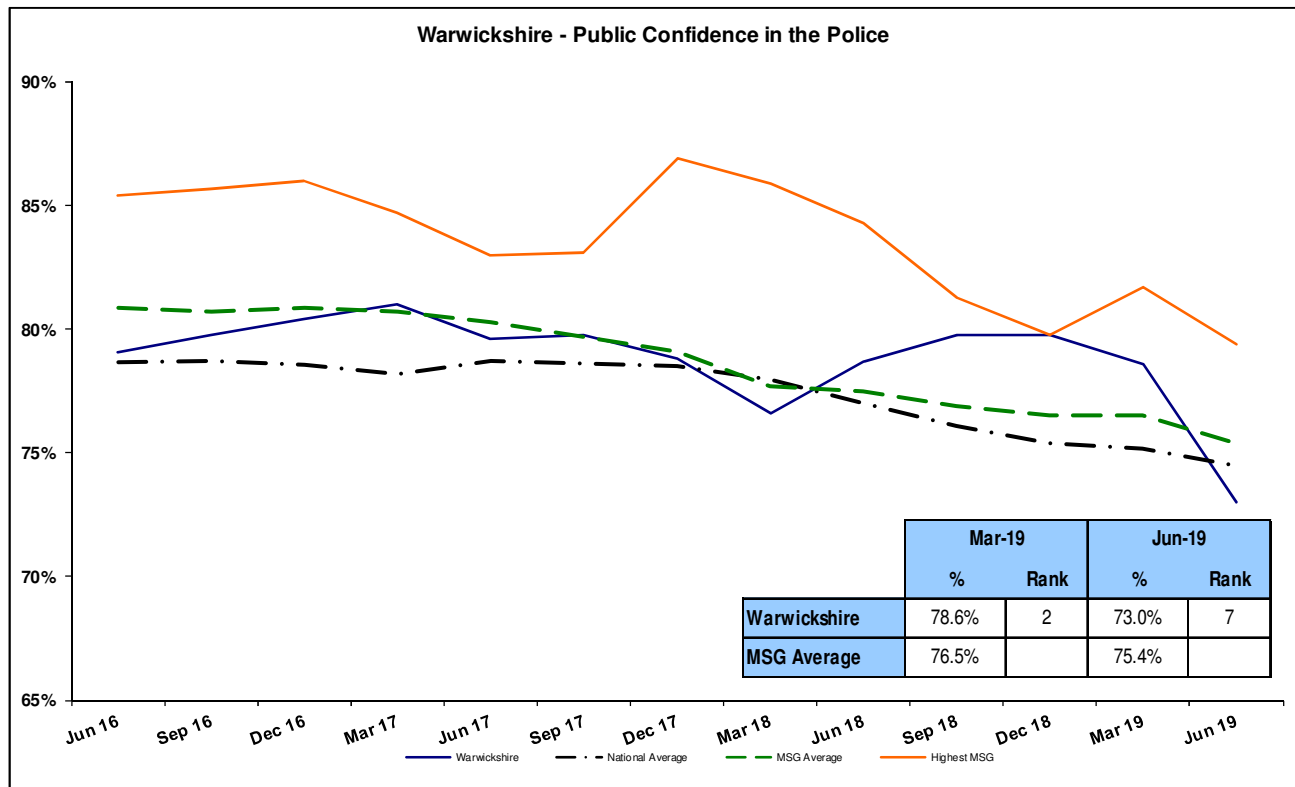
## Confidence in Police

### 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 2019. Data to September 2019 is due in the coming weeks.

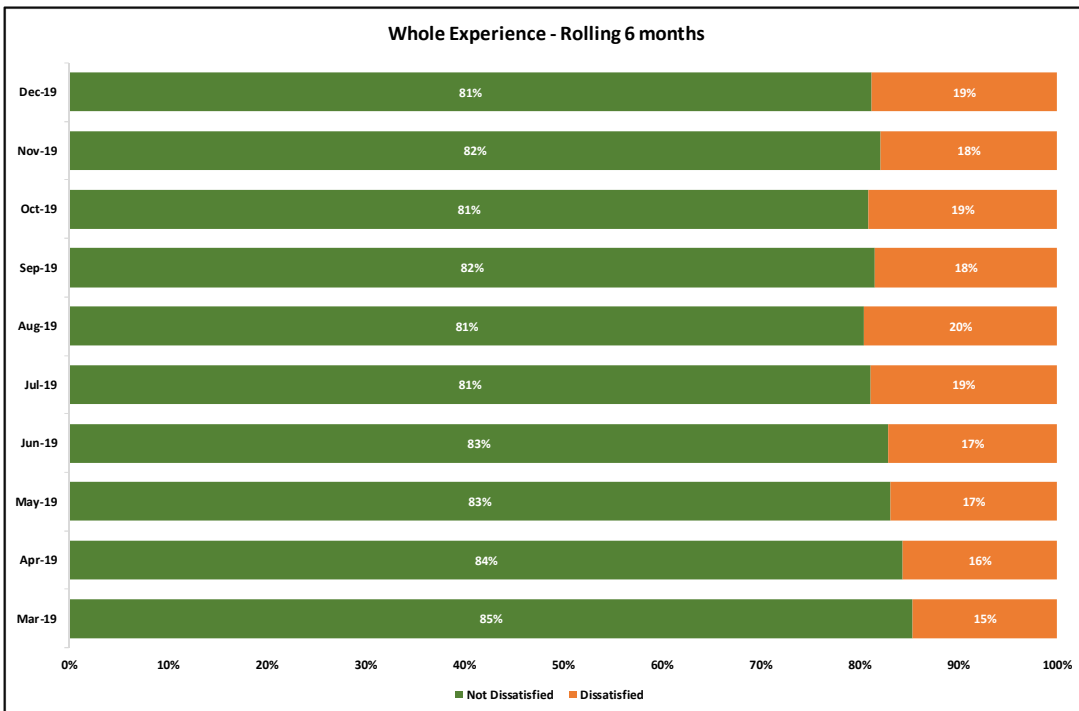
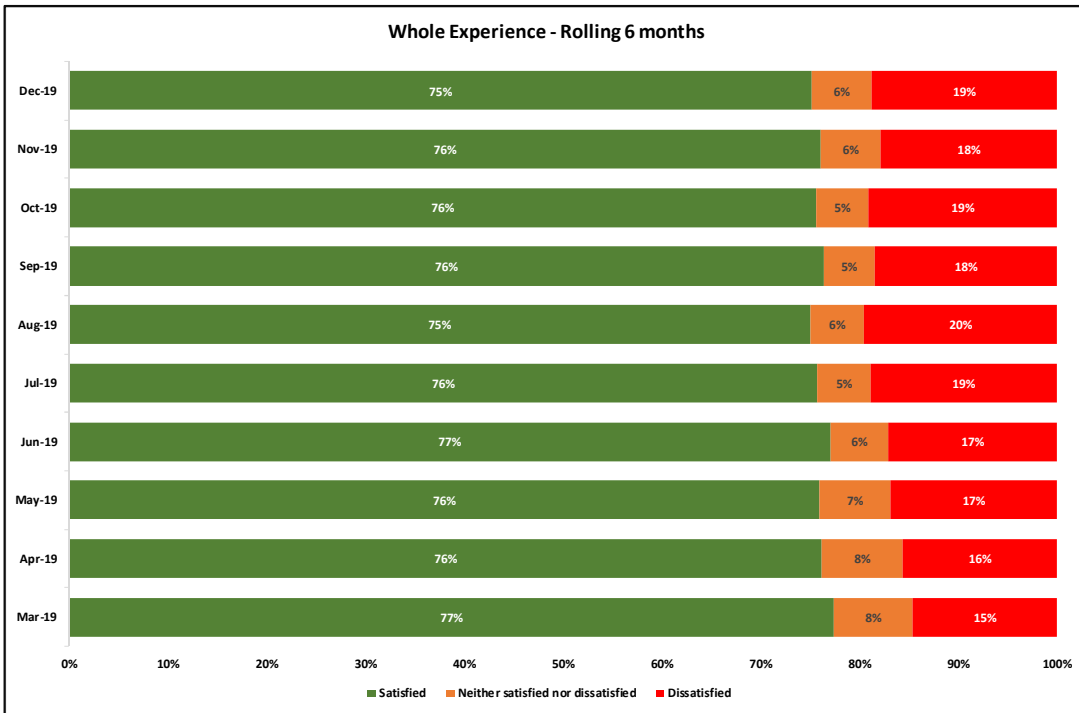
The latest data shows a decrease in performance compared with the previous period, with 73% of people having confidence in the police in their local area in the 12 months to June 2019. Performance is currently below both the national and MSG average.



# Victim Satisfaction

## Signs of Improvement would be:

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

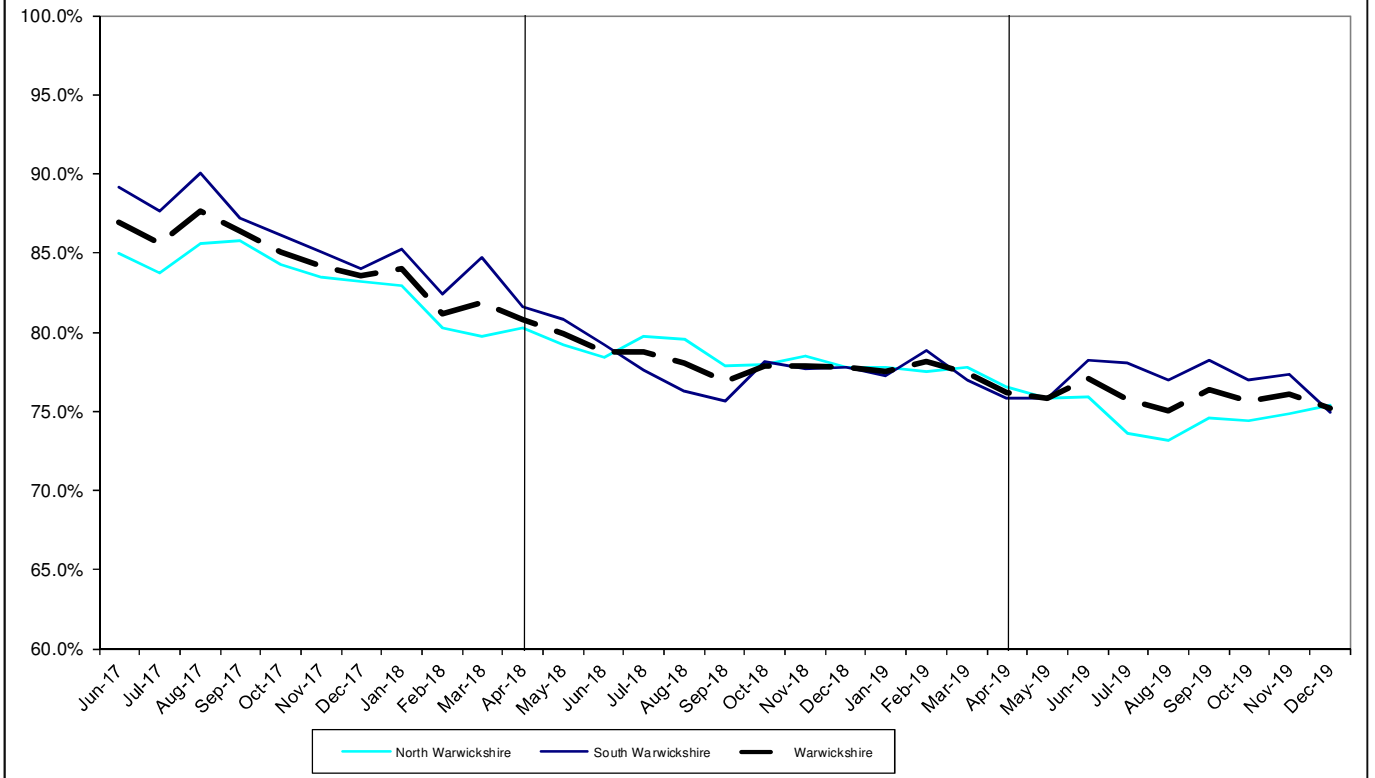


	Oct-19	Nov-19	Dec-19
North Warwickshire	74%	75%	76%
South Warwickshire	77%	77%	75%
Warwickshire	76%	76%	75%

Overall victim satisfaction with 'Whole Experience' across Warwickshire was 75% in December.

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

Warwickshire - Satisfaction - Whole Experience



A task and finish group which contained membership from Analysis & Service Improvement, Local Policing and OPCC has resulted in a revised approach, which is due to commence from April 2020.

## Repeat Victims

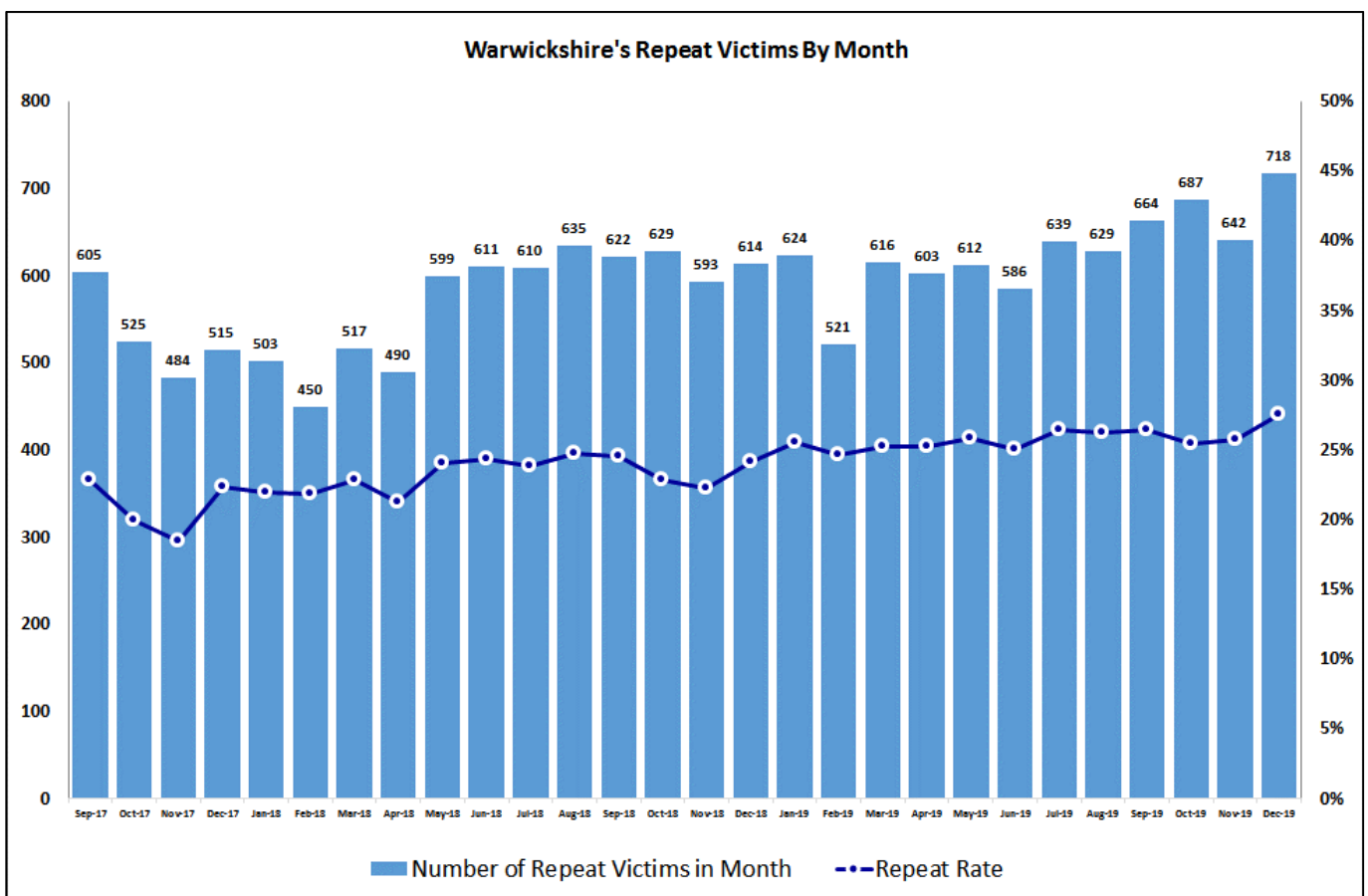
### Signs of Improvement would be:

- ❖ 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 force areas, these counts reflect Warwickshire's victims only, but quantifies total offences across the two forces.

### Repeat Victimisation

Details of repeat victims are provided to local policing colleagues on a weekly and monthly basis. These reports allow the tracking of high risk repeat victims to ensure all necessary safeguarding procedures are in place.

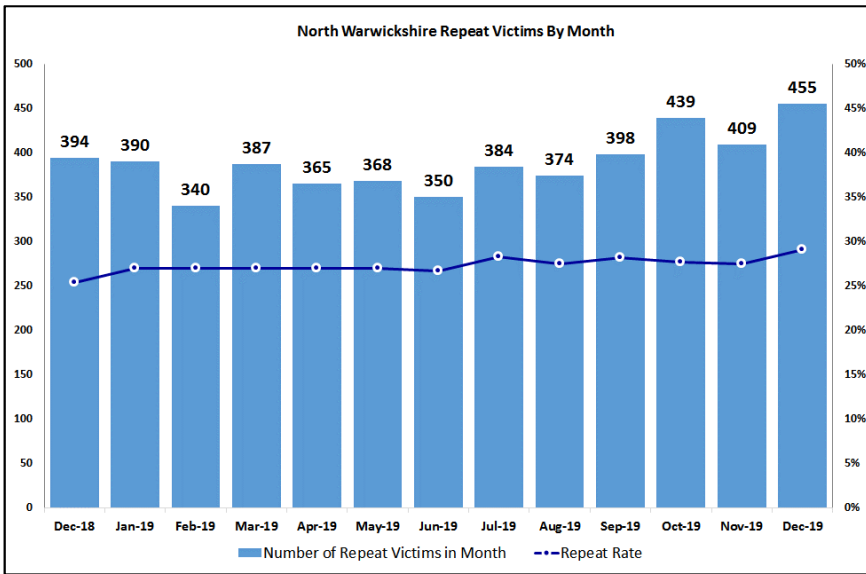


In December, 28% (718) of all victims (2,606) were repeat victims (subject to at least one further offence in the last 12 months). Since September 17, this is highest volume and rate of repeat victims seen.

December's repeat victim figure is a 12% increase on the previous month (642), a 17% increase on the same month last year (614).

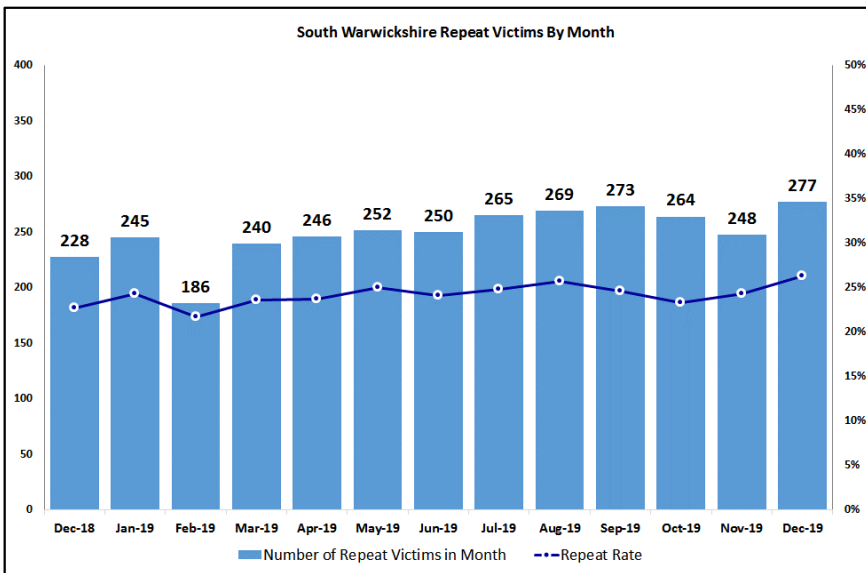
87 (12%) were also a repeat victim in November and 20 individuals (3%) were a repeat victim in each of the last 3 months – October, November and December.

Both policing areas have seen an increase in the number and rate of repeat victims in December.



455 repeat victims were identified across North Warwickshire in December 19; an increase on the previous month (409) and on the same month last year (394). This is the highest volume seen across the time period.

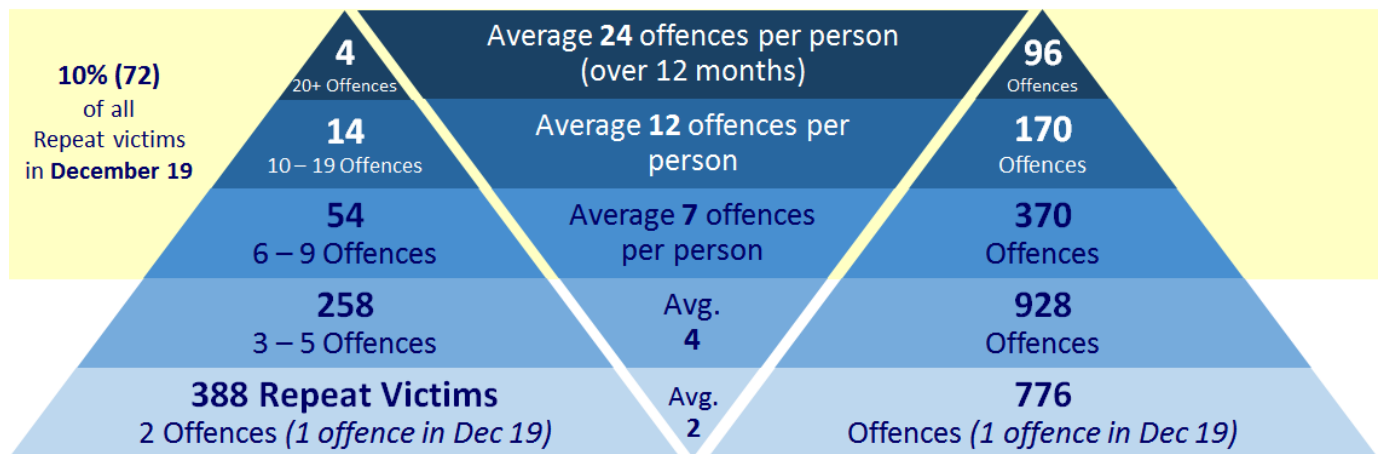
29% of all North Warwickshire victims are a repeat victim, an increase of 1 percentage point from the previous month (28%) and 3 percentage points compared to the same month last year (25%).



277 repeat victims were identified across South Warwickshire in December 19; an increase on the previous month (248) and on the same month last year (228). This is the highest volume seen across the time period.

Over one quarter of all South Warwickshire victims (26%) are a repeat victim, an increase of 2 percentage points from the previous month (24%) and 3 percentage points compared to the same month last year (23%).

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



December's repeat victim cohort accounts for 2,340 offences recorded in the last 12 months, of which 988 offences were recorded in December.

Analysis of the repeat victims shows that firstly, there has been an increase in low volume repeat victims with 2 offences each (388) representing 776 offences (compared to last month 343 repeat victims with 686 offences).

Secondly, there has been an increase in the number and proportion of repeat victims with 6 or more offences in the last 12 months (10%, 72). This is highest volume and proportion of 6+ repeat victims seen since April 19 (11%, 65). The 72 individuals represent 636 offences of which 131 offences were recorded in December.

Within this cohort of repeat victims, there are 4 individuals who have 20+ offences reported each that collectively represent 4% (96) of all repeat offences (2,340) in the last 12 months.

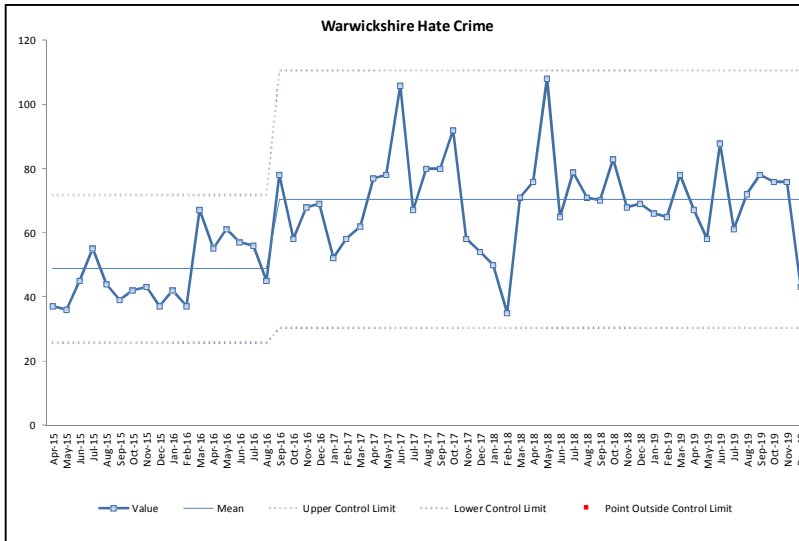


# Protecting People from Harm

## Hate Crime

### Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Oct-19	Nov-19	Dec-19
North Warwickshire	48	43	32
South Warwickshire	28	33	11
<b>Warwickshire</b>	<b>76</b>	<b>76</b>	<b>43</b>

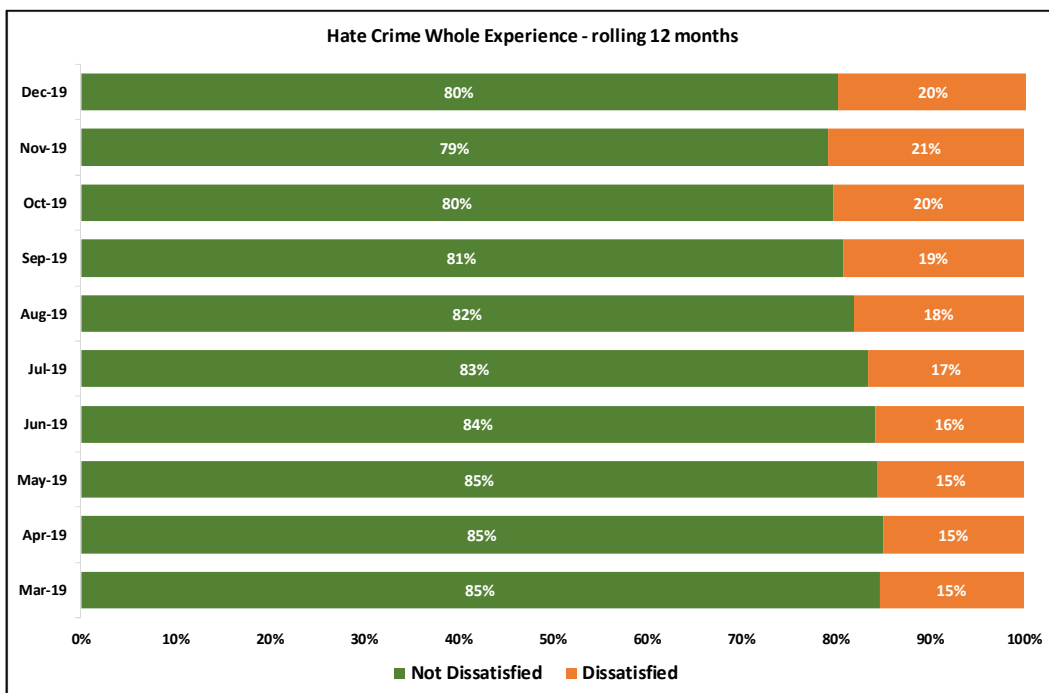
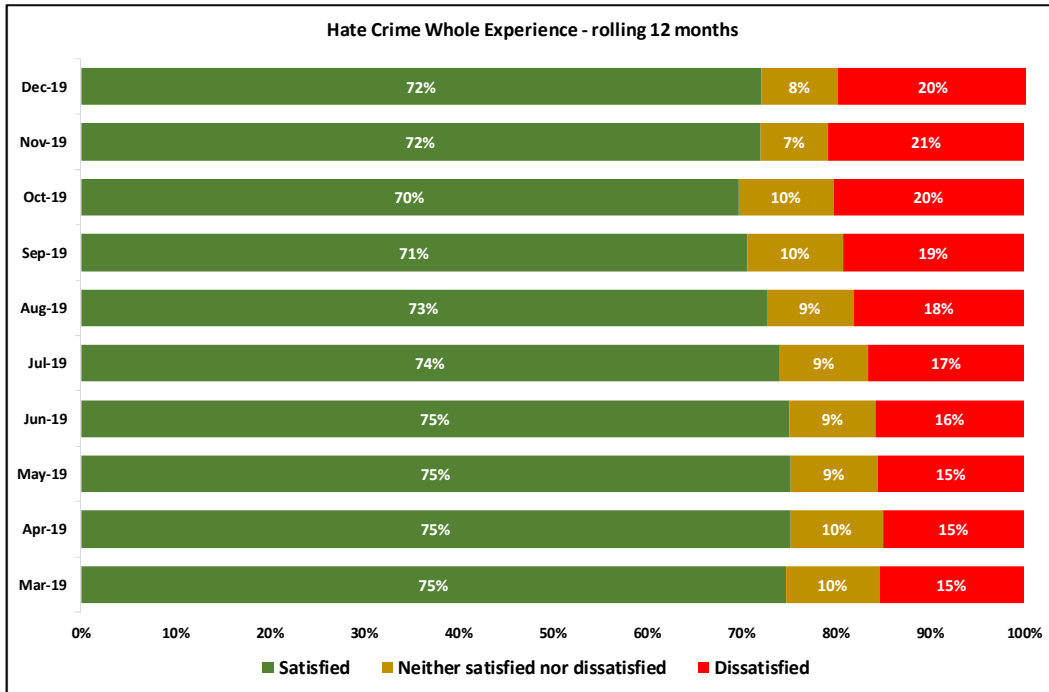
43 hate offences/incidents were recorded in December. This is a decrease compared to November (81) and below the monthly average (71).

A notable decrease in volumes was seen across both policing areas. The hate crime unit are unable to determine any specific reason for this decrease and will continue to monitor the situation.

The breakdown of hate crime remains fairly consistent, with racially based offences/incidents continuing to account for the majority of reports (69%).

## 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.



	Oct-19	Nov-19	Dec-19
North Warwickshire	68%	69%	69%
South Warwickshire	73%	76%	77%
Warwickshire	70%	72%	72%

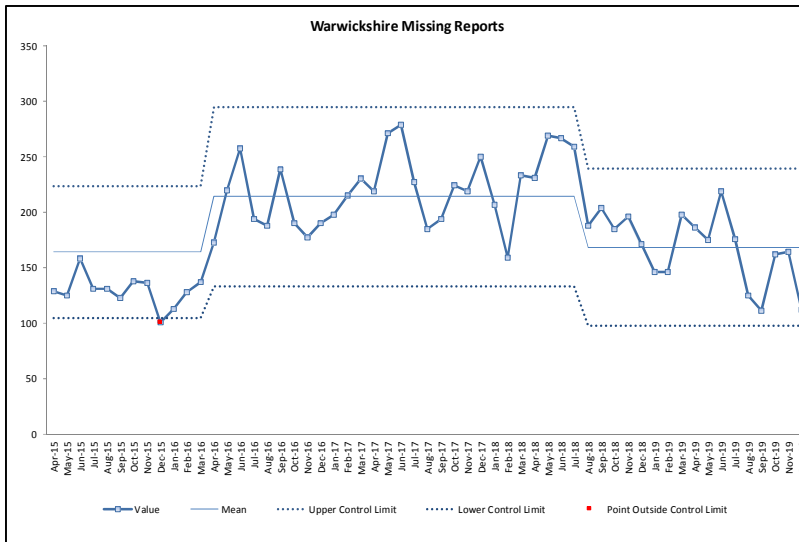
In December 72% of respondents were satisfied, similar to the previous month. Levels of satisfaction have improved since October where the figure was at 70% following a downward trend over the summer period.

# 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-19	Nov-19	Dec-19
North Warwickshire	112	98	85
South Warwickshire	50	66	27
<b>Warwickshire</b>	<b>162</b>	<b>164</b>	<b>112</b>

112 missing person reports were recorded in December. This is a decrease compared with November (164) and below the monthly average (169).

The decrease is seen for both policing areas and is consistent for missing individuals and U18s. South Warwickshire’s volumes for U18s was exceptionally low in December (9) compared to November (40)

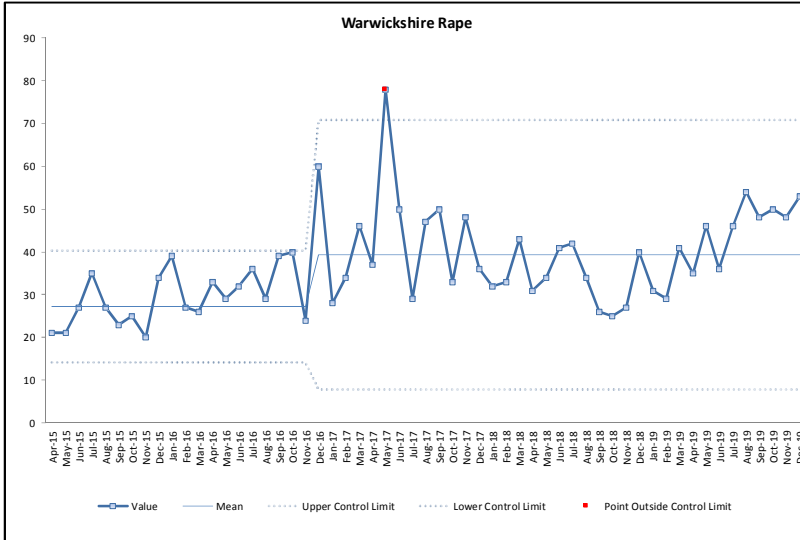
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing person’s coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature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

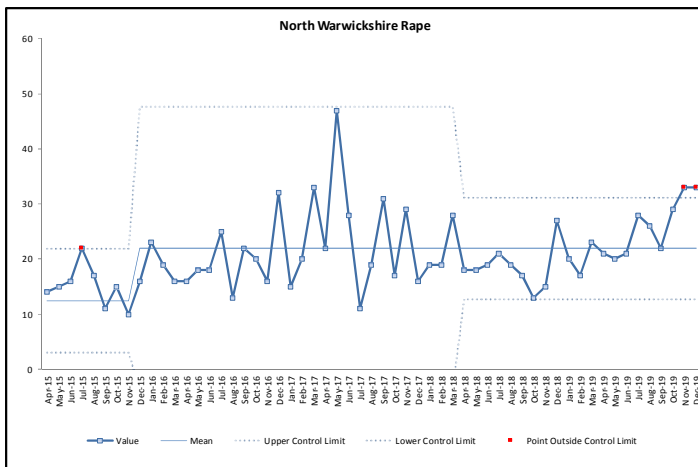


	Oct-19	Nov-19	Dec-19
North Warwickshire	29	33	33
South Warwickshire	21	15	20
<b>Warwickshire</b>	<b>50</b>	<b>48</b>	<b>53</b>

53 rape offences were reported to the police in December. This is a slight increase compared to November (48) and above the monthly average (39).

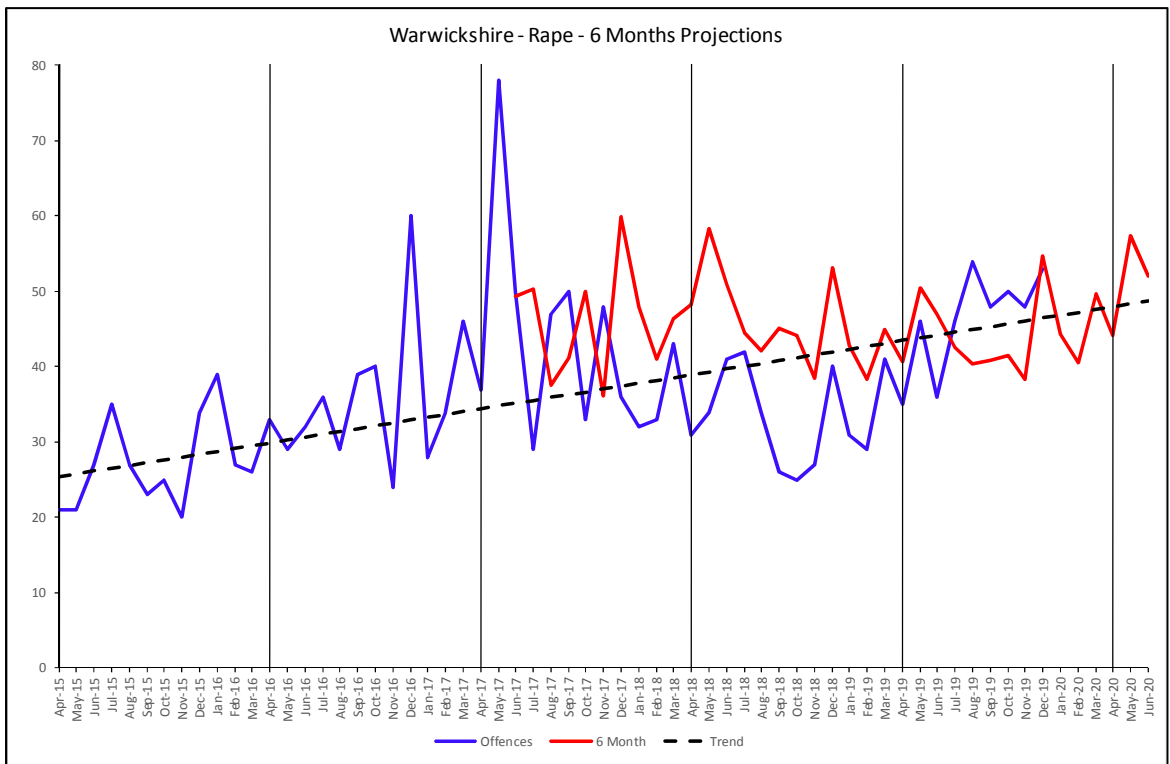
Exceptional volumes were recorded across North Warwickshire in December.

The proportion of ‘recent’ offences was slightly higher than normal - 60% (30) compared to a monthly average of 57%.

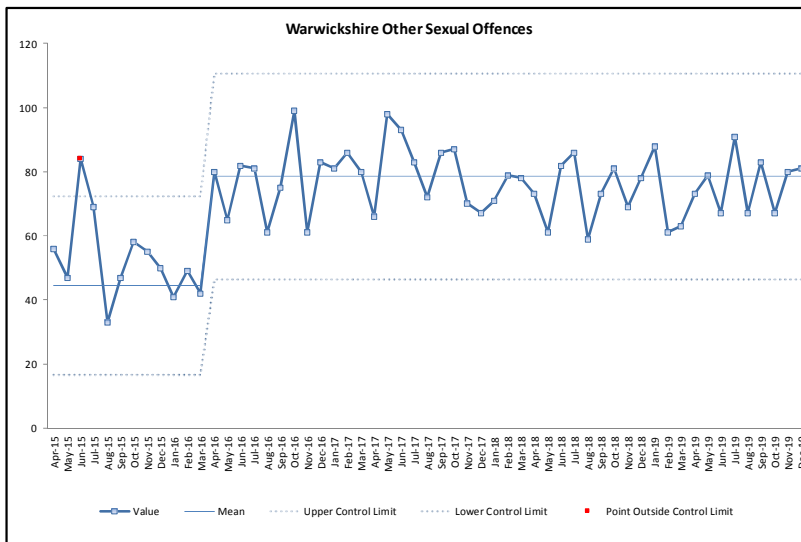


33 rape offences were recorded in North Warwickshire in December; in line with November (33) but volumes remain significantly above the monthly average (22).

The following chart provides a 6 month projection for rape offences. At force level, the recorded volumes are in line with the projection. The pattern of recording suggests a decrease over the next few months.



## Other Sexual Offences

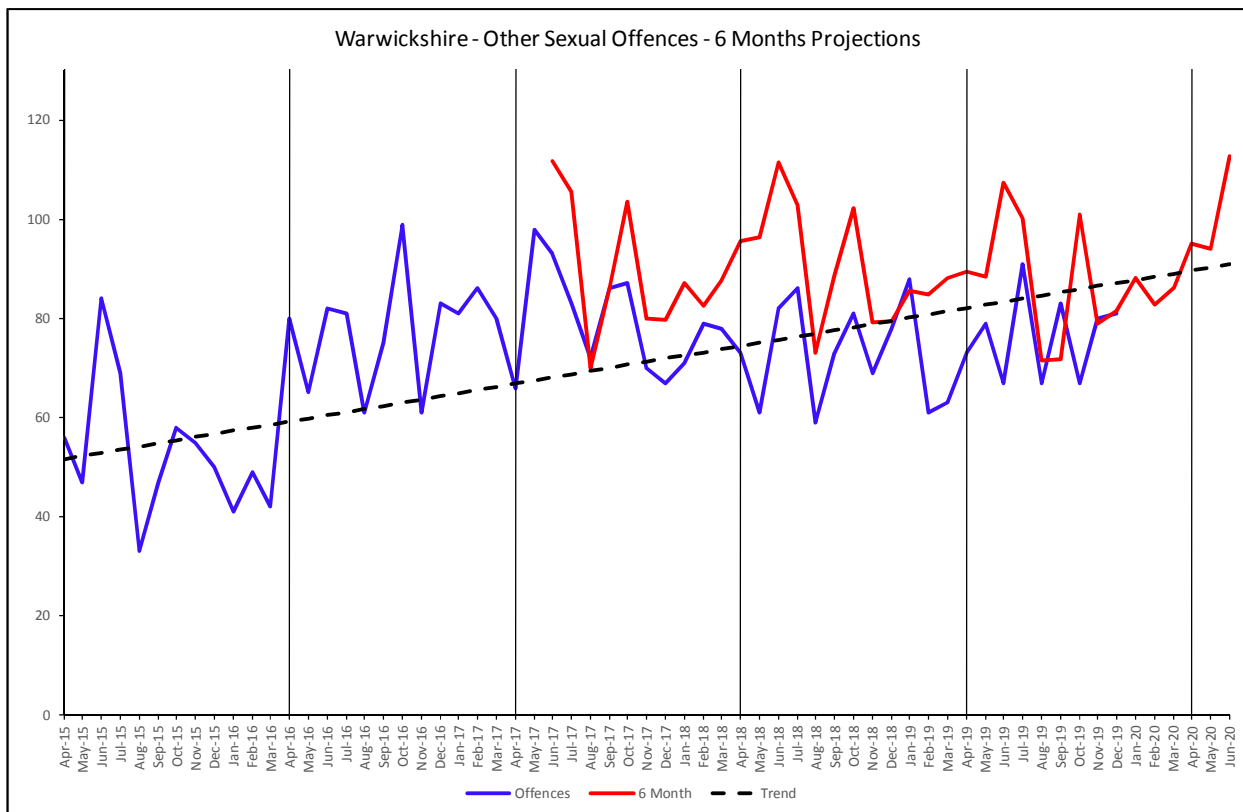


	Oct-19	Nov-19	Dec-19
North Warwickshire	33	46	50
South Warwickshire	34	34	31
<b>Warwickshire</b>	<b>67</b>	<b>80</b>	<b>81</b>

The grouping of other sexual offences refers to 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.

81 other sexual offences were reported to the police in December. This is in line with the previous month (80) and above the monthly average (79). Whilst South Warwickshire saw a decrease in offences, North Warwickshire saw an increase.

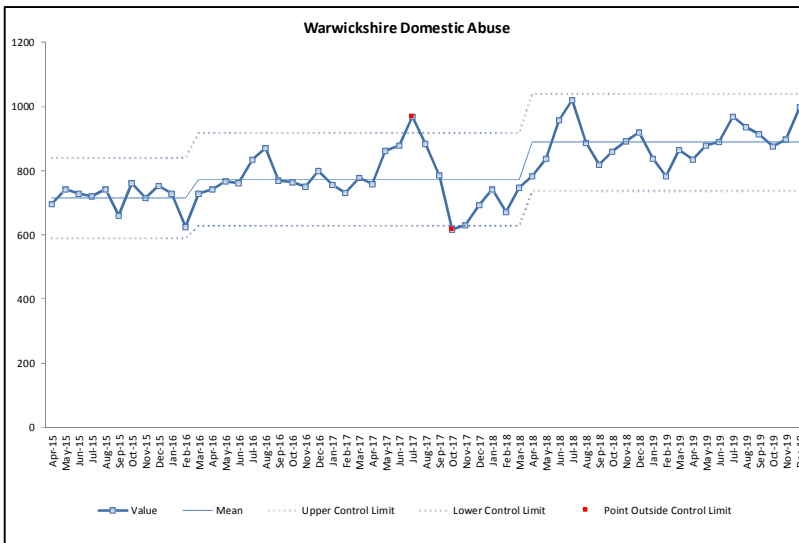
The following chart provides a 6 month projection for other sexual offences. At force level, the recorded volumes are above the projection. The projection is for volumes to increase over the next few months.



# Domestic Abuse

## Signs of Improvement would be:

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



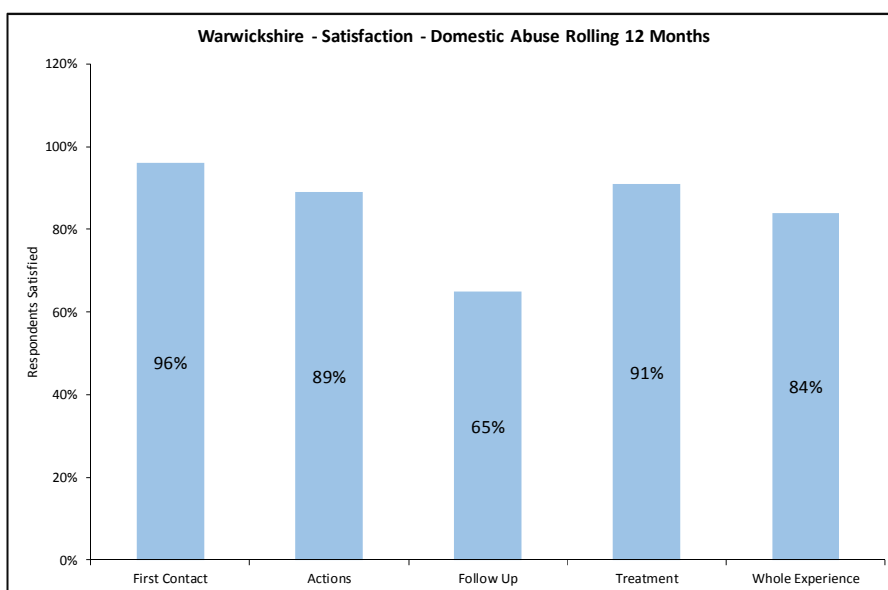
	Oct-19	Nov-19	Dec-19
North Warwickshire	547	589	593
South Warwickshire	330	309	407
<b>Warwickshire</b>	<b>877</b>	<b>898</b>	<b>1000</b>

1,000 domestic abuse offences & crimed incidents were recorded in December. This is an increase compared to November (898) and above the monthly average (889).

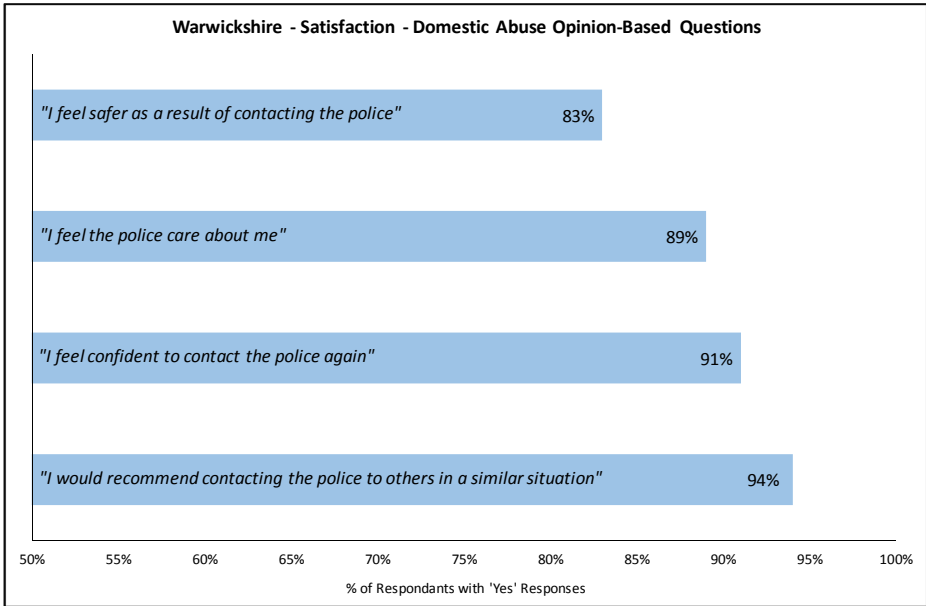
Increased volumes were seen across both policing areas in December.

## 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.



	Oct-19	Nov-19	Dec-19
<b>First Contact</b>	96%	96%	96%
<b>Actions</b>	90%	89%	89%
<b>Follow Up</b>	64%	63%	65%
<b>Treatment</b>	91%	91%	91%
<b>Whole Experience</b>	84%	83%	84%



	Oct-19	Nov-19	Dec-19
"I feel safer as a result of contacting the police"	82%	82%	83%
"I feel the police care about me"	88%	88%	89%
"I feel confident to contact the police again"	91%	91%	91%
"I would recommend contacting the police to others in a similar situation"	94%	94%	94%

The results of these surveys continue to be stable.

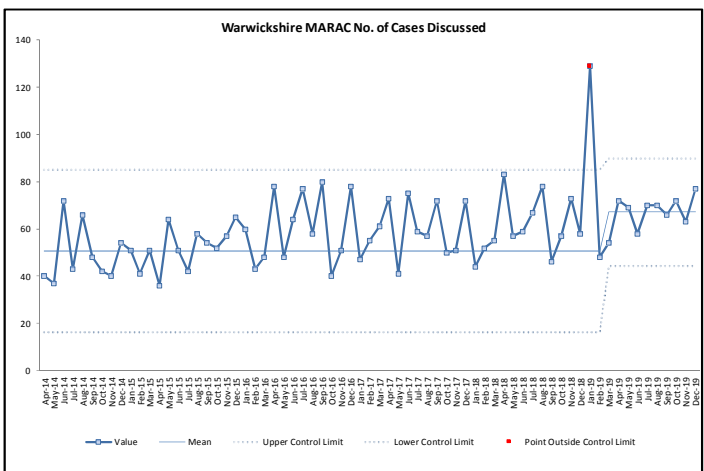
## Domestic Violence Protection Notices (DVPNs)

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-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Warwickshire	5	3	6	15	21	15	8	14	7	12	9	8	5

## 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.



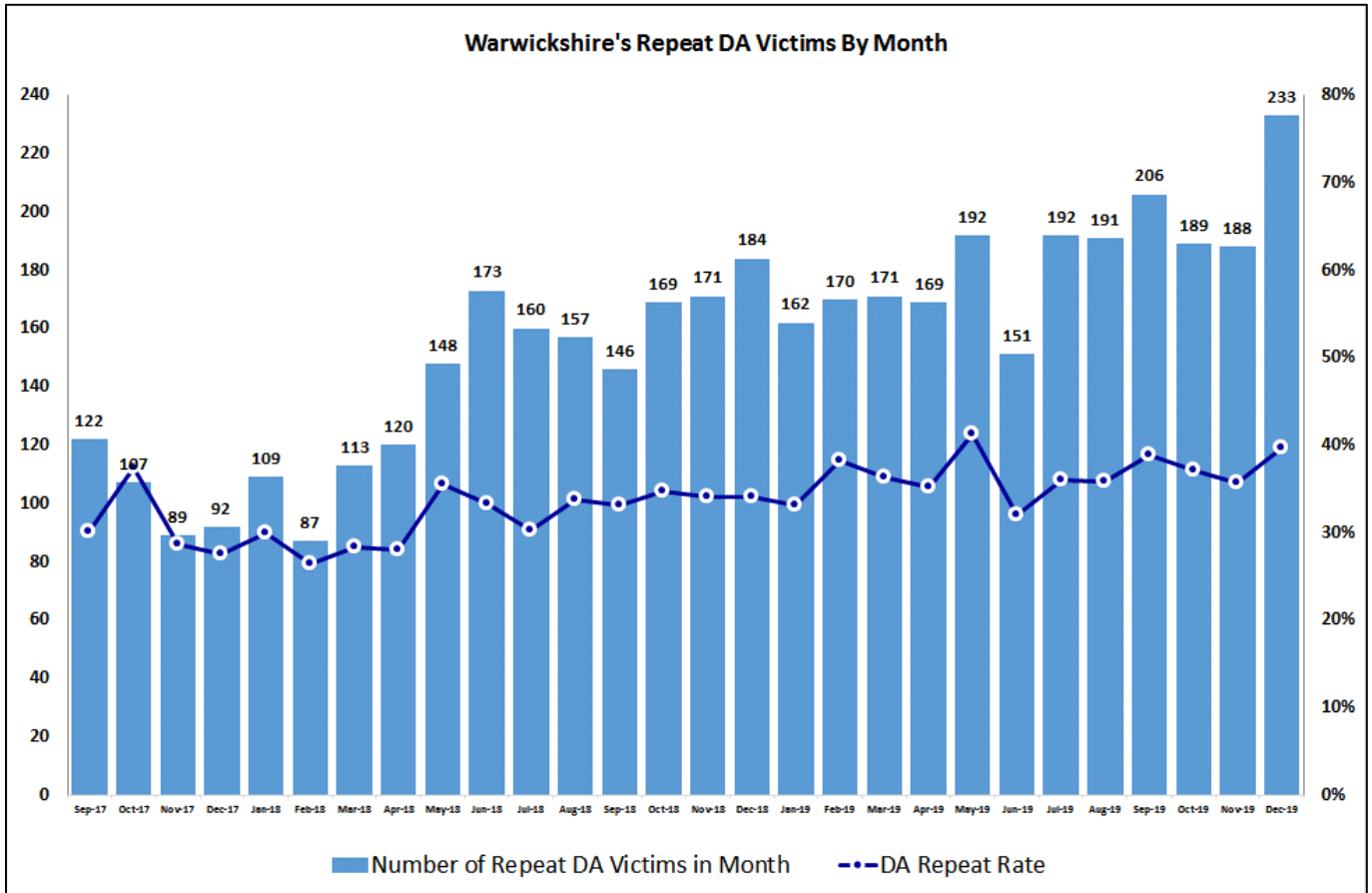
77 cases were discussed at Warwickshire MARACs in December (20 repeat cases). This is an increase compared to November (63) and above the monthly average (67).

In October after 8<sup>th</sup> consecutive months in which volumes remained above the average; the monthly average subsequently increased from 51 to 67 cases discussed.



## Domestic Abuse Repeat Victimisation

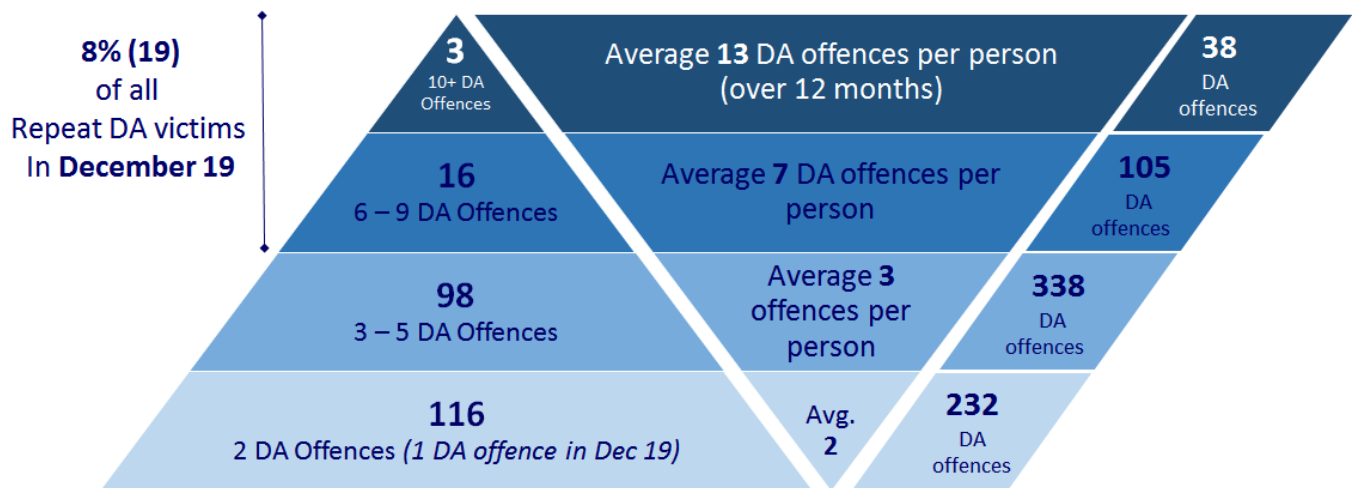
A repeat DA victim is defined as an individual recorded as a DA victim in the current reporting month that has had at least one other DA offence in the preceding 12 months. As a repeat DA victim can have presence in both force areas, these counts reflect Warwickshire's victims only, but quantifies total DA offences across the two forces. The figures are also affected by the application of domestic abuse markers on offences.



In December, 40% (233) of all DA victims (588) were repeat victims (subject to at least one further DA offence in the last 12 months). Since September 17, this is highest volume and rate of repeat DA victims seen.

23 (10%) of December's repeat DA victims were also a repeat DA victim in November, with 4 individuals being a repeat DA victim in each of the last 3 months – October, November and December.

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



December's repeat victim cohort accounts for 713 offences recorded in the last 12 months, of which 346 offences were recorded in December.

Analysis of the repeat victims shows that firstly, there has been an increase in low volume repeat victims with 3-5 offences each (98) representing 338 offences compared to last month 65 repeat victims with 221 offences.

Secondly, there has been an increase in the number and proportion of repeat victims with 6-9 offences in the last 12 months (7%, 16). This is highest volume and proportion of 6-9 repeat victims seen across the timeframe. The 16 individuals represent 105 offences of which 31 offences were recorded in December.

Two North Warwickshire and one South Warwickshire individuals have had 20+ offences reported each that collectively represent 4% (38) of all repeat offences (713) in the last 12 months.

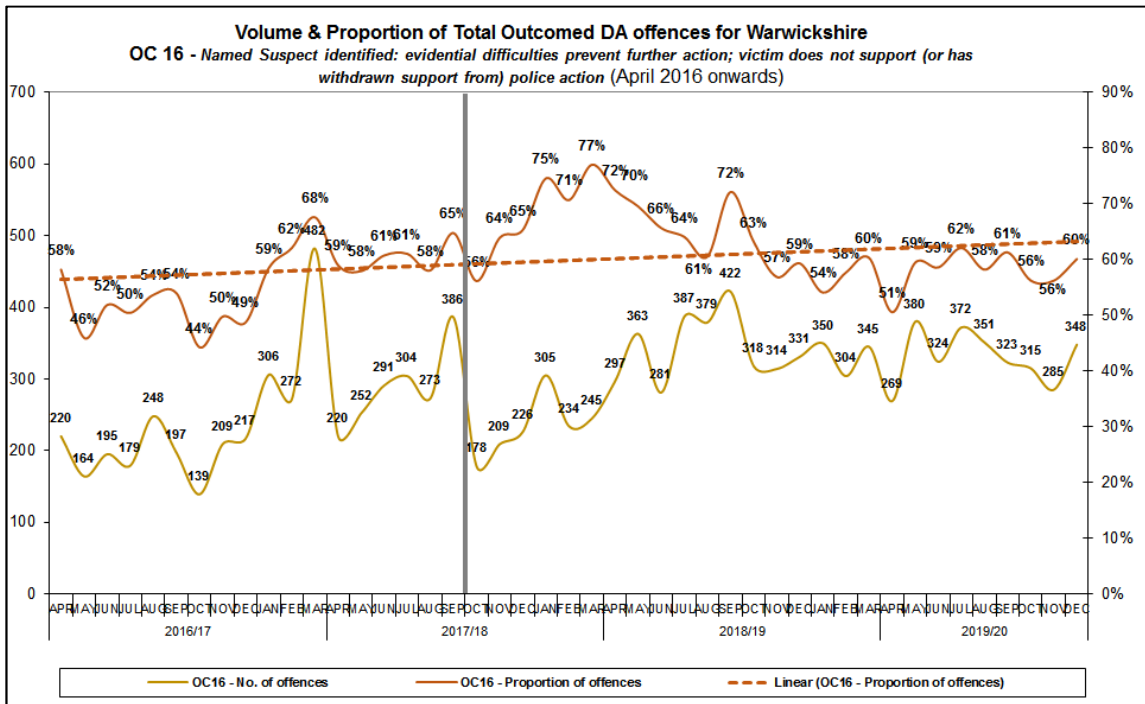
## Outcome Rate – Year to Month trends

A review has been undertaken on the reporting of outcomes. By excluding those offences that are yet to receive an outcome, this provides a more 'like for like' and stable comparison to be made between time periods. The table below is a 9 month year to date picture, showing the overall outcome rate (% of DA offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed DA Volumes and % Outcomed			
		Apr 18 - Dec 18		Apr 19 - Dec 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	491	11.8%	479	11.0%
No Action Taken	OC5,9,10,11,12,13,15,16,17	3,396	81.3%	3,643	83.5%
Investigation complete - no suspect identified	OC14,18	209	5.0%	106	2.4%
Other*	OC20,21,22	81	1.9%	134	3.1%
<b>Total Recorded and Outcomed</b>		<b>4,177</b>	<b>100%</b>	<b>4,362</b>	<b>100%</b>
<b>Total Recorded</b>		<b>5,056</b>		<b>5,521</b>	
<b>Outcome Rate</b>		<b>82.6%</b>		<b>79.0%</b>	

- 79% (4,362) of DA offences recorded in Apr – Dec 19 were assigned an outcome within the same 9 month period. This is a 4 percentage point reduction on the equivalent period last year (83%). There was a 9% growth in the number of DA offences recorded in Apr – Dec 19 (5,521) compared to the same period last year (5,056).
- 11% (479) of recorded/ outcomed DA offences (4,362) in Apr – Dec 19 were assigned an 'action taken' outcome within the same 9 month period. The number and proportion of offences has slightly decreased compared to the same period last year (491, 12%).

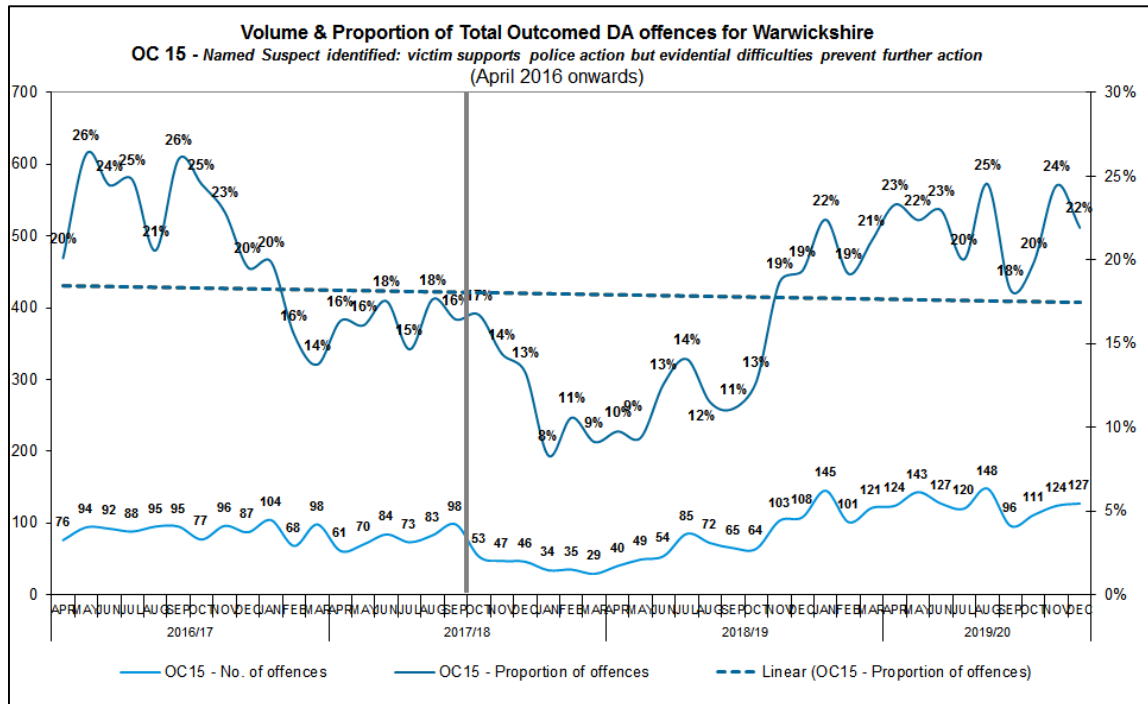
### Outcome 16 – Monthly outcome trends



- From July 19 (372, 62%), there has been a downward trend in both the number and proportion of DA offences resulting in Outcome 16. However, performance in December has reversed this trend, with an increase in both the volume and proportion of offences

## Outcome 15 – Monthly outcome trends

Since November 18, there has been an increase in the use of Outcome code 15: - 'Named Suspect identified: victim supports police action but evidential difficulties prevent further action' as shown by the chart.



- 127 offences (22%) resulted in Outcome 15 in December. This is a relative stable volume in line with the previous month (124, 24%) despite the decrease in proportion.

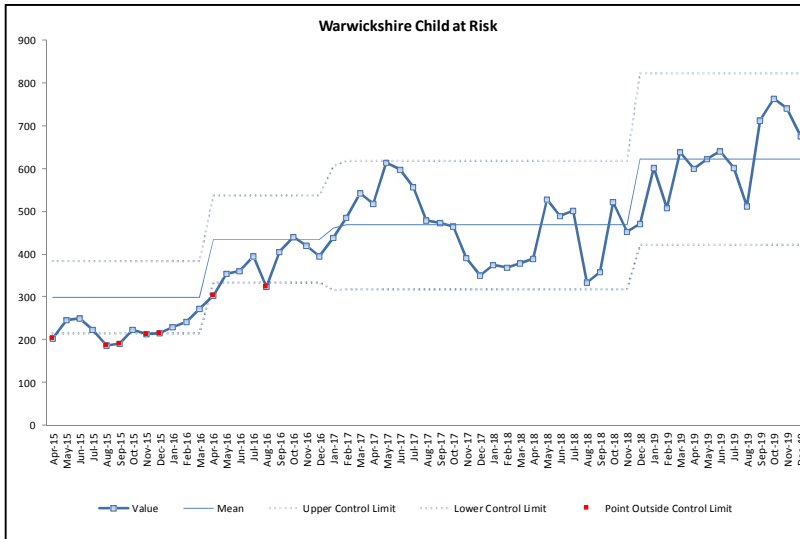
# Child at Risk / Child Sexual Exploitation

## Signs of Improvement would be:

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

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

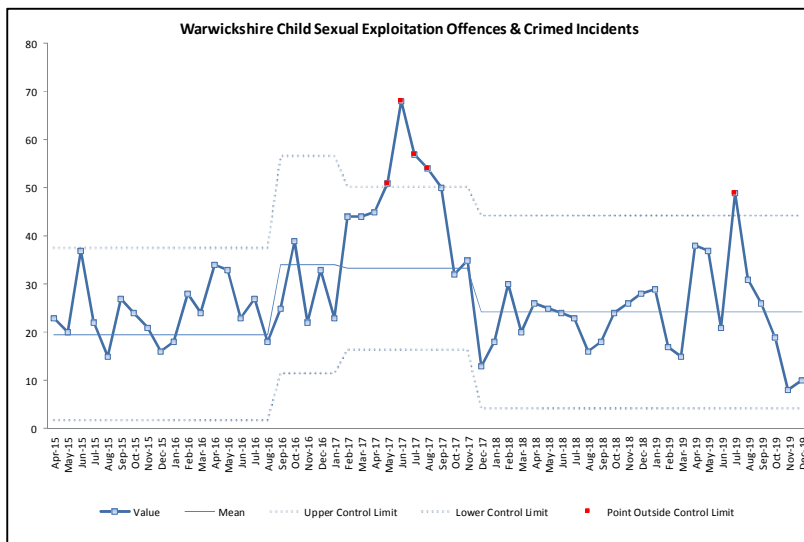


	Oct-19	Nov-19	Dec-19
North Warwickshire	515	473	466
South Warwickshire	249	268	210
<b>Warwickshire</b>	<b>764</b>	<b>741</b>	<b>676</b>

676 ‘child at risk’ markers were applied to offences/incidents in December. This is a reduction compared to November (741) but volumes remain above the monthly average (622).

Decreased volumes were seen across both policing areas - this is likely to be influenced by school holidays.

## Child Sexual Exploitation



‘Child Sexual Exploitation’ (CSE) is a specific behaviour, 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.

10 CSE offences/ incidents were recorded in December; a slight increase compared to November (8) but below the monthly average (24).

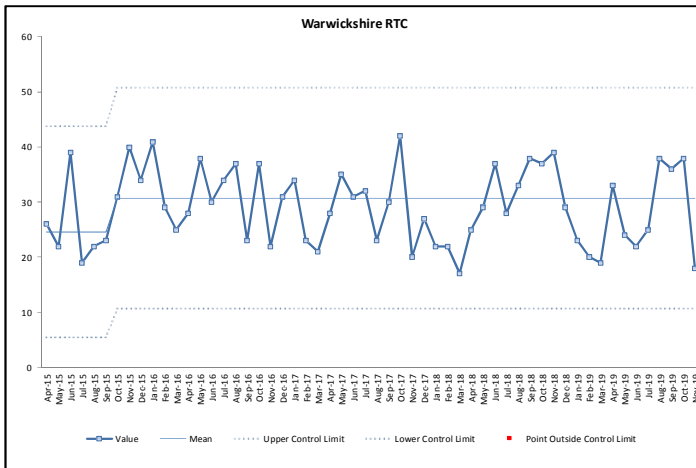
Increased volumes were seen in North Warwickshire in December.

There was a higher proportion of ‘non-recent’ offences recorded in December – 55% (6) compared to a monthly average of 45%.

# Road Traffic Casualties

## Signs of Improvement would be:

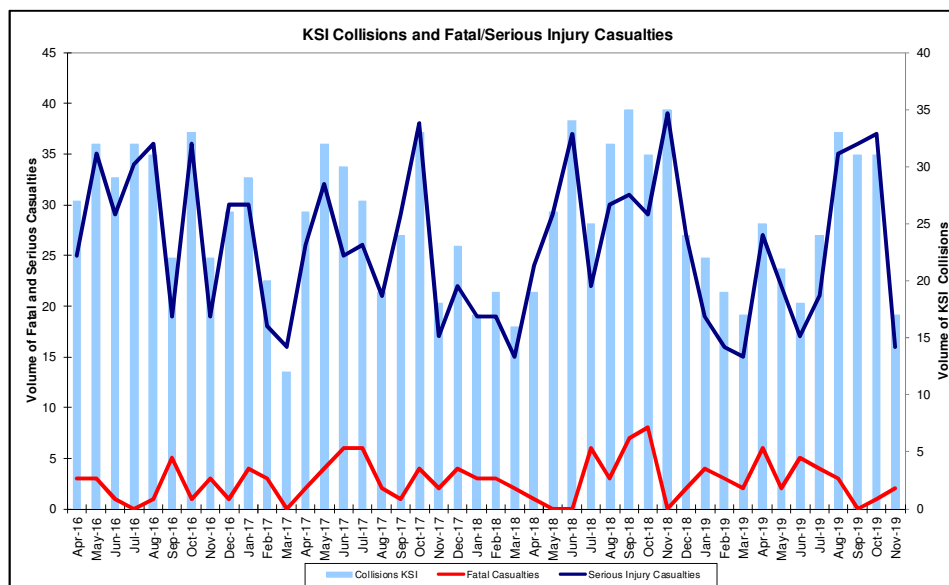
- ❖ Reduction in fatal and serious injury casualties



	Sep-19	Oct-19	Nov-19
North Warwickshire	20	21	11
South Warwickshire	16	17	7
Warwickshire	36	38	18

In December<sup>1</sup> there were 2 road deaths – 1 car driver and 1 pedestrian.

The 2 fatalities occurred in South Warwickshire.



In November over two thirds (71%) of all fatal and serious injury casualties were car drivers or passengers, 17% were goods vehicles and 6% were motorcyclists.

Speed enforcement operates through fixed and mobile enforcement cameras at 76 sites across Warwickshire and 32,966 offences have been recorded from April to December 2019.

<sup>1</sup> 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.

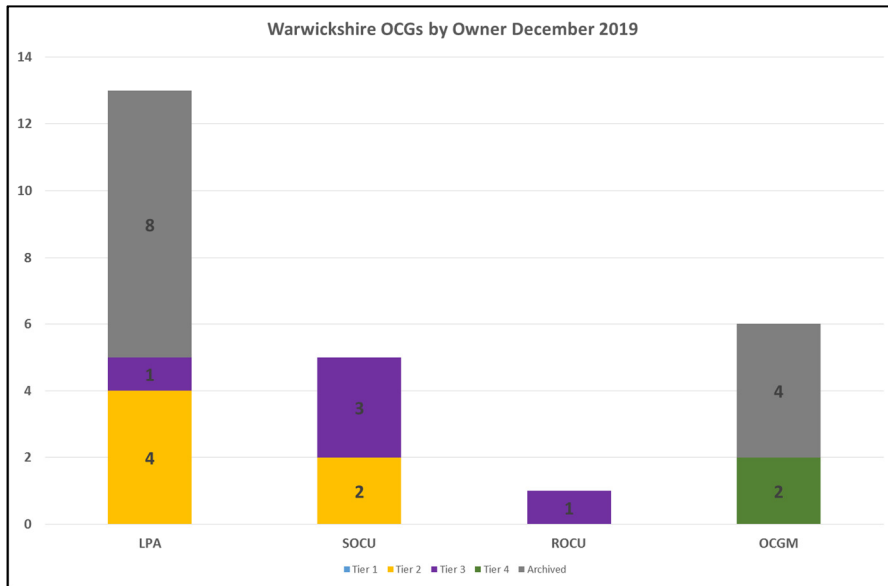
# Serious Organised Crime

## 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 of December 2019, there were 13 active and a further 12 archived OCGs across Warwickshire.



### Disruptions Oct - Dec 2019

#### Disruption Type

- 0 Major
- 1 Moderate
- 20 Minor

#### Judicial Outcomes

**12** arrests

**0** charges

**3** convictions

#### Recoveries / Seizures

Cannabis (awaiting forensic results)

Heroin (awaiting forensic results)

**0** firearm seized

#### Safeguarding

**0** children safeguarded

**0** adults safeguarded

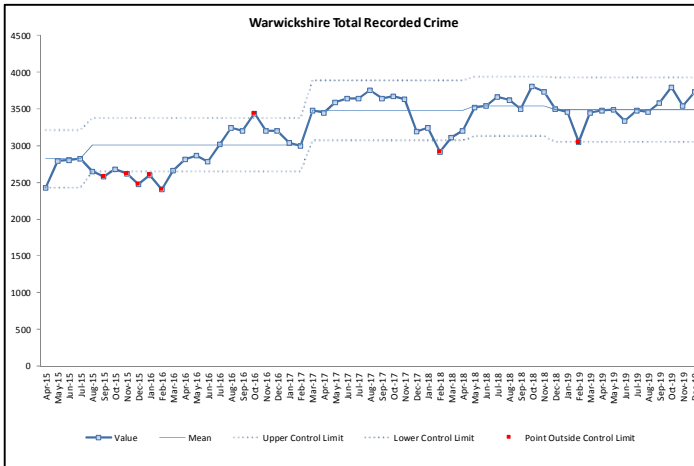


# Preventing & Reducing Crime

## Total Recorded Crime

### Signs of Improvement would be:

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



	Oct-19	Nov-19	Dec-19
North Warwickshire	2191	2091	2202
South Warwickshire	1601	1452	1536
<b>Warwickshire</b>	<b>3792</b>	<b>3543</b>	<b>3738</b>

3,738 offences were recorded across Warwickshire in December. This is an increase compared to November (3,543) and volumes remain above the monthly average (3,490).

Total recorded crime generally follows a seasonal pattern, with reduced volumes in the winter months. 2019/20 has not shown this typical pattern – volumes did not see the usual summer peaks and we have not seen a reduction in recording in December.

Increased volumes were seen across both policing areas in December.

The table below shows a comparison between districts. 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 districts are highlighted in the table.

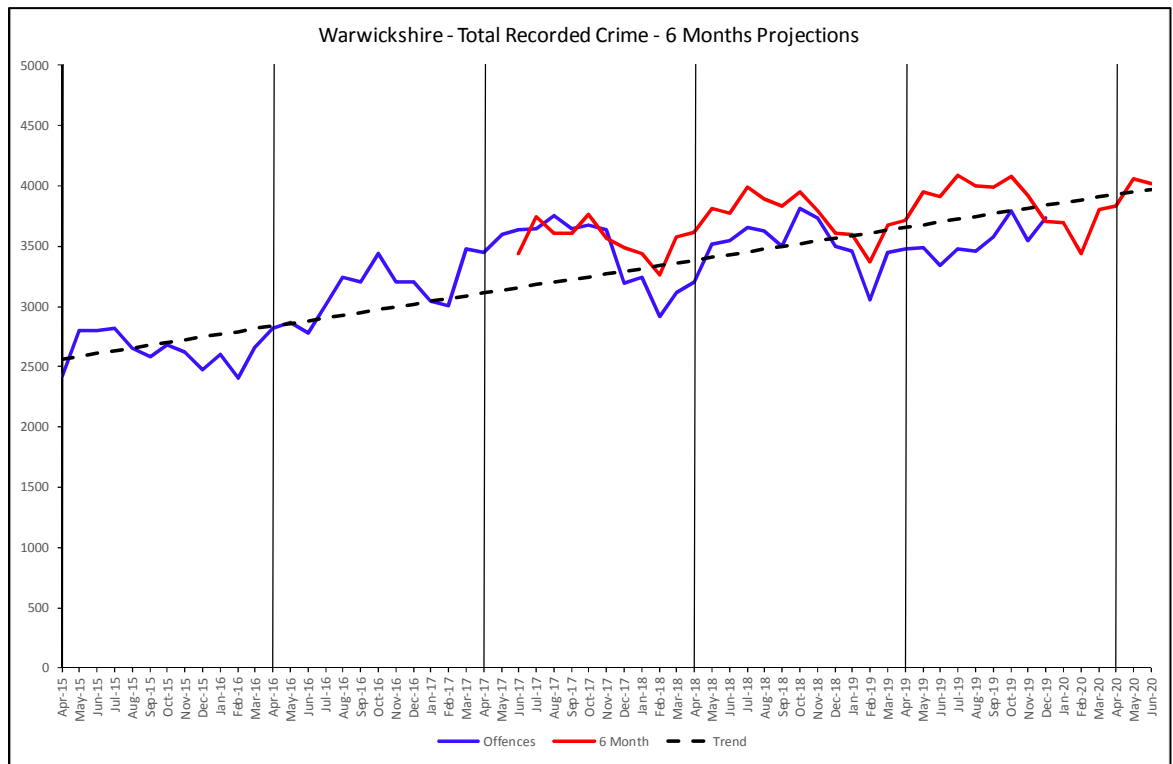
### District Comparison by Crime Type

The following table indicates the crime volumes per 1,000 population for each district. The shading indicates an increase in the crime rate compared to the previous month.

*Data is based on ONS mid-2017 population estimates*

	Warwickshire				North Warks District				Nuneaton & Bedworth District				Rugby District				Stratford District				Warwick District			
	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)
Violence With Injury	453	0.80	0.70	0.70	53	0.83	0.61	0.61	135	1.05	0.98	0.90	80	0.75	0.75	0.87	84	0.69	0.47	0.48	101	0.72	0.66	0.61
Violence Without Injury	922	1.63	1.55	1.66	94	1.47	1.36	1.53	297	2.31	2.29	2.23	173	1.63	1.59	1.97	140	1.14	1.14	1.09	218	1.55	1.33	1.48
Rape	53	0.09	0.09	0.09	10	0.16	0.05	0.06	13	0.10	0.13	0.10	10	0.09	0.12	0.10	7	0.06	0.03	0.08	13	0.09	0.08	0.07
Other Sexual Offences	81	0.14	0.14	0.12	5	0.08	0.05	0.11	38	0.30	0.19	0.13	7	0.07	0.16	0.11	6	0.05	0.08	0.07	25	0.18	0.17	0.17
Business Robbery	6	0.01	0.01	0.02	0	0.00	0.00	0.02	2	0.02	0.00	0.02	1	0.01	0.02	0.03	1	0.01	0.00	0.01	2	0.01	0.01	0.01
Personal Robbery	42	0.07	0.05	0.05	1	0.02	0.03	0.05	17	0.13	0.08	0.03	11	0.10	0.05	0.08	7	0.06	0.04	0.04	6	0.04	0.05	0.05
Vehicle Offences	432	0.77	0.75	0.91	102	1.59	1.00	1.05	105	0.82	0.91	1.07	76	0.71	0.61	0.66	55	0.45	0.55	0.75	94	0.67	0.78	1.05
Theft from Person	34	0.06	0.06	0.07	1	0.02	0.00	0.06	8	0.06	0.10	0.07	3	0.03	0.04	0.04	8	0.07	0.08	0.07	14	0.10	0.06	0.11
Bicycle Theft	29	0.05	0.08	0.10	0	0.00	0.03	0.06	10	0.08	0.14	0.16	6	0.06	0.06	0.11	3	0.02	0.04	0.08	10	0.07	0.10	0.09
Shoplifting	281	0.50	0.45	0.48	13	0.20	0.25	0.22	80	0.62	0.55	0.59	46	0.43	0.34	0.31	57	0.47	0.52	0.47	85	0.61	0.47	0.63
All Other Theft Offences	367	0.65	0.68	0.68	49	0.76	0.78	0.70	77	0.60	0.69	0.68	68	0.64	0.58	0.70	89	0.73	0.67	0.85	84	0.60	0.73	0.52
Criminal Damage & Arson	378	0.67	0.61	0.61	46	0.72	0.97	0.61	110	0.85	0.84	0.80	75	0.70	0.46	0.68	58	0.47	0.35	0.42	89	0.63	0.58	0.57
Other Crimes Against Society	379	0.67	0.64	0.67	46	0.72	0.73	0.69	113	0.88	0.92	0.79	74	0.70	0.60	0.74	62	0.51	0.41	0.55	84	0.60	0.60	0.63
Burglary – Business & Community (incl. Res. non-dwelling)	141	0.61	0.61	0.75	32	1.24	1.08	1.16	30	0.57	0.44	0.61	18	0.43	0.50	0.72	31	0.60	0.83	0.98	30	0.51	0.46	0.51
Burglary - Residential (dwelling only)	139	0.60	0.59	0.73	13	0.50	0.50	0.74	33	0.63	0.78	0.99	20	0.48	0.48	0.50	35	0.67	0.46	0.67	38	0.65	0.66	0.72
<b>Total Recorded Crime</b>	<b>3738</b>	<b>6.62</b>	<b>6.30</b>	<b>6.77</b>	<b>466</b>	<b>7.27</b>	<b>6.49</b>	<b>6.52</b>	<b>1068</b>	<b>8.30</b>	<b>8.31</b>	<b>8.23</b>	<b>668</b>	<b>6.28</b>	<b>5.76</b>	<b>6.91</b>	<b>643</b>	<b>5.26</b>	<b>4.94</b>	<b>5.67</b>	<b>893</b>	<b>6.36</b>	<b>6.09</b>	<b>6.52</b>

The following chart provides a 6 month projection for total recorded crime offences. At force level, the recorded volumes over the last few months have been below our projections, however following a similar pattern. Volumes are projected to fluctuate over the next few months.



## Crime Breakdown

The following table indicates headline performance of major crime groupings. It shows recorded volumes against the previous month and the same month last year and indicates where performance has become exceptional on the control charts.

	Dec-19	Nov-19	% CHANGE	Dec-18	% CHANGE	Force Level		Policing Area
						Exceptional volumes	Increasing trend	Exceptional volumes
<b>Homicide</b>	1	0	0.0%	0	0.0%			
<b>Violence With Injury</b>	453	396	14.4%	450	0.7%	N	Y	S
<b>Violence Without Injury</b>	922	870	6.0%	792	16.4%	Y	N	
<b>Rape</b>	53	48	10.4%	40	32.5%	N	Y	N
<b>Other Sexual Offences</b>	81	80	1.3%	78	3.8%	N	Y	
<b>Business Robbery</b>	6	4	50.0%	6	0.0%	N	N	
<b>Personal Robbery</b>	42	31	35.5%	36	16.7%	N	Y	
<b>All Robbery</b>	48	35	37.1%	42	14.3%	N	Y	
<b>Burglary - Residential (dwelling only)</b>	139	133	4.5%	211	-34.1%	N	N	
<b>Burglary – Business &amp; Community (incl. Res. non-dwelling)</b>	141	142	-0.7%	168	-16.1%	N	N	
<b>Vehicle Offences</b>	432	419	3.1%	396	9.1%	N	N	N
<b>Theft from Person</b>	34	36	-5.6%	45	-24.4%	N	N	
<b>Bicycle Theft</b>	29	44	-34.1%	43	-32.6%	Y (low)	N	
<b>Shoplifting</b>	281	251	12.0%	210	33.8%	N	Y	
<b>All Other Theft Offences</b>	367	387	-5.2%	348	5.5%	N	N	
<b>Criminal Damage &amp; Arson</b>	378	343	10.2%	358	5.6%	N	Y	
<b>Drug Offences</b>	90	71	26.8%	79	13.9%	N	Y	N
<b>Possession of Weapons</b>	43	41	4.9%	35	22.9%	N	N	
<b>Public Order Offences</b>	180	202	-10.9%	153	17.6%	N	N	
<b>Misc. Crimes Against Society</b>	66	45	46.7%	49	34.7%	N	Y	
<b>TOTAL CRIME:</b>	<b>3738</b>	<b>3543</b>	<b>5.5%</b>	<b>3497</b>	<b>6.9%</b>	<b>N</b>	<b>N</b>	

## Performance against annual projections

At the beginning of the financial year we set a projection for crime volumes for 2019/20, based on recorded volumes over the past 3 years. The following table shows this annual projection and the current direction of travel comparing April – December 2019 and the same period last year.

This data should be read as an indication of performance. As we are comparing nine months, the current % change does not fully reflect all seasonal variations that may occur through the year.

	Projected Annual Change	Q1, Q2 & Q3 18/19	Q1, Q2 & Q3 19/20	Change
Total Recorded Crime	↔ 6.6%	32086	31903	↔ -0.6%
Violence With Injury	↔ 5.1%	3525	3568	↔ 1.2%
Violence Without Injury	↑ 19.9%	6600	7392	↑ 12.0%
Sexual Offences - Rape	↔ -2.4%	300	416	↑ 38.7%
Sexual Offences - Other	↔ 2.8%	662	688	↔ 3.9%
Robbery	↑ 25.2%	347	346	↔ -0.3%
Residential Burglary Dwelling	↔ 6.6%	1624	1288	↓ 20.7%
Business & Community Burglary	↔ -2.6%	1487	1493	↔ 0.4%
Vehicle	↔ 10.7%	3818	3480	↔ -8.9%
Theft From Person	↔ 9.4%	359	307	↓ 14.5%
Shoplifting	↔ -1.9%	2556	2549	↔ -0.3%
Bicycle	↔ -5.8%	576	475	↓ 17.5%
All other Theft	↔ 1.5%	3445	3497	↔ 1.5%
Criminal Damage & Arson	↔ 2.5%	3528	3116	↓ 11.7%
Drug Offences	↔ -2.6%	648	660	↔ 1.9%
Possession of Weapons	↑ 23.8%	328	358	↔ 9.1%
Public Order Offences	↑ 19.4%	1781	1767	↔ -0.8%
Misc. Crimes Against Society	↓ -66.0%	502	503	↔ 0.2%

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Hate Crime	↑	689	619	-10.2%
Domestic Abuse	↑	7976	8197	2.8%
Child At Risk	↑	4045	5870	45.1%
Child Sexual Exploitation	↑	210	239	13.8%

## Crime Outcomes

A review has been undertaken on the reporting of outcomes. By excluding those offences that are yet to receive an outcome, this provides a more 'like for like' and stable comparison to be made between time periods.

### Outcome Rate – Year to Month trends

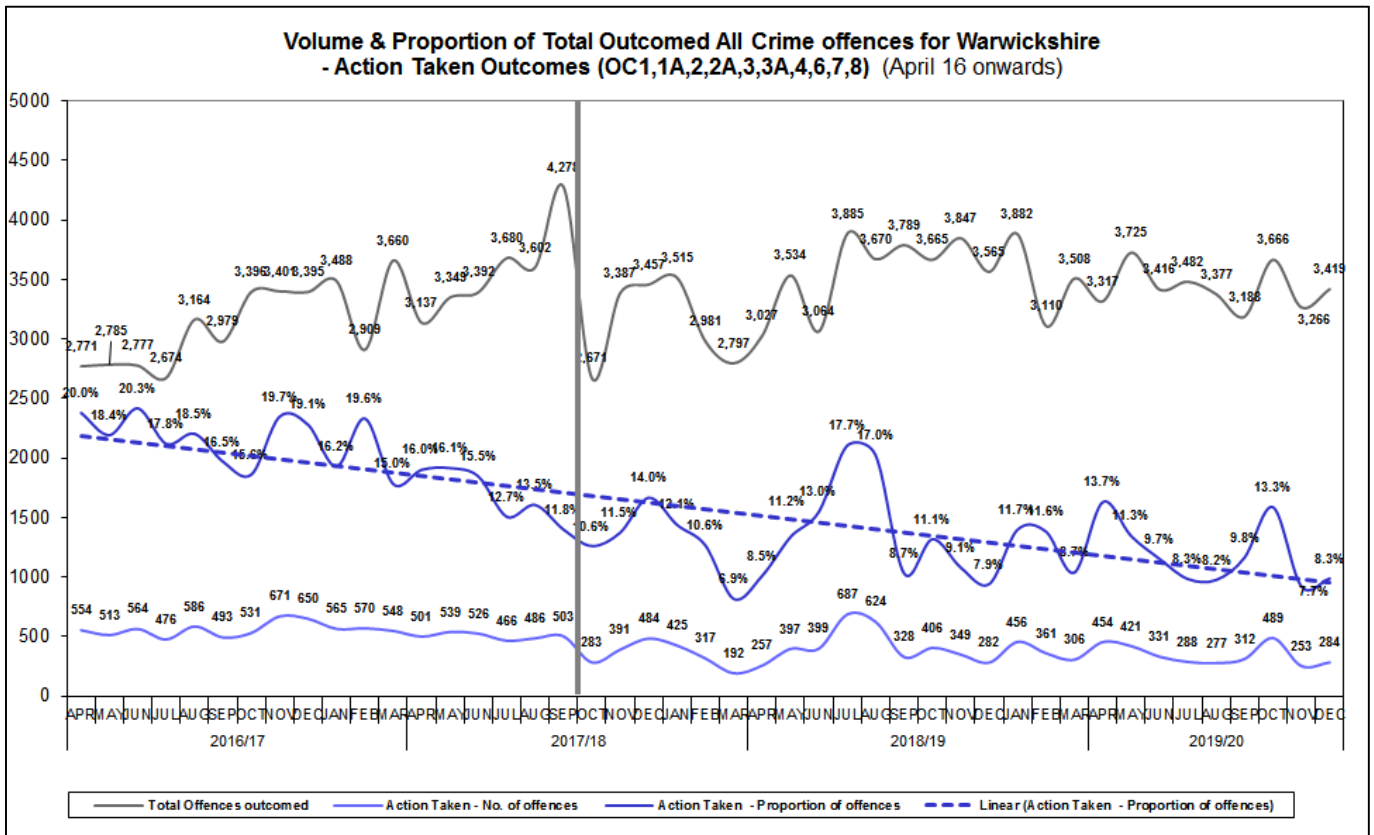
The table below is a 9 month picture, showing the overall outcome rate (% of offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed Volumes and % Outcomed			
		Apr 18 - Dec 18		Apr 19 - Dec 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	2,589	9.4%	2,135	7.9%
No Action Taken	OC5,9,10,11,12,13,15,16,17	8,941	32.4%	9,418	34.9%
Investigation complete - no suspect identified	OC14,18	15,150	55.0%	14,363	53.2%
Other*	OC20,21,22	883	3.2%	1,090	4.0%
<b>Total Recorded and Outcomed</b>		<b>27,563</b>	<b>100%</b>	<b>27,006</b>	<b>100%</b>
<b>Total Recorded</b>		<b>32,086</b>		<b>31,903</b>	
<b>Outcome Rate</b>		<b>85.9%</b>		<b>84.7%</b>	

- 27,006 offences were recorded and outcomed between Apr – Dec 19. This is a 2% decrease compared to Apr – Dec 18 (27,563).
- 85% (27,006) of all offences recorded Apr – Dec 19 (31,903) were assigned an outcome within the 9 month period. This is a lower proportion compared to the equivalent period last year (86%).
- 8% (2,135) of offences recorded in Apr – Dec 19 (27,006) were assigned an 'action taken' outcome within the period. This is a lower proportion compared to the equivalent period last year (9%).
- A greater proportion of offences were assigned a 'no action taken' outcome in Apr – Dec 19 (9,418, 35%) compared to the equivalent period last year (8,941, 32%). The number of offences resulting in 'no action taken' has increased by 5% from 8,941 to 9,418.
- The number of offences resulting in '*Investigation complete – no suspect identified*' between Apr – Dec 19 (14,363, 53%) has decreased by 5% and the rate has reduced by 2 percentage points since the same period last year (15,150, 55%).

## Action Taken' – Monthly total outcome trends

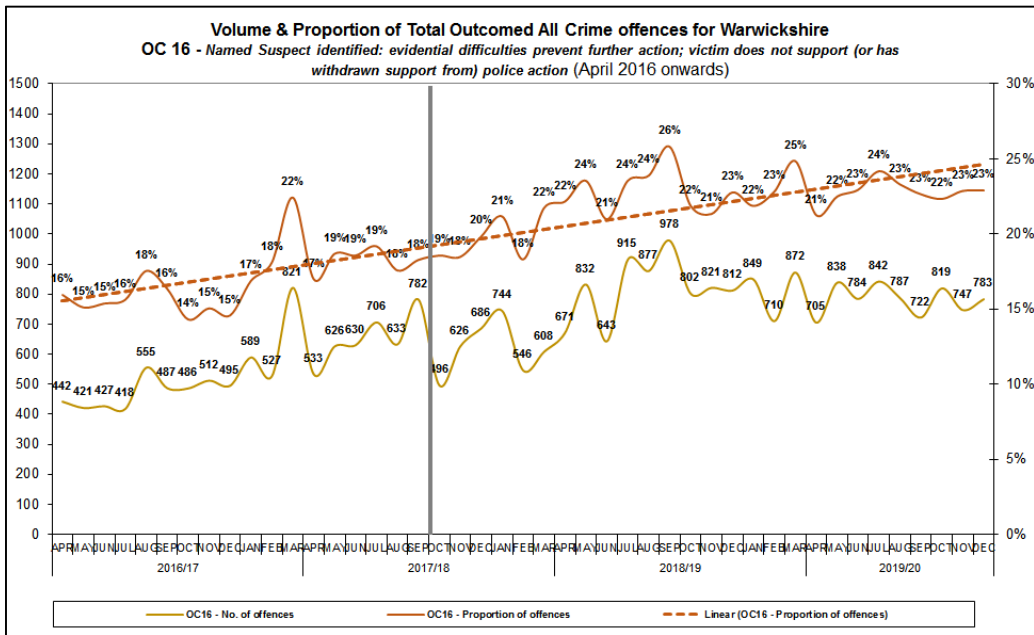
The following chart shows the volume and proportion of total recorded offences outcomed per month by HMIC grouping 'Action Taken' regardless of when they were recorded. 'Action Taken' grouping is made up of Outcome codes for traditional detection outcomes – charge/ summons, taken into consideration, community resolution etc.



- Since April 16, there has been a downward trend in the number and proportion of total outcomed offences assigned an 'action taken' outcome on a monthly basis.
- Out of the 3,419 offences outcomed in December, 284 (8.3%) resulted in an 'action taken' outcome. This is an increase in volume and proportion rate on November (253, 7.7%). Of these:
  - 66% (187) have resulted in a charge/ summons (including alternate offences)
  - 18% (52) have resulted in an adult/youth caution
  - 11% (31) have been assigned a community resolution.

## Outcome 16 – Monthly outcome trends

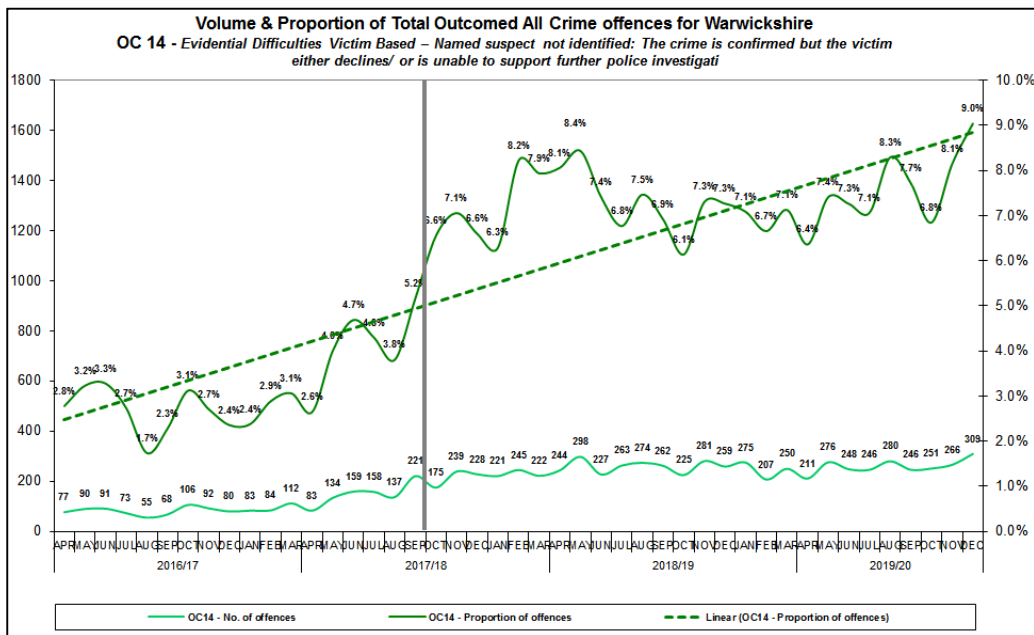
The following chart shows the volume and proportion of total recorded offences outcomed per month by 'Outcome code 16' regardless of when they were recorded.



- 783 (23%) offences resulted in Outcome 16 in December, a volume increase compared to the previous month (747). The proportion rate continues to remain stable within a range of 22% to 24% since May 19.

## Outcome 14 – Monthly outcome trends

Since November 17, despite the varying proportion rates, there has been a steady volume increase in the use of Outcome code 14: - 'Evidential Difficulties Victim Based – Named suspect not identified: The crime is confirmed but the victim either declines/ or is unable to support further police investigation to identify the offender' as shown by the following chart.



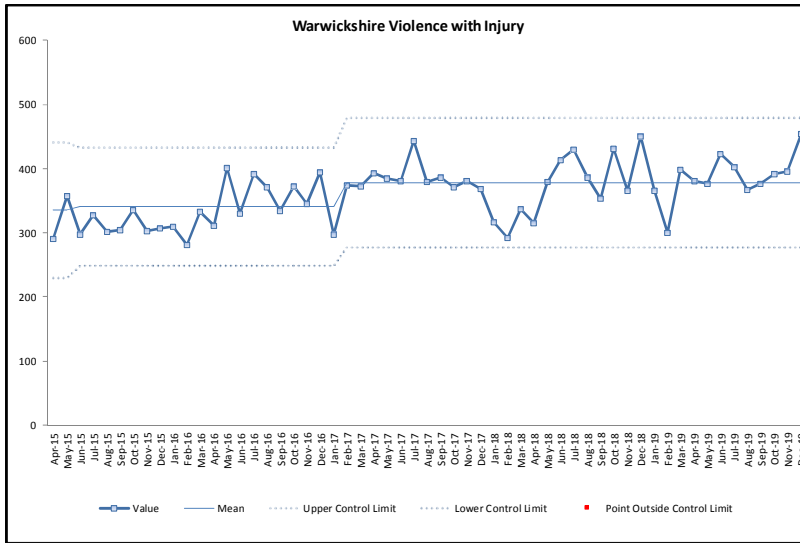
- In December, 309 offences (9%) resulted in Outcome 14 which is the highest volume and proportion rate seen across the time period reviewed.



# Violence with Injury

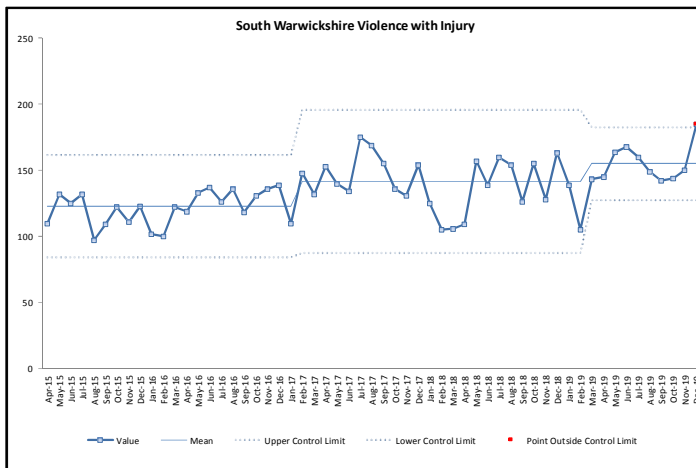
## Signs of Improvement would be:

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



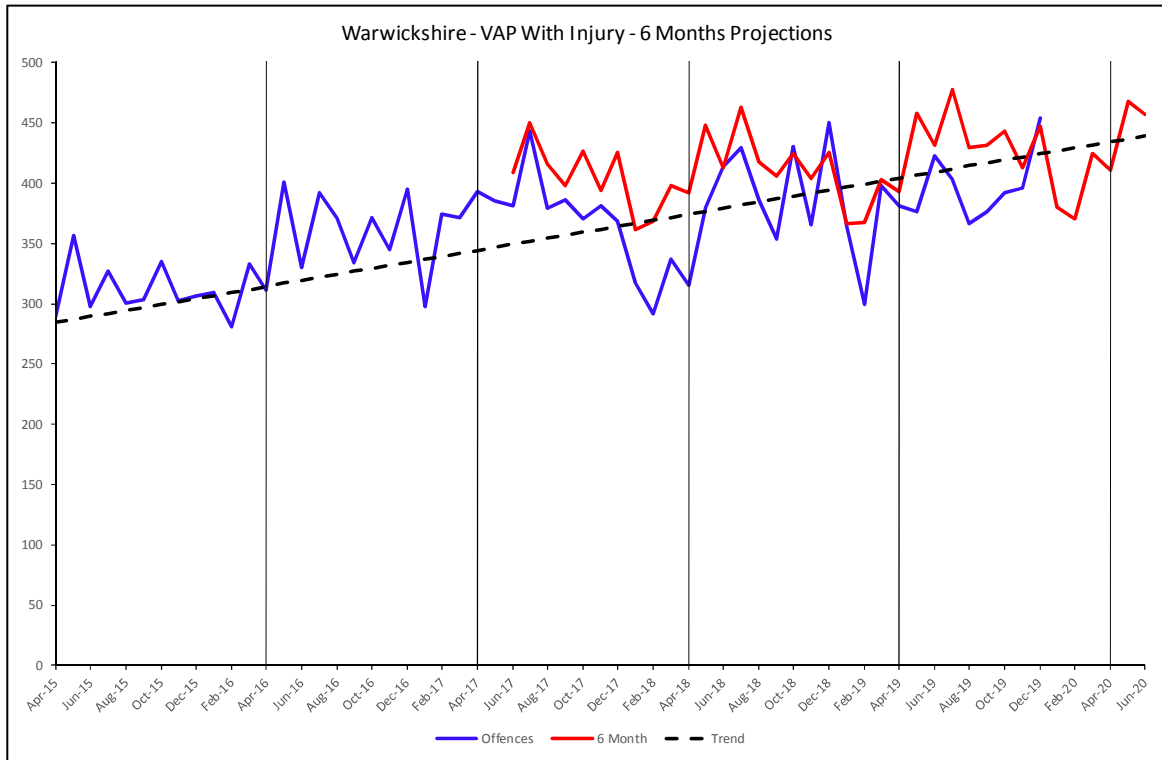
	Oct-19	Nov-19	Dec-19
North Warwickshire	248	246	269
South Warwickshire	144	150	185
<b>Warwickshire</b>	<b>392</b>	<b>396</b>	<b>454</b>

454 violence with injury offences were recorded in December. This is an increase compared to November (396) and volumes remain above the monthly average (378).



Increases were recorded in both policing areas with exceptional volumes recorded in South Warwickshire. This is driven by an increase in ABH and, to a lesser extent, GBH, offences.

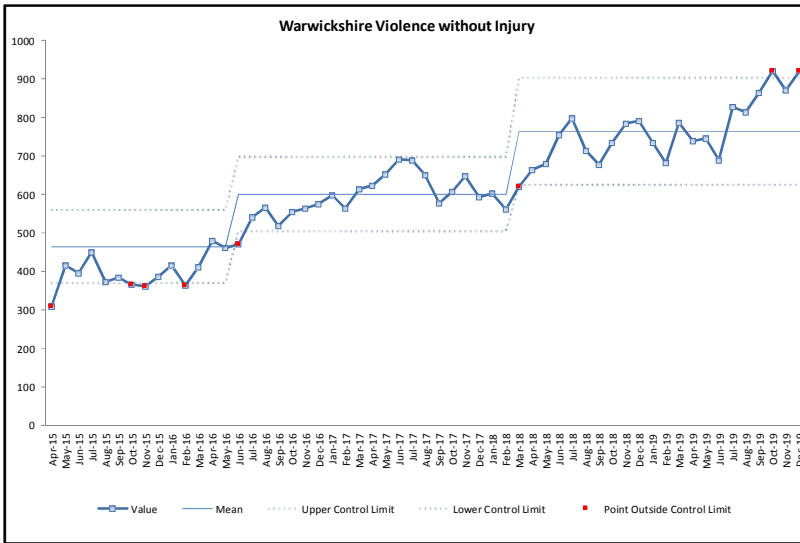
The following chart provides a medium (6 month) projection for violence with injury offences. At force level, the projection indicates a decrease in recorded offences over the next few months.



# Violence without Injury

## Signs of Improvement would be:

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

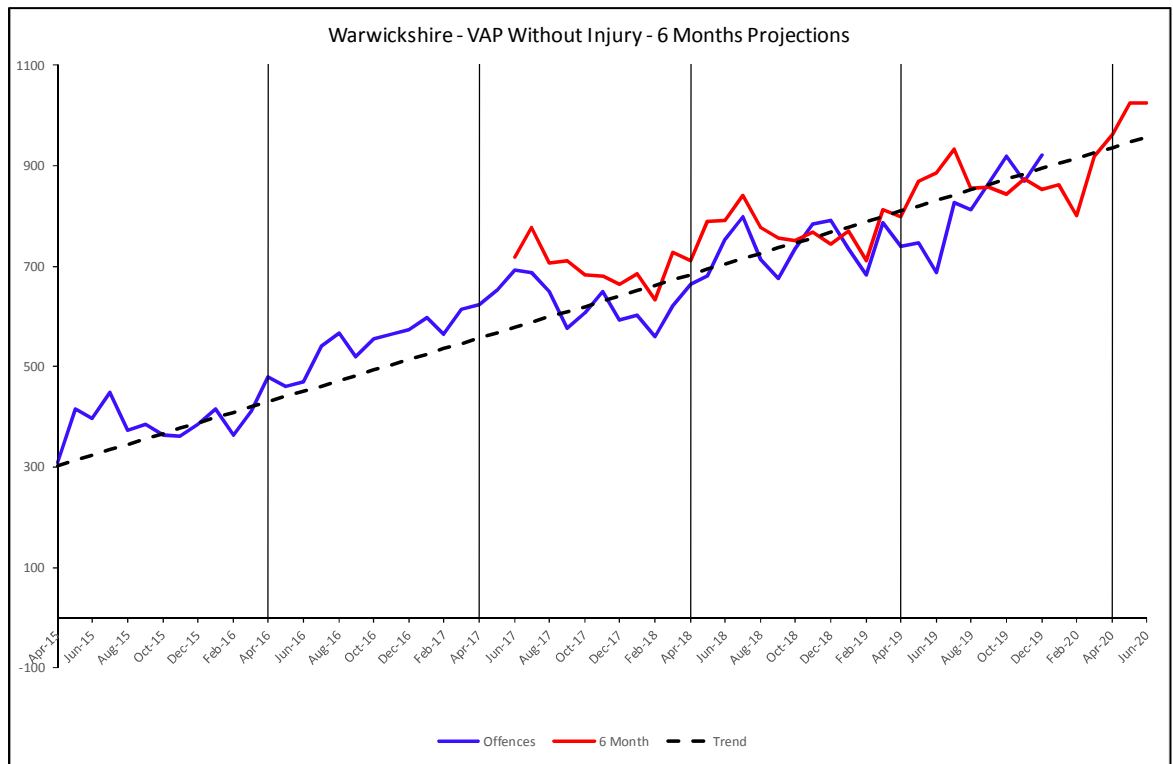


	Oct-19	Nov-19	Dec-19
North Warwickshire	585	548	564
South Warwickshire	335	322	358
<b>Warwickshire</b>	<b>920</b>	<b>870</b>	<b>922</b>

922 violence without injury offences were recorded in December. This is an increase compared to the previous month (870) and significantly above the monthly average (764). This was driven by an uplift in malicious communications offences and harassment offences.

Increased volumes were recorded across both policing areas in December.

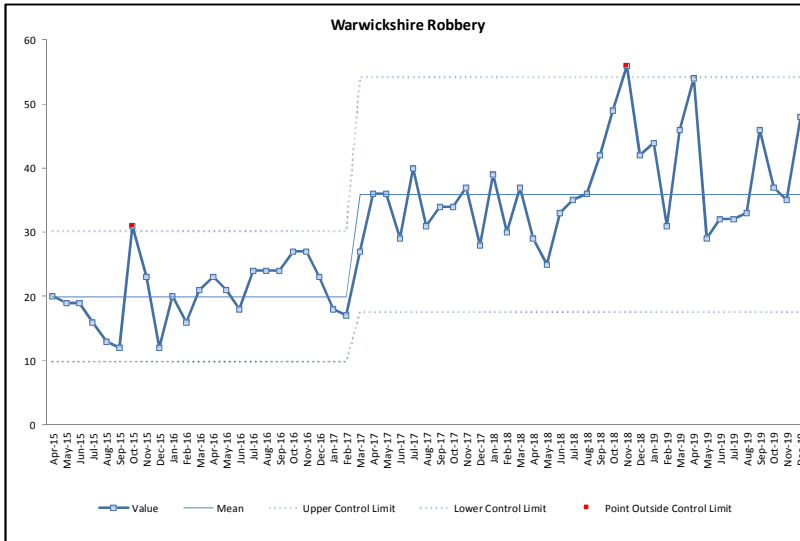
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates a fluctuation in recorded offences over the next few months.



# Robbery

## Signs of Improvement would be:

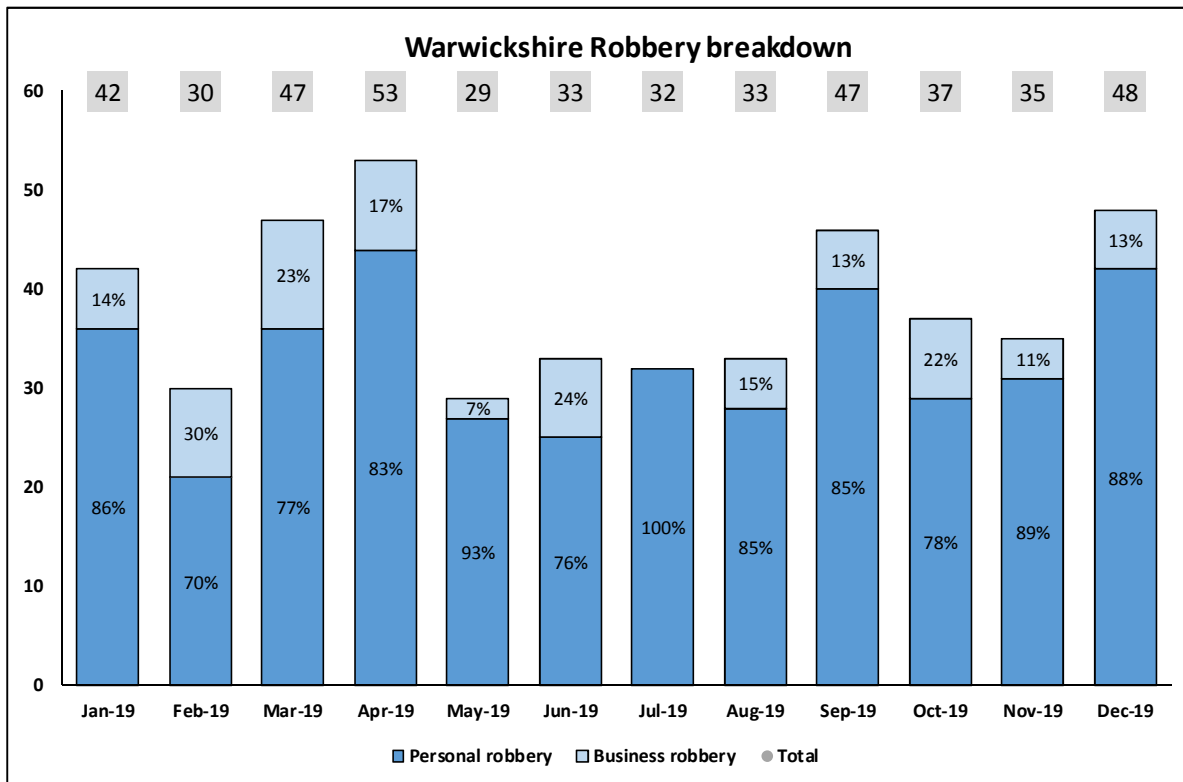
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



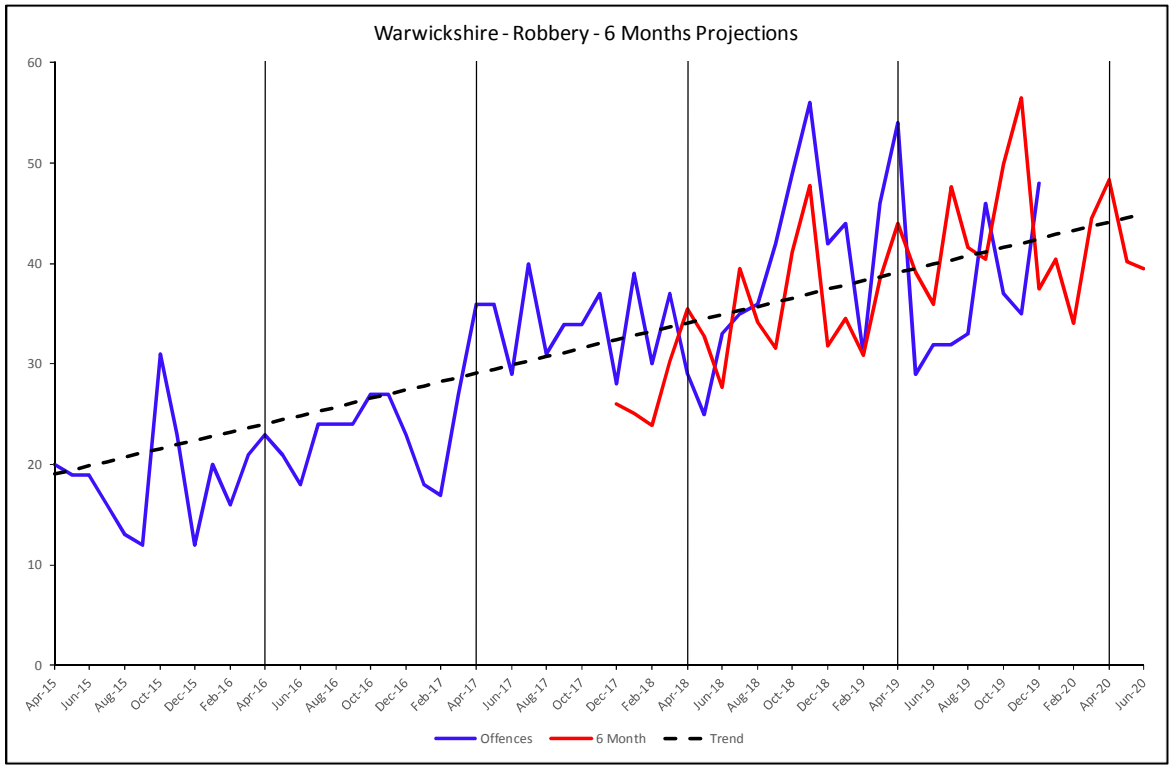
	Oct-19	Nov-19	Dec-19
North Warwickshire	23	22	32
South Warwickshire	14	13	16
<b>Warwickshire</b>	<b>37</b>	<b>35</b>	<b>48</b>

48 robbery offences were recorded in December. This is an increase compared to November (35) and above the monthly average (36). Increased volumes were recorded across both policing areas.

The increase is predominantly in personal robbery offences.



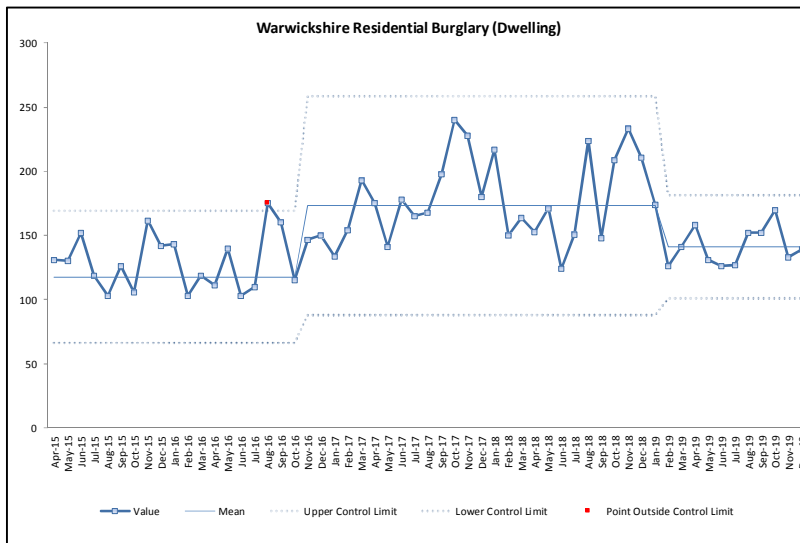
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to decrease in the next few months.



# Residential Burglary (dwelling)

## Signs of Improvement would be:

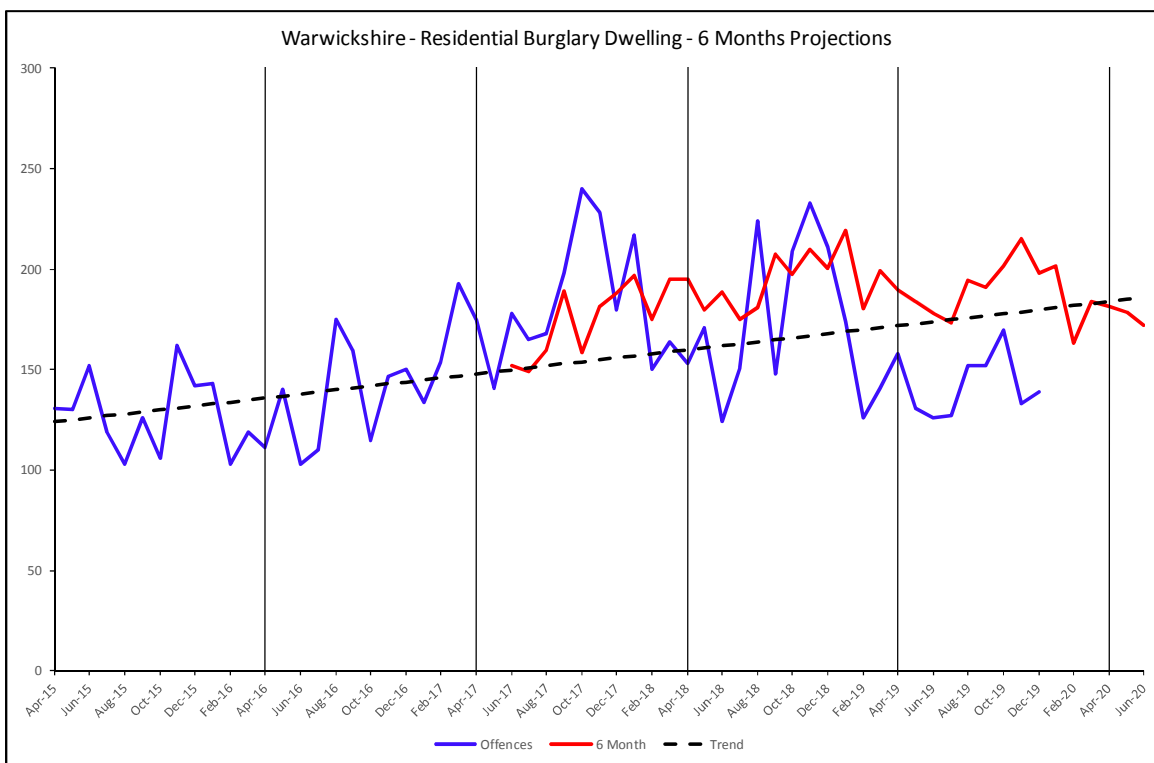
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



	Oct-19	Nov-19	Dec-19
North Warwickshire	92	73	66
South Warwickshire	78	60	73
<b>Warwickshire</b>	<b>170</b>	<b>133</b>	<b>139</b>

139 residential burglary (dwelling) offences were recorded in December. This is an increase compared to November (133) but below the monthly average (141). Increased volumes were recorded in South Warwickshire in December.

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

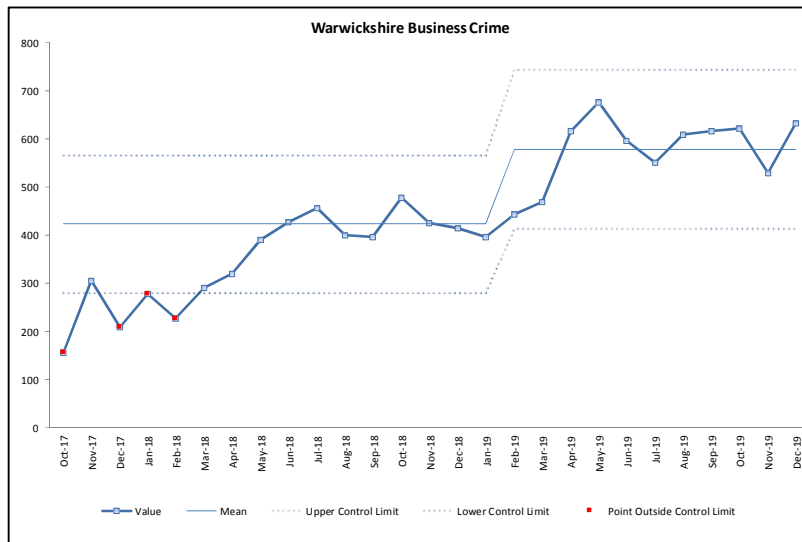


## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

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

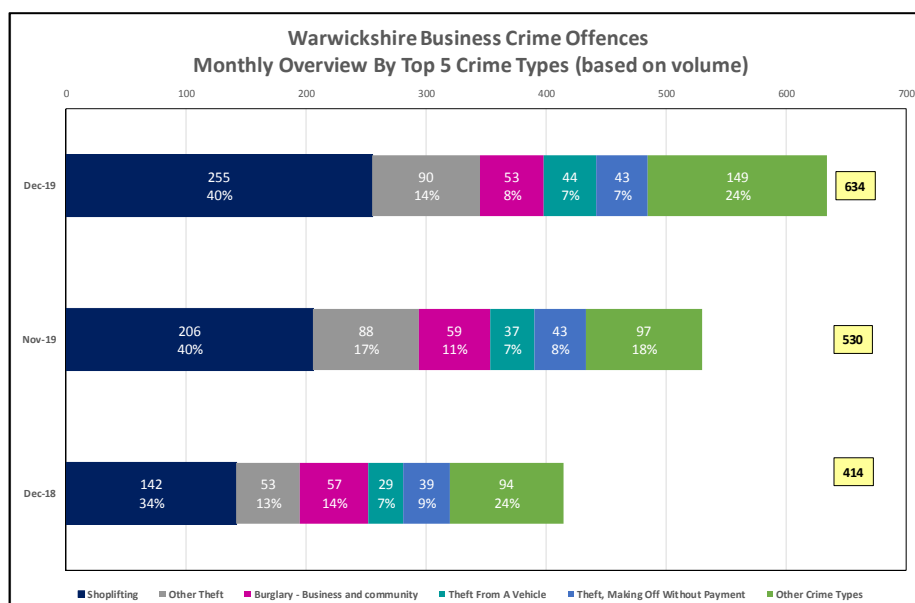


	Oct-19	Nov-19	Dec-19
North Warwickshire	331	294	349
South Warwickshire	291	236	285
<b>Warwickshire</b>	<b>622</b>	<b>530</b>	<b>634</b>

634 business crimes were recorded in December. This is an increase compared to November (530) and above the monthly average (579). Increased volumes were seen across both policing areas in December.

The increase in reporting reflects trends in shoplifting offences and is also influenced by an increased focus on the correct application of keywords by staff in the crime bureau which was instigated 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 (November vs. December). The percentage breakdown remains broadly similar to the previous month although volumes have increased compared to last year. Shoplifting remains the top offence and represents 40% of 'business crime' offences.

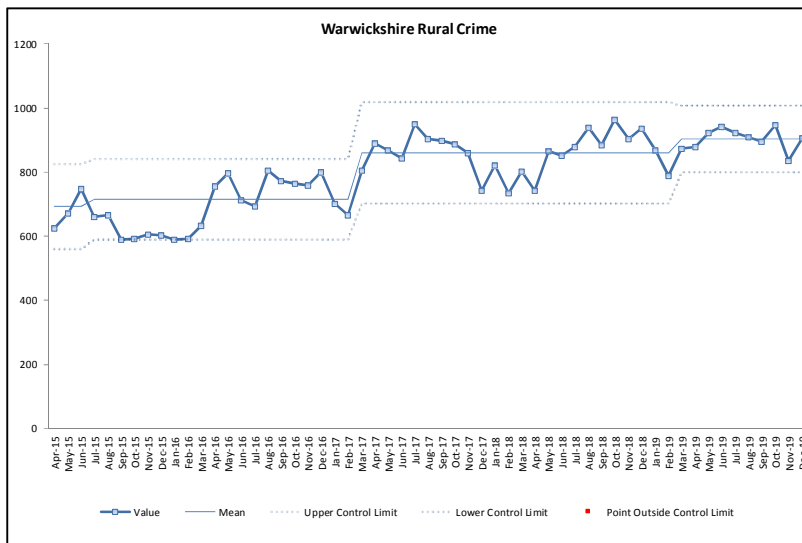




# Rural Crime

## Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



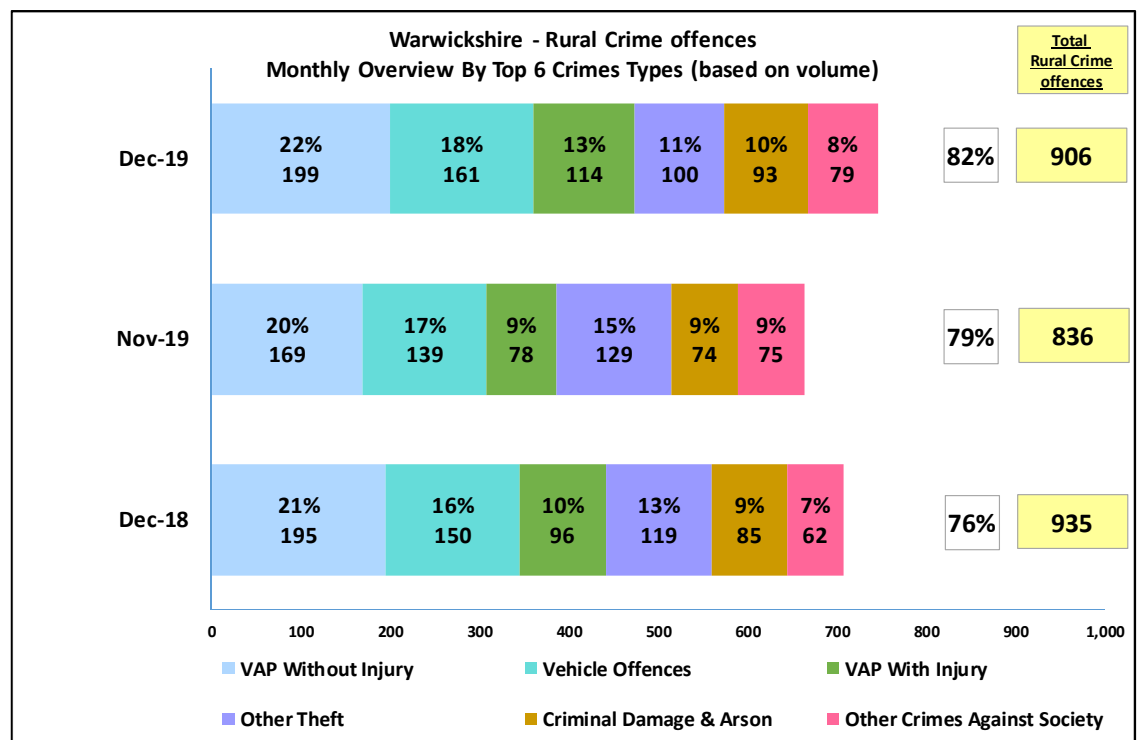
	Oct-19	Nov-19	Dec-19
North Warwickshire	423	389	450
South Warwickshire	524	447	456
<b>Warwickshire</b>	<b>947</b>	<b>836</b>	<b>906</b>

Rural crime offences are a subset of total recorded crime and are identified by their geographical location<sup>2</sup>.

906 rural offences were recorded across Warwickshire in December. This is an 8% increase compared to November (836) but in line with the monthly average (903).

The largest increase in volume was seen in North Warwickshire, with the figure for December (450) returning to a similar level as seen in October (423).

This chart shows the top 6 '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.

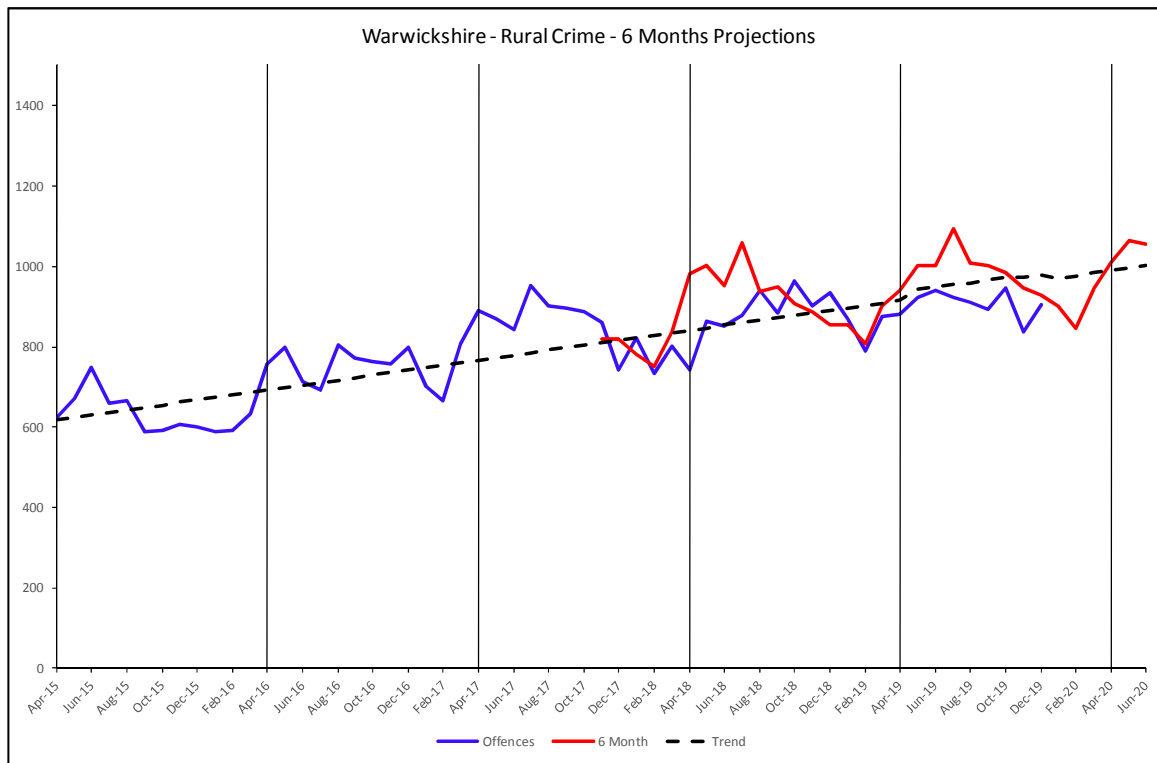


<sup>2</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

The top 6 'rural crime' offence types represent 82% of all rural crime offences across Warwickshire in December, which is an increase of 3 percentage points compared to the previous month (79%).

The increase in volume of violent rural offences is a reflection of trends in overall violent offence volumes.

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes are below projections and volumes are expected to decrease over the next two months.



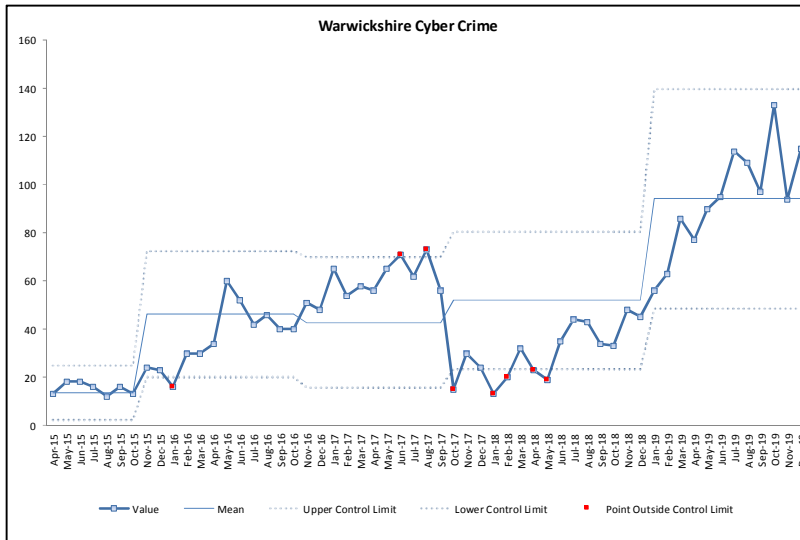
## Cyber/ On-line Crime

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

The cyber/ on-line keyword is used to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

**The continuing increase in reporting is likely to be influenced by an increased focus on the correct application of keywords and a change in the dissemination of Cyber crime by the NFIB with the addition of the national aim to investigate all cyber offences.**



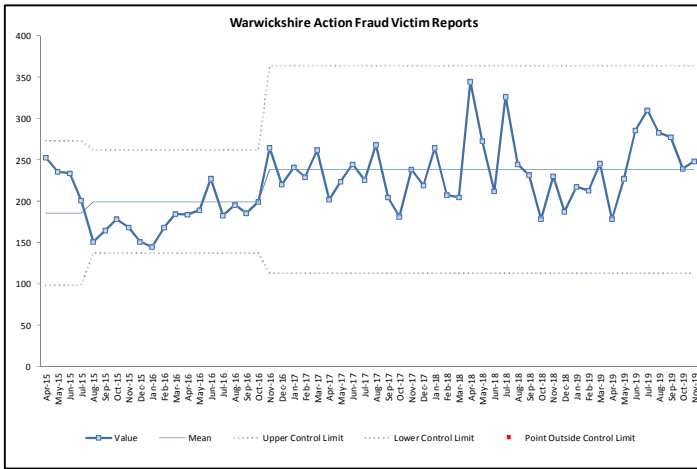
	Oct-19	Nov-19	Dec-19
North Warwickshire	80	59	66
South Warwickshire	53	35	49
<b>Warwickshire</b>	<b>133</b>	<b>94</b>	<b>115</b>

115 offences were flagged as cyber crime in December. This is an increase compared to November (94) and above the monthly average (94).

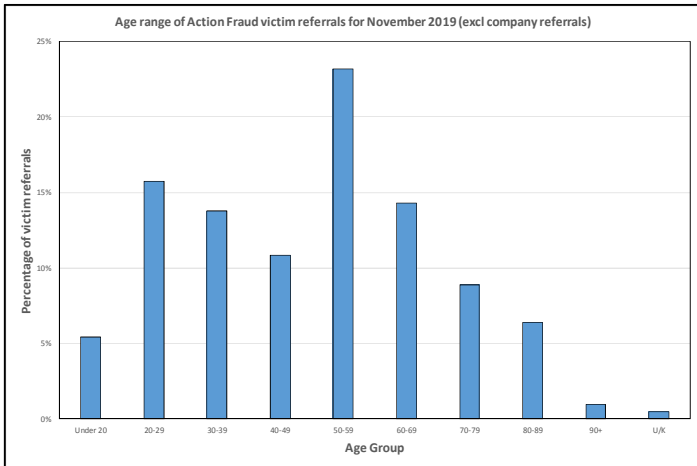
Increased volumes were seen across both policing areas in December.

## 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.



248 Action Fraud victim reports (which exclude company referrals) were recorded in November 2019<sup>3</sup>. This is an increase compared to October (239) and above the monthly average (238).



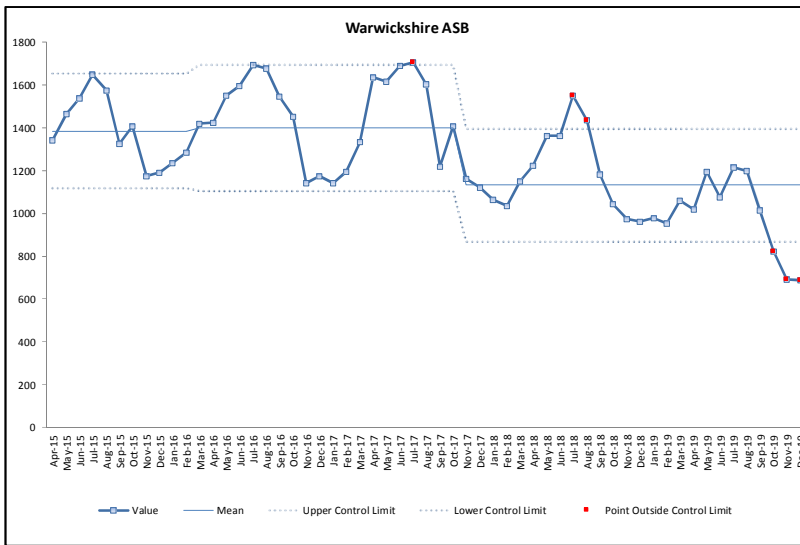
Over a fifth (23%) of all Action Fraud victims were aged 50-59 years.

<sup>3</sup> Data is only available to November 2019 due to the delay in receiving and processing the data from Action Fraud.

# Anti-Social Behaviour

## Signs of Improvement would be:

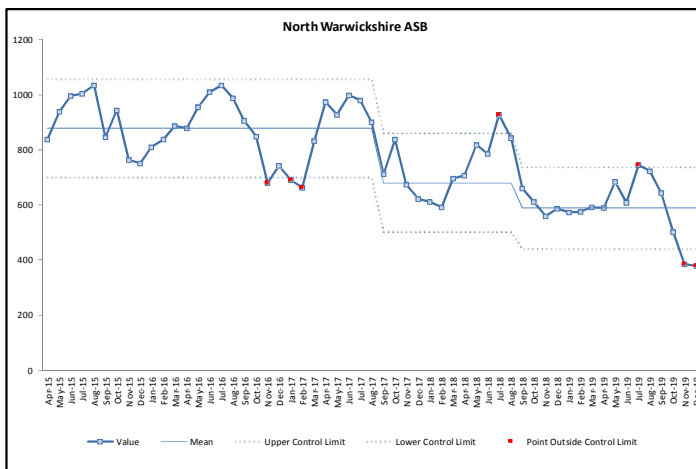
- ❖ Increased reporting, reflecting greater victim confidence



	Oct-19	Nov-19	Dec-19
North Warwickshire	501	385	378
South Warwickshire	322	306	310
<b>Warwickshire</b>	<b>823</b>	<b>691</b>	<b>688</b>

688 ASB incidents were recorded in December. This is a slight reduction compared to November (691) and volumes remain significantly below the monthly average (1,132).

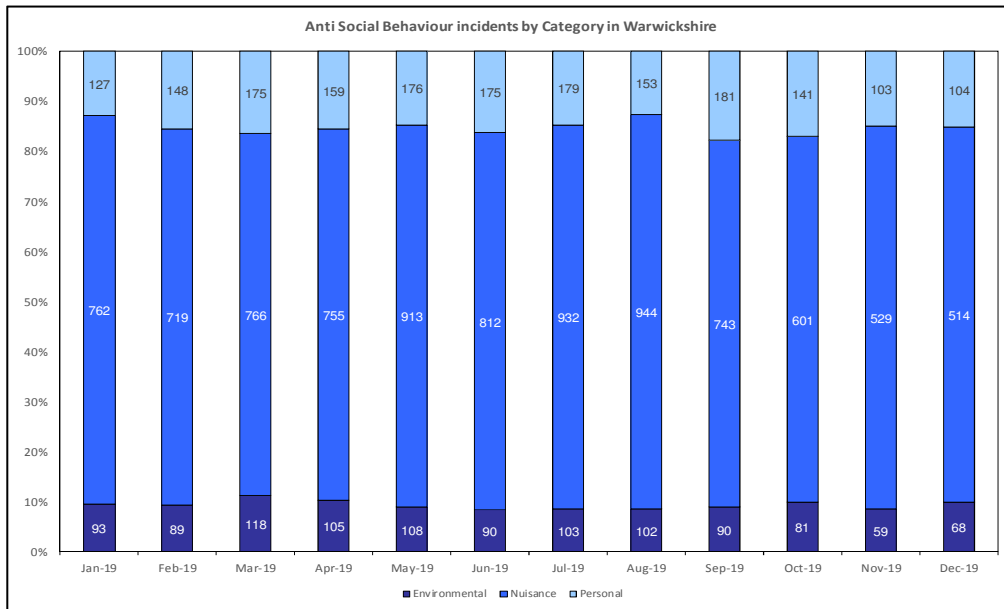
Reduced and exceptional volumes were seen across North Warwickshire in December.



378 ASB incidents were recorded across North Warwickshire in December; a decrease compared to the November (385) and volumes remain significantly below the monthly average (589).

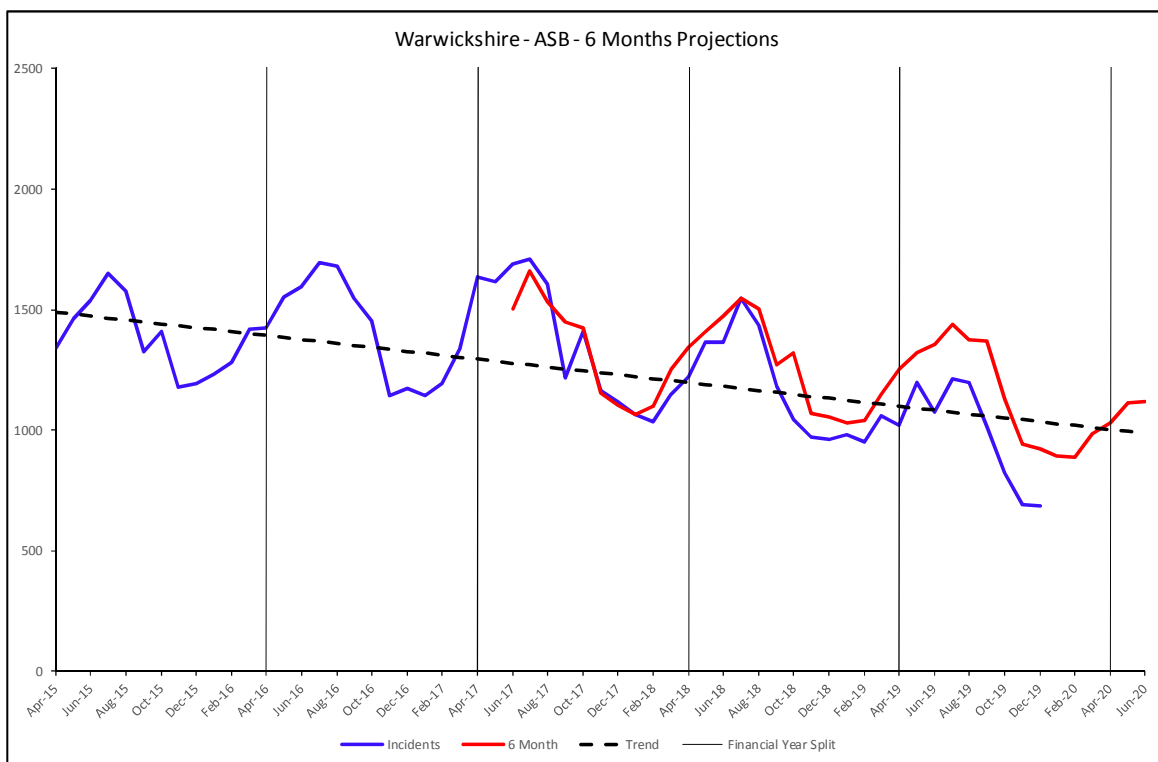
ASB generally follows a very seasonal trend, from which we would expect volumes to be at their highest in the summer and have a stable low period in the winter months. 2019/20 has seen a variation in this pattern. Although there was an increase in the summer, volumes were not as high as in previous years and current volumes are now at their lowest for a number of years.

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 December, 75% of all ASB incidents were nuisance, 15% personal and 10% environmental. This is comparable to previous months.

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



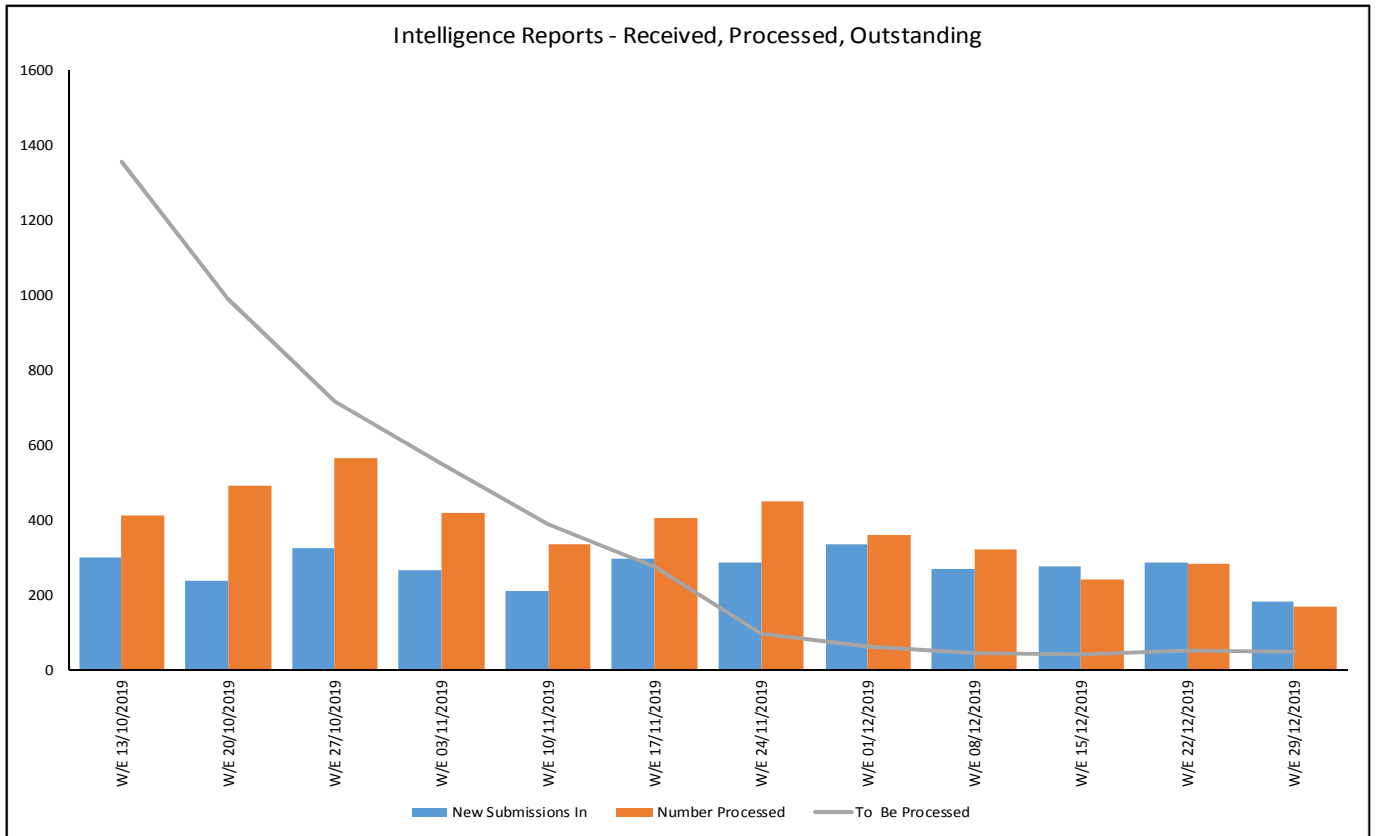
# Outstanding Intelligence Reports

## Signs of Improvement would be:

- ❖ Manageable volumes of intelligence logs

Data relating to the status of intelligence reports is presented in the weekly performance report. The data shows volumes of new submissions, those that have been processed in the week and the resulting volume that are yet to be processed.

The following chart shows the trend in outstanding reports from April 2018. Volumes to be processed (Outstanding - W/E 29/12/2019 49) have remained stable for the last 4 weeks.



Performance in this area is now in control and will not be included in future reports.

## Criminal Justice – File Quality

### Signs of Improvement would be:

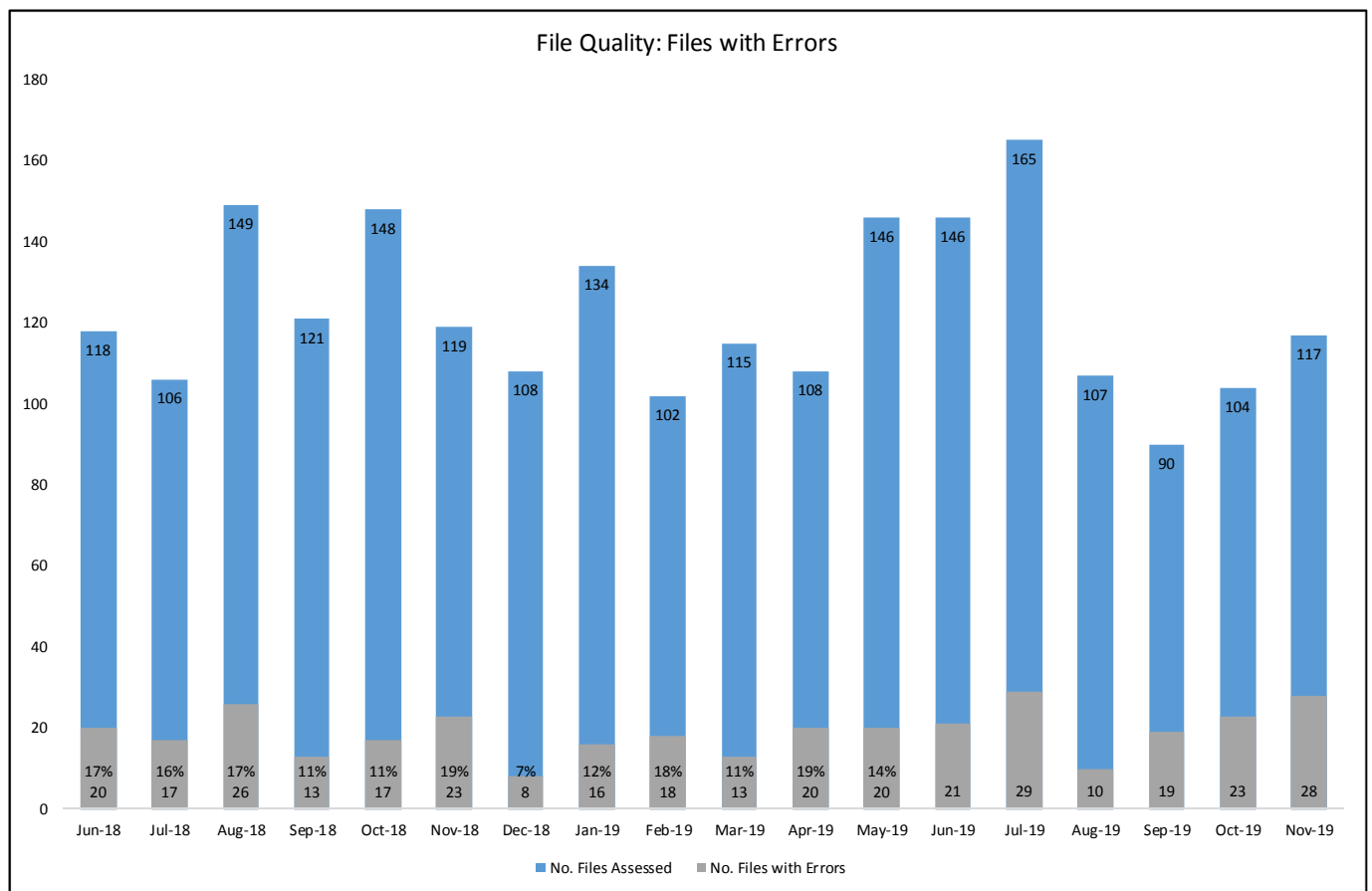
- ❖ Improved performance against MSG forces

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 is 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.



Last month 24% (28) of files reviewed had errors, a slight increase compared to the previous month (22%).

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

A comprehensive report of criminal justice performance is produced and circulated monthly by the Criminal Justice department.



# Response Times to Emergency Incidents

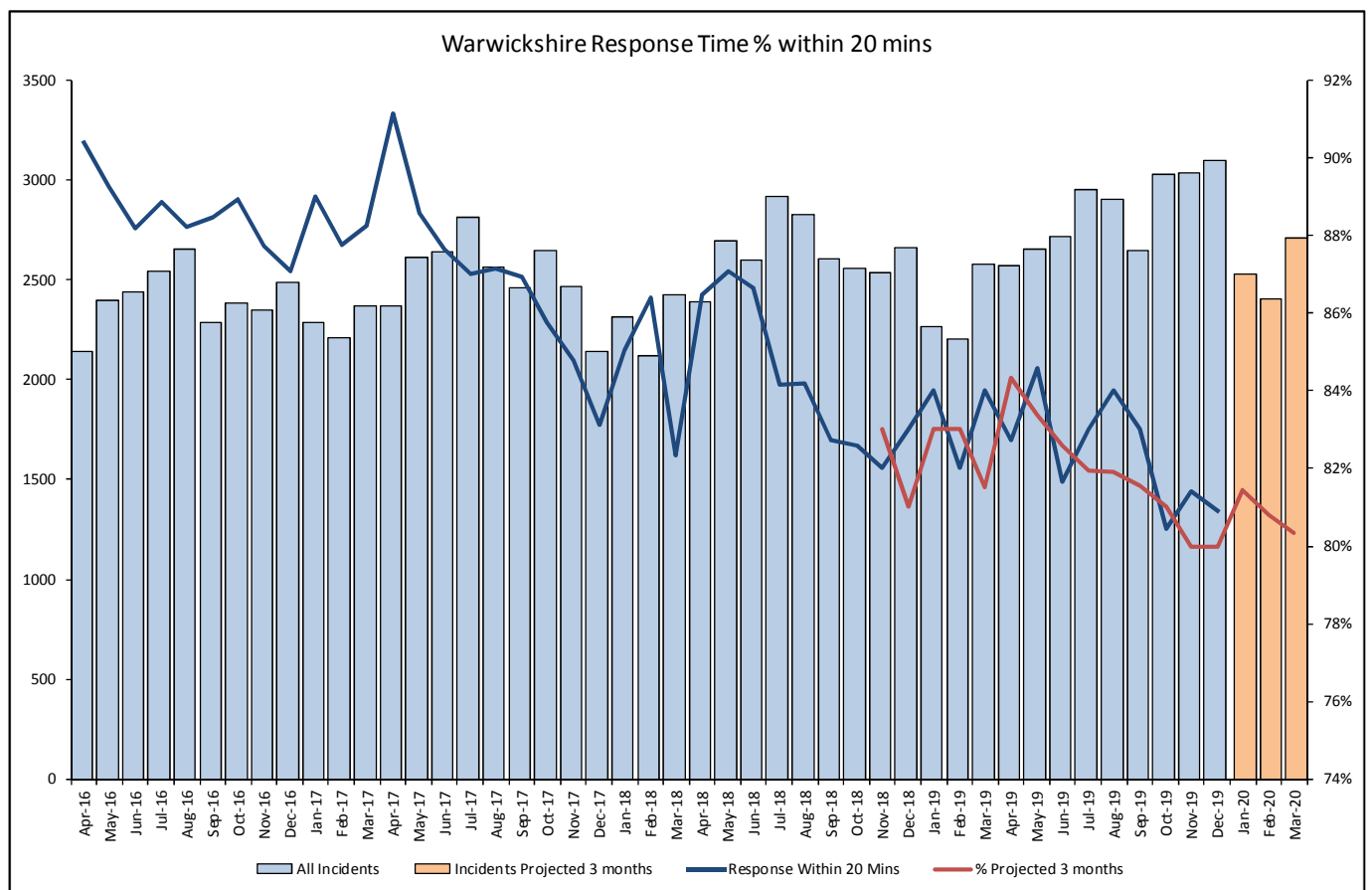
## Signs of Improvement would be:

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

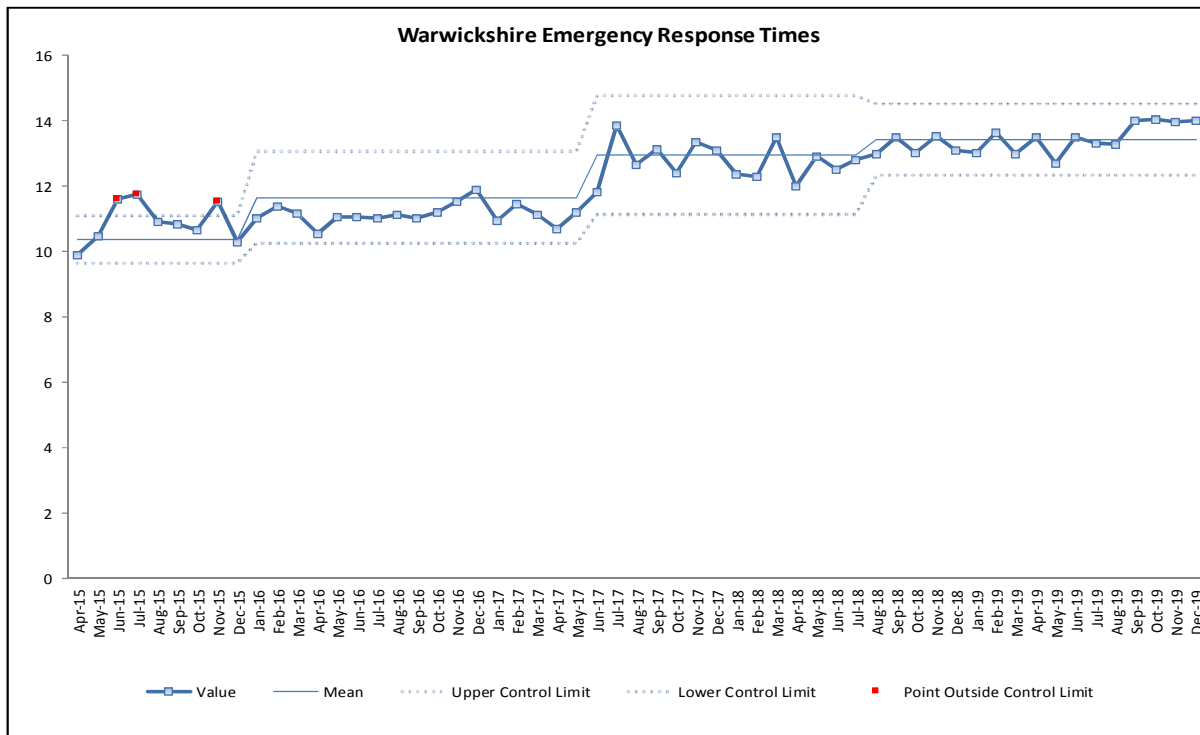
The force managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator,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

3,098 emergency incidents were recorded last month, a small increase compared to the previous month (3,038). Over 8 out of 10 (81%) emergency incidents were attended within 20 minutes in the last month.



The average response time for emergency incidents in December is 14 mins 01 seconds, an increase compared to November (13 mins 58 seconds) and above the monthly average (13 mins 24 seconds).



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

**Average Emergency response times (mm:ss) for the last 3 months by Force and Borough/Districts**

	Oct-19	Nov-19	Dec-19
<b>Warwickshire</b>	14:04	13:58	14:01
<b>North Warwickshire District</b>	18:36	20:42	20:26
<b>Nuneaton and Bedworth Borough</b>	12:24	12:59	12:33
<b>Rugby Borough</b>	11:25	11:27	11:25
<b>Warwick District</b>	13:19	12:08	12:30
<b>Stratford District</b>	16:43	16:15	16:00

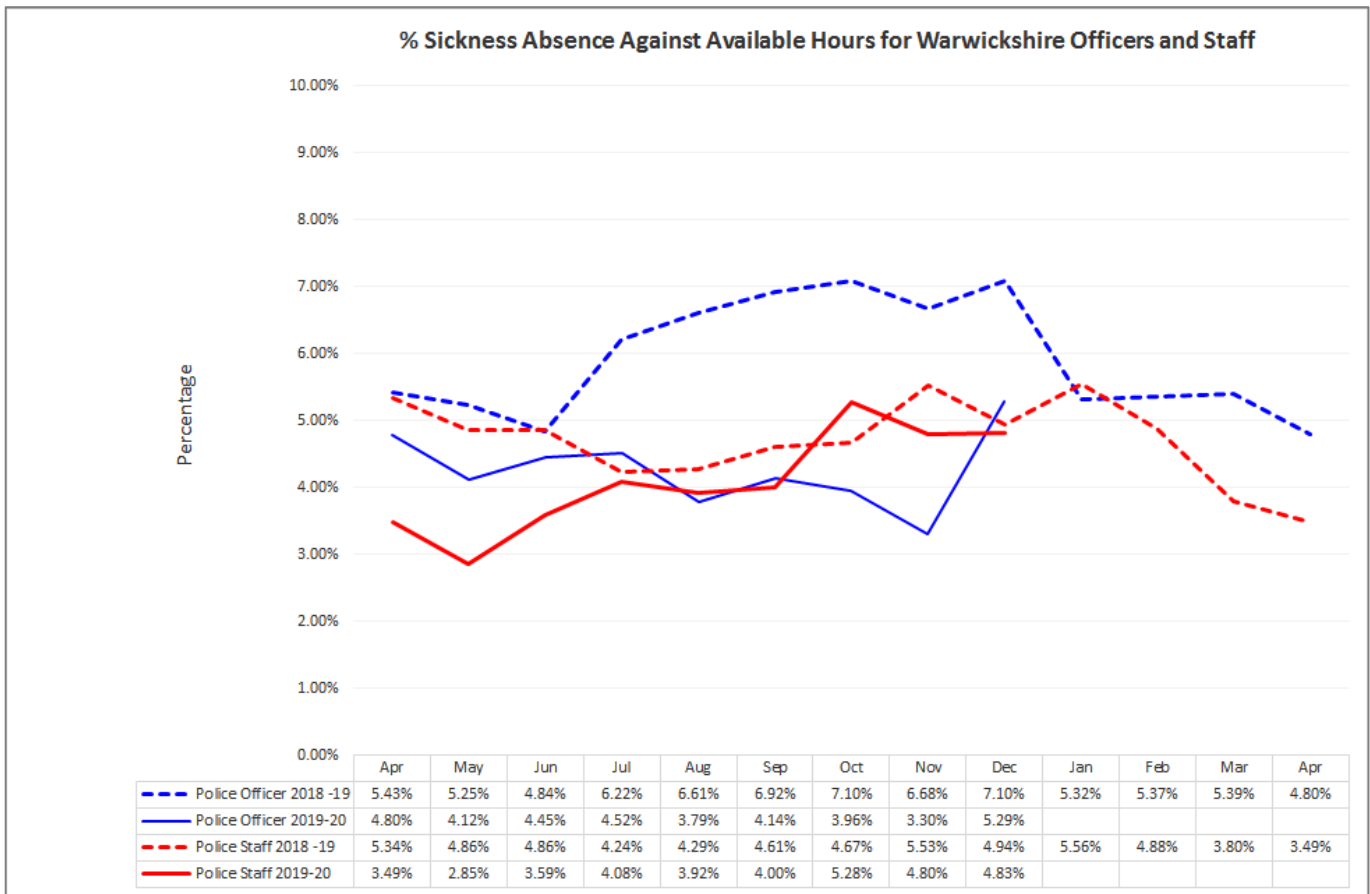
# Sickness

**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 5.29% for Officers, an increase from 3.3% in November but remains lower than the equivalent month last year (7.1%). On closer inspection, this increase was a result of an increase in respiratory and digestive conditions during this month.

For Staff, the average percentage of hours lost in December (4.83%) remaining relatively stable compared to last month (4.8%) and remains lower than the same month last year (4.94%).



Both officer and staff sickness rates continue to be below those seen last year. As we enter a period of change, particularly for police staff, the health and wellbeing team continue to promote the wealth of support available to all staff.

# Complaints

## Signs of Improvement would be:

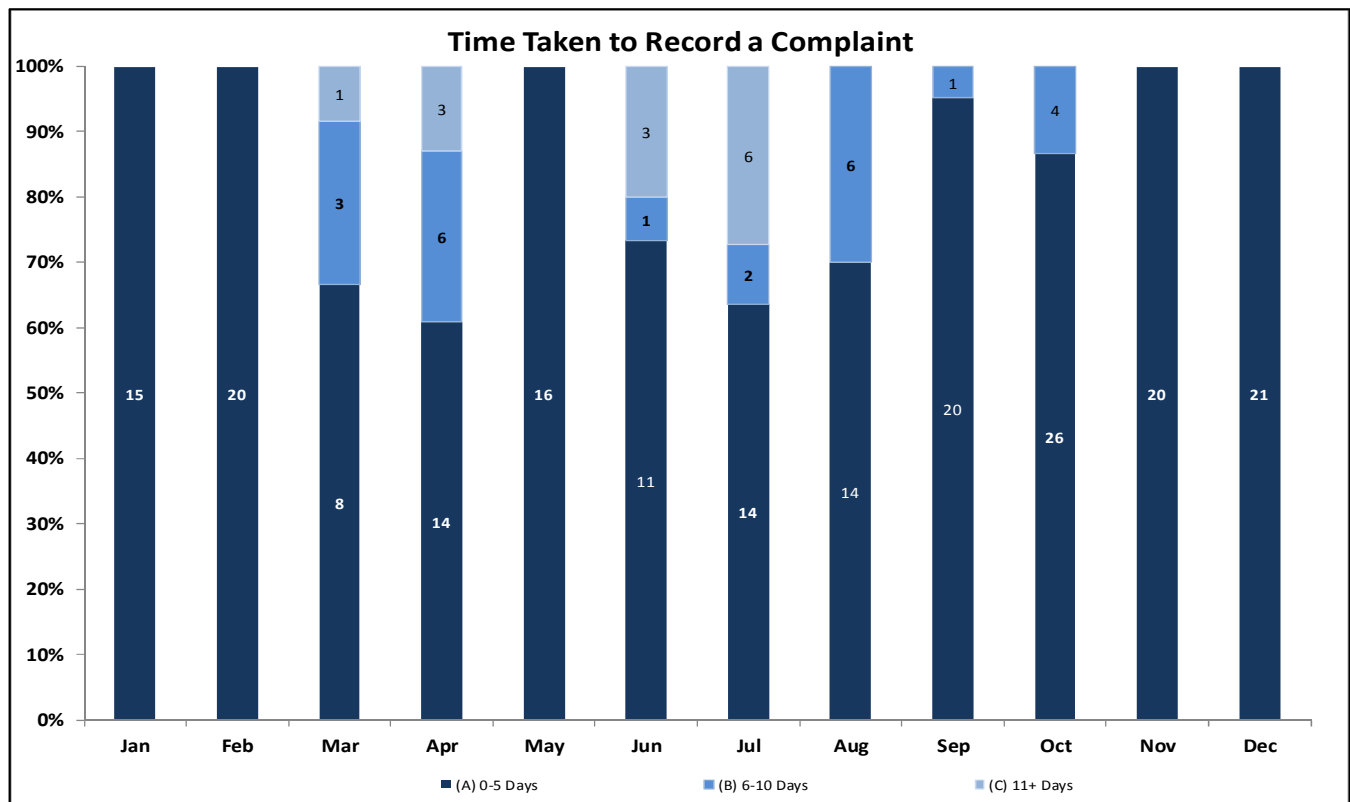
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

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 2019.

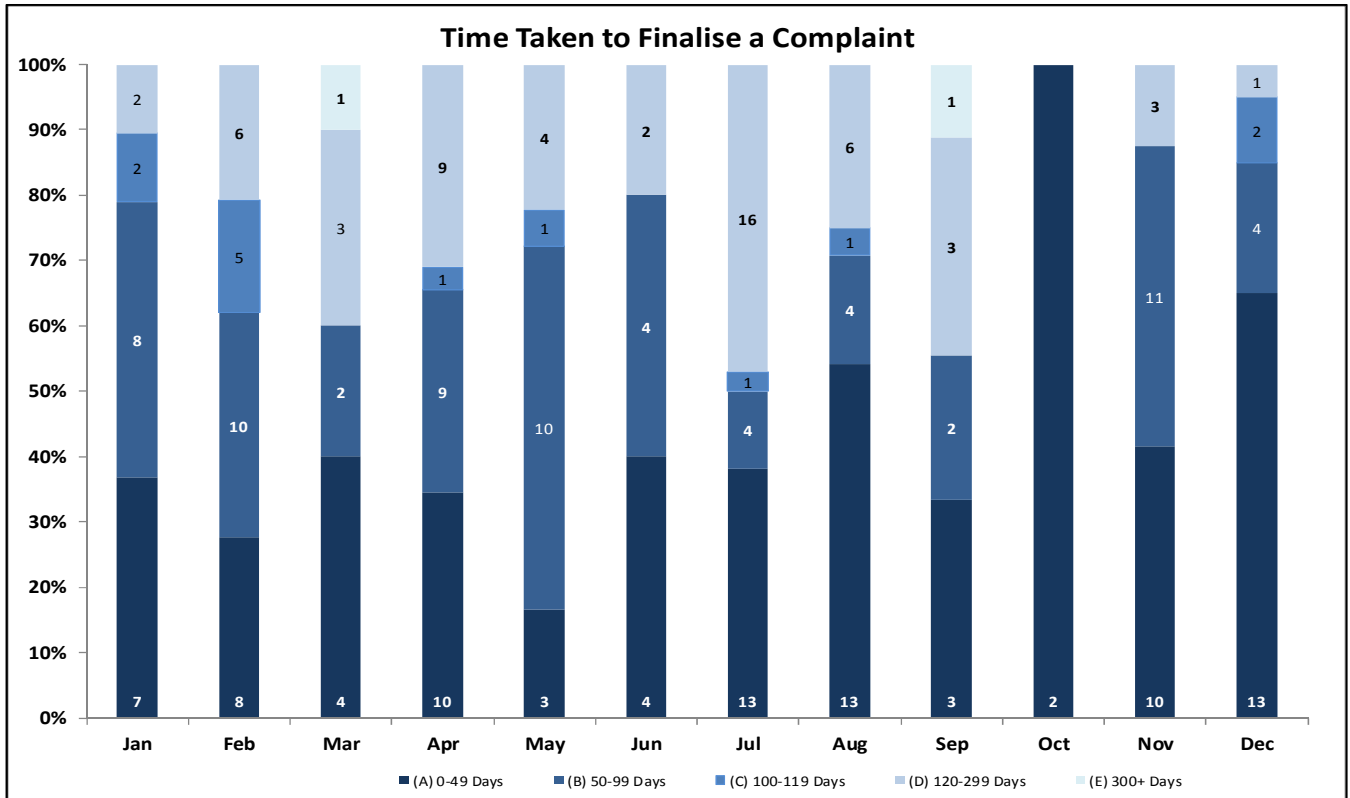
### Timeliness to Record & Finalise

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 December 100% of complaints were recorded within 10 days.



The second national target is to finalise cases within 120 days. In December 95% of cases were finalised in 120 days, an increase compared to November (88%).



# Call Handling

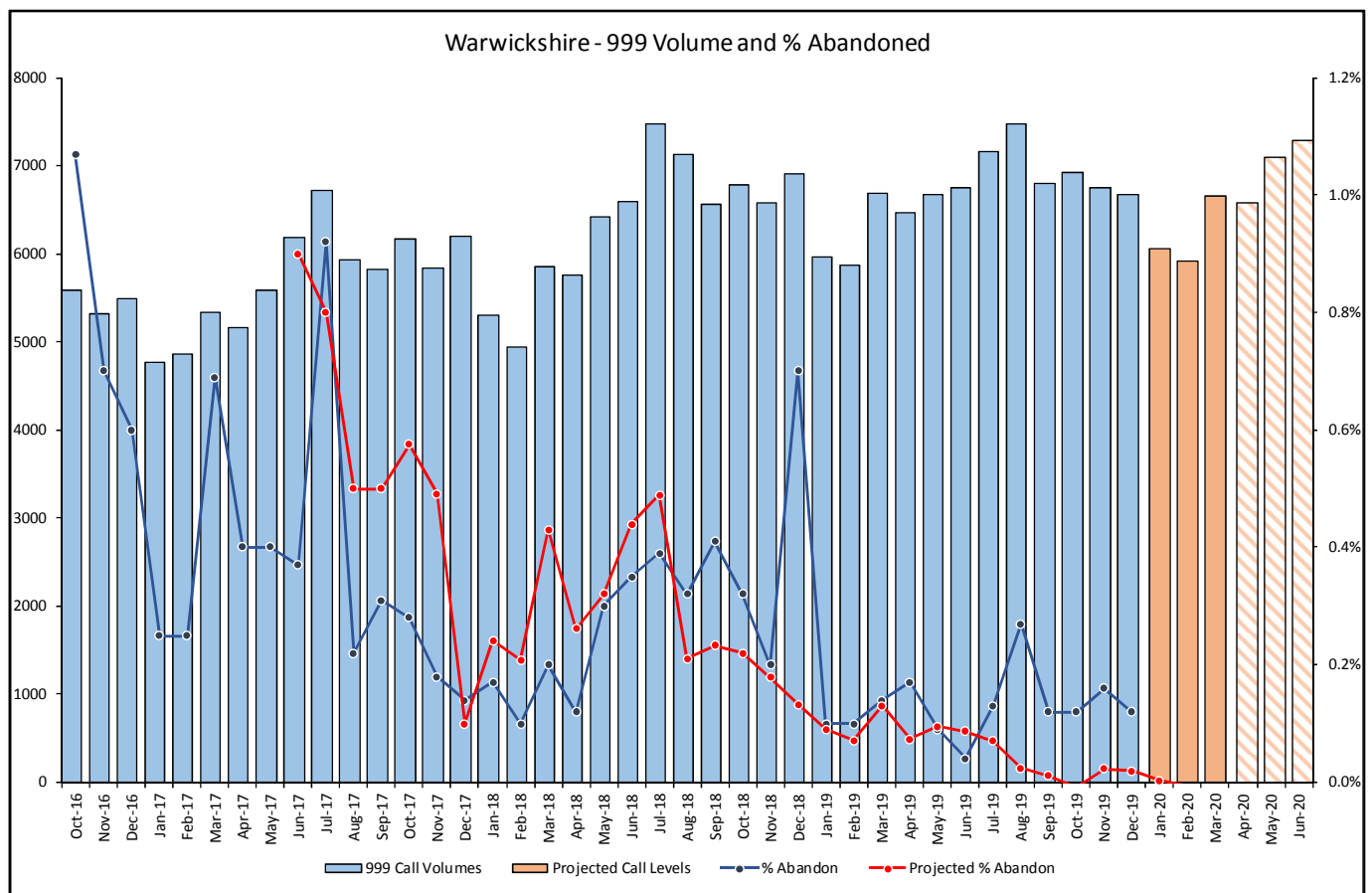
## Signs of Improvement would be:

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

### 999 Calls

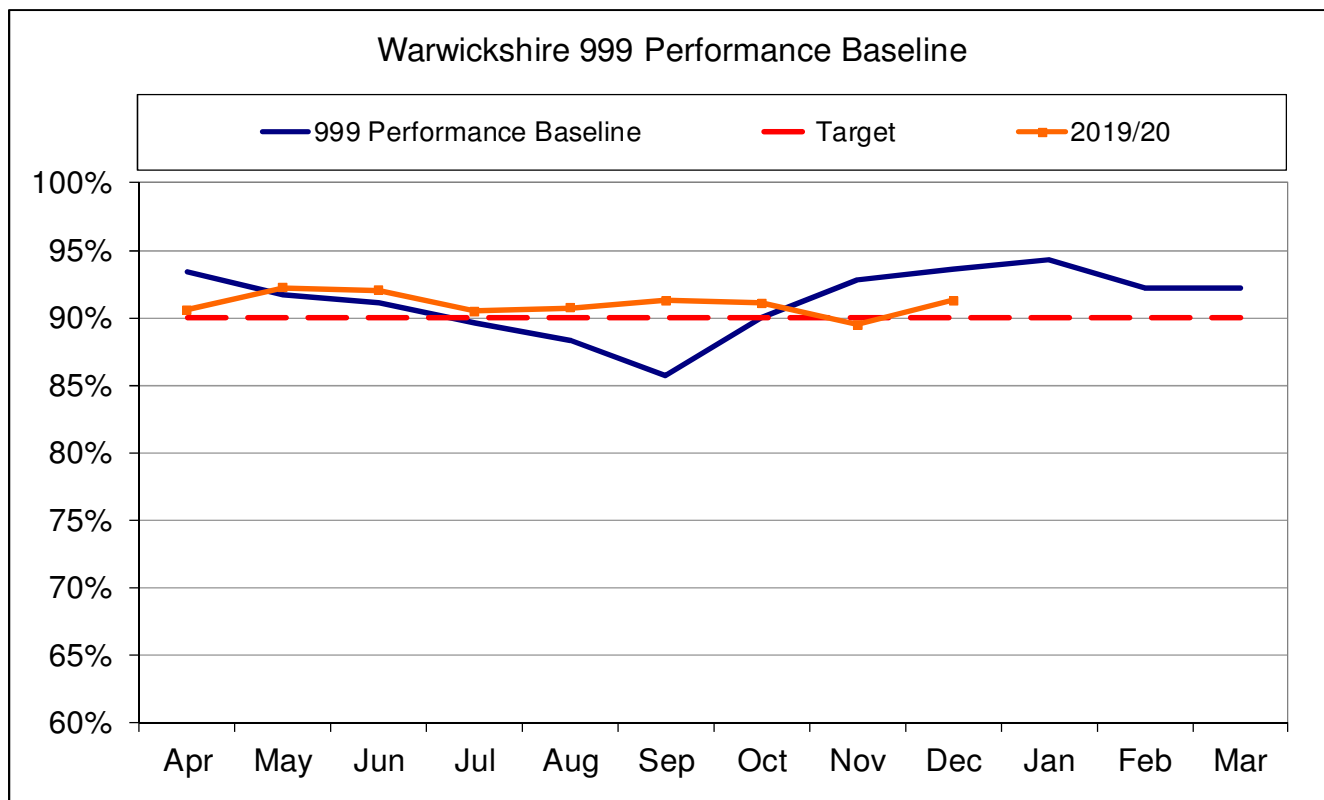
6,677 calls on the 999 system were received in December, a decrease compared to the previous month (6,757). The percentage of abandoned 999 calls last month (0.1%) decreased compared with the previous month (0.2%).

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



Actual abandon rate performance remains worse than the projected position last month.

The proportion of 999 calls answered within 10 seconds in December (91%) increased slightly compared to the previous month (89%) and is above the 90% expected standard but below the baseline<sup>4</sup> (94%).

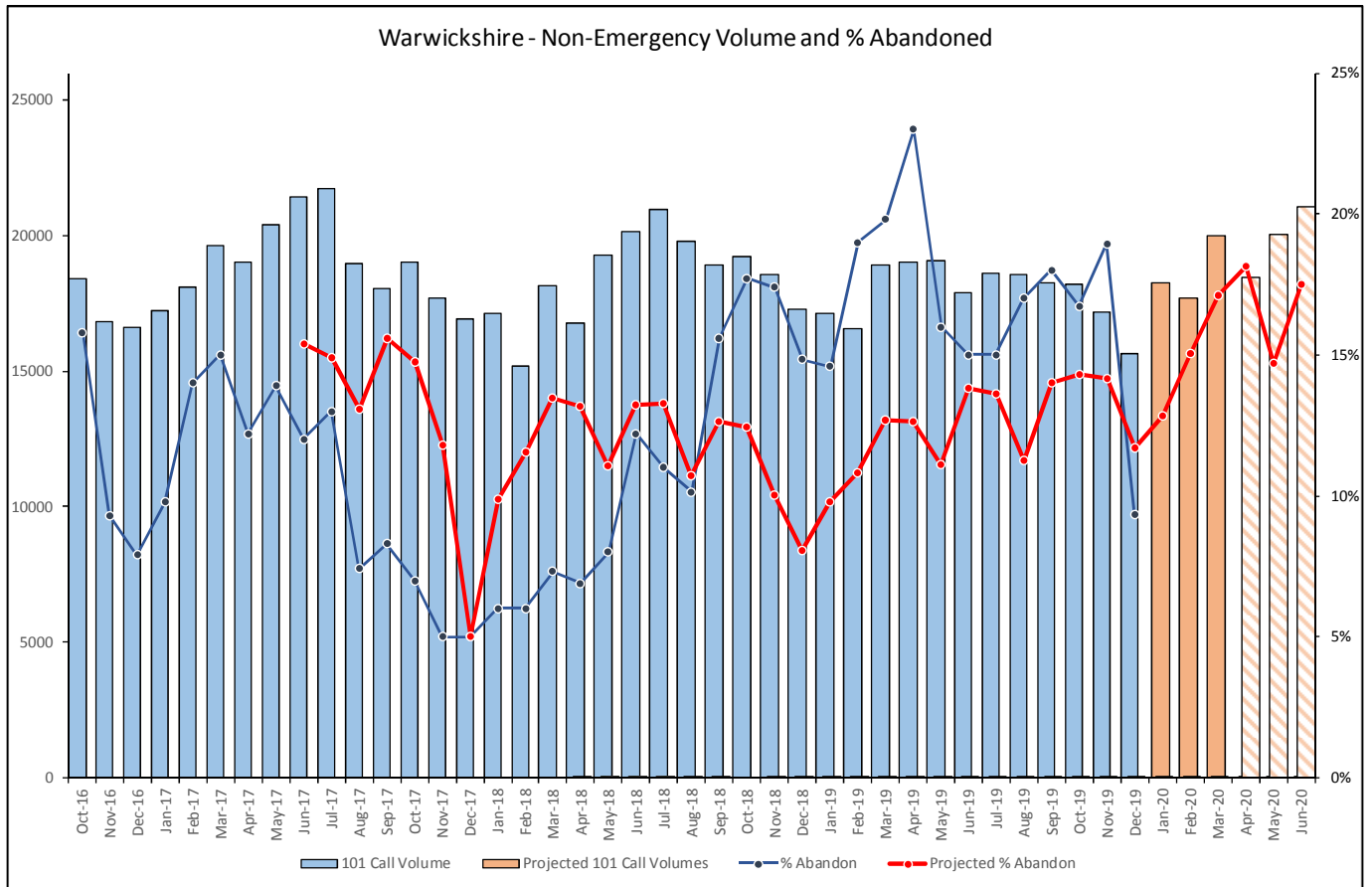


<sup>4</sup> The baseline is established using the average of the percentage of calls answered within 10 seconds for the last 3 financial years.

## Non-Emergency Calls

15,667 non-emergency calls were received in December; a decrease on the previous month (17,174). The abandoned call rate in December (9%) has improved notably compared to the previous month (19%).

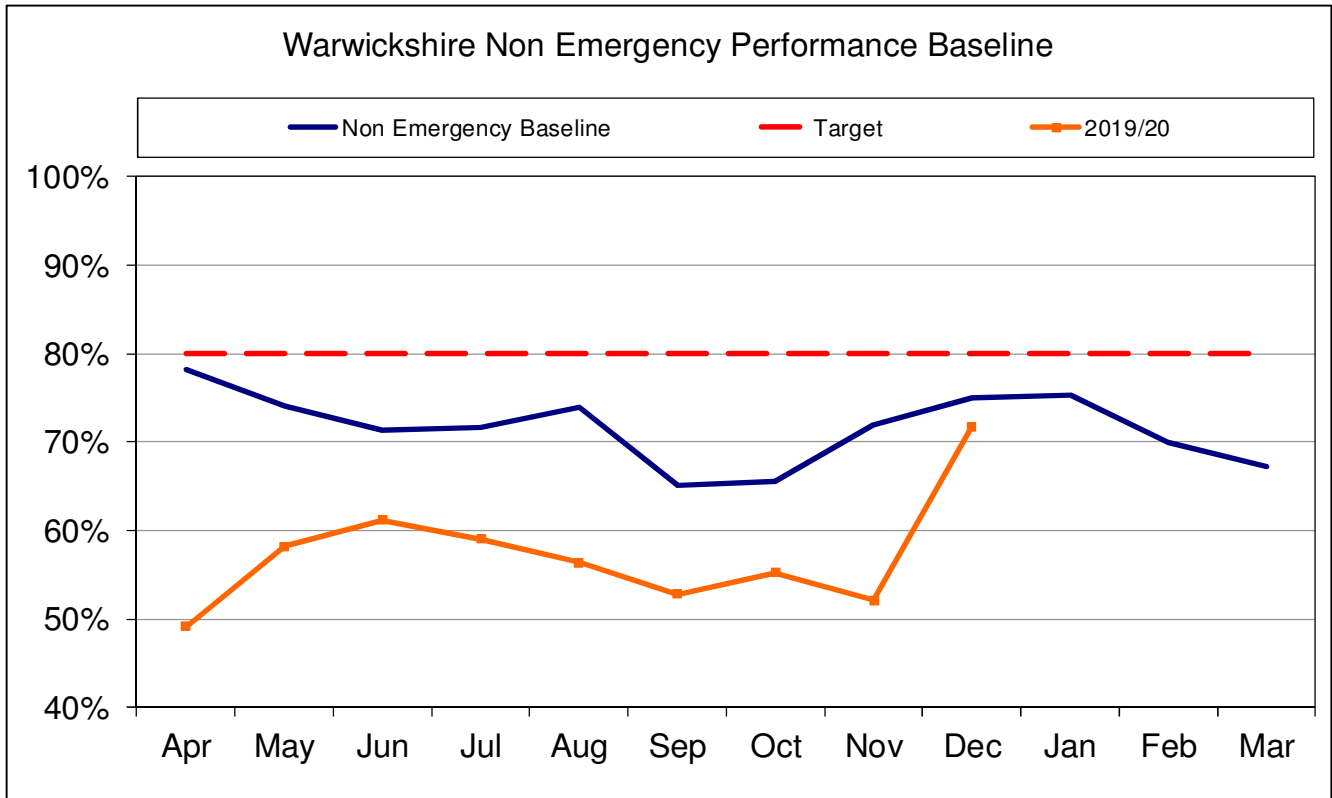
The following chart shows the trend in call volumes and abandon rate, along with a projection of future performance. As with the 999 chart, the projections are based entirely on previous performance and demand.



Actual abandon rate performance is better than the projected position last month and significantly improved on the previous month. This may be due to a pilot that started on the 9<sup>th</sup> December which involved the removal of the protected 999 skillset and the reintroduction of the parking of non-emergency calls. This was with the aim of improving the service offered to the members of the public around non-emergency call handling without detrimentally impacting on the emergency performance.



The % of calls answered in 30 seconds in December (72%) has increased compared to November (52%). Current performance is 3% below the baseline.<sup>5</sup>



<sup>5</sup> The baseline is established using the average of the percentage of calls answered within 10 seconds for the last 3 financial years.