



OPCC - Force Performance Scrutiny

May 2018

Warwickshire Police's responses to the challenges raised by the OPCC below are marked in blue.

STABLE

It is noted that the following areas of performance have remained relatively stable when compared to the previous month: -

- **Confidence in Police** - Awaiting latest quarterly performance from CSEW.
- **Domestic Abuse** - Satisfaction with the overall experience remains relatively high at 85.1%, but there still remain concerns regarding the static 70% satisfaction rate for the 'follow up' element.
- **Repeat Victims** - Data a month behind due to Athena. Numbers remain static.
- **Action Fraud** - Stable figures reported.

IMPROVING

It is noted that there have been moderate improvements in the following areas of performance and that the recorded levels are below the monthly averages: -

Recorded Crime

- **Sexual Offences** - A slight increase from April's figures (32 / 36) and remaining below monthly average.
- **Other Sexual Offences** - A significant reduction from April's figures (76 / 54).

Athena Markers

- **Domestic Abuse** - The use of Domestic Abuse keywords would appear to be approaching pre-Athena level, indicating an improving level of compliance in this area by the submitting officer.

Other

- **Sickness Levels** - Further reductions experienced for both police officers and staff, albeit levels still remain above those of 2016/17.

AREAS OF CONCERN

It is noted that there has been a deterioration in the following areas of performance when compared to the previous month: -

- **Victim Satisfaction** - At 79.9 %, but continuing a downward trend from the previous months and significantly below the high of 86% achieved in August 2017.

We will provide a separate briefing on a new approach to victim satisfaction, the implications of managing our vehicle crime service, and the focus of our Harm Hub on repeat and vulnerable victims. Our future approach will seek to report separately on our volume response, and our enhanced response to those victims who are considered particularly vulnerable such as Hate Crime and Domestic abuse. This approach will give a better understanding of our victim satisfaction performance and will be reflected in future reporting. Further updates will follow on this area.

Recorded Crime

- **Total Crime** - An 11% increase on April's figures and above the monthly average, driven by a marked increase in theft and public order offence. Total crime increase would however appear to be following a seasonal pattern as the latest weekly performance figures reveal a 3.3% YTD reduction.

Year to date reductions in total crime continue, there are seasonal fluctuations, and the hot summer combined with world cup football are believed to have contributed to this, but overall reductions continue.

- **Burglary Residential** - Latest monthly performance data indicates a 1.2% YTD increase. Current performance as of July is showing a continued improving picture at -6%. We remain focused on burglary, and robust offender management.
- **Vehicle Crime** - Latest monthly performance data indicates a 11% YTD increase. Operation Highway is in place to tackle vehicle crime increases, significant resources and focus has been put into tackling this. We have seen some significant results in terms of arrests, and disruption activity. Vehicle crime performance is showing improvements and is currently at +3%, a significant improvement from the +11% earlier in the year.
- **Violence without Injury** - A significant spike experienced when compared to April, particularly in North Warwickshire and above the upper control limit. Similar high levels were experienced in 2017 during the summer months. This category of crime recording includes a wide variety of offences, and is most effected by crime recording changes, and seasonal impacts, especially with the world cup and unusually hot summer. Similar increases in this category can be seen across other forces.
- **Bicycle Theft** - A 230% increase on April's figures (22 / 51) with Rugby experiencing a particular local issues in the locality of shopping areas.

SNT teams continue to monitor and target local hot spots. Overall YTD performance is -33% and so while there are some short term or localised spikes, overall performance is looking positive.

- **Hate Crime** - 108 offences / incidents recorded in May with a marked spike in South Warwickshire, amounting to nearly twice the monthly average and above the upper control limit. In addition, victim satisfaction rates for Hate Crime continue to fall on a downward trend with the 'follow up' element being a weakness.

Overall small numbers of hate crime across the county result in occasional spikes which can be difficult to explain. Victim Satisfaction for Hate Crime also suffers from small sample sizes, with some months only single numbers being surveyed. Changes are proposed to our approach to victim satisfaction surveys to make the data better reflect the service provided and to be of more usefulness in driving better service. We continue to encourage the reporting of hate crime across the county.

Athena Markers

- **Vulnerabilities** - The data is for the previous month and indicates a marginal improvement in the use of Athena keywords to identify vulnerability factors, but levels remain significantly below those recorded pre-Athena and therefore the accuracy of the information remains an area of concern.
- **Cyber Crime** - Keyword use would appear to deteriorating even further with only 22 offences identified for April, compared to a high of 73 pre-Athena.

Key word search continues to be a weakness in performance reporting from Athena, although some improvements are being seen in some categories. Work continues to improve this position through the Athena team, ASI, and Chief Officer lead, with progress being seen as officer continue to become more used to the new system.

Other

- **Call Handling** - A significant increase from April in the number of 999 calls received (6,412 / 5,761), with a corresponding decrease in the proportion of calls answered within 10 seconds (91% / 87%) and below the 90% expected standard. A similar decrease in the response to non-emergency calls (79% / 75%).

OCC has been under significant pressure from increased demand over the summer months, as has been the case for policing nationally. Police officer recruitment has also attracted some Call Handlers to apply. There is now focused work on managing demand both for OCC call handling but also for incident deployments with the current IPT team reducing the number of unnecessary deployments by over 15%. The new technology coming to the OCC is expected to give improvements in performance.

PROPOSED DEVELOPMENT

The OPCC are keen to develop and improve the mechanism by which the Police and Crime Commissioner holds to account the Chief Constable for the performance of Warwickshire Police. It is proposed that the existing arrangement of solely scrutinising A&SI Performance Summary is expanded to include the examination of all available management information and performance data, with a view to providing more insightful and comprehensive dialogue and challenge. It is envisaged that the information will include: -

- iQuanta - National Police Data.
- Force Sight - Most Similar Group (MSG) Data.
- A&SI Q Document - Performance Projection.
- Criminal Justice Performance Data
- Outcomes Performance Data.
- Crime Data Integrity Inspection.
- Service Improvement Team - Findings.
- Athena - Impact.

The Chief Constable's views on this proposal are sought and it is suggested that the next Performance Meeting scheduled for the 31st July 2017 would provide an appropriate opportunity to discuss this matter in depth.

QUESTIONS

Would the Chief Constable provide his professional judgement regarding: -

1. The key challenges with force performance over the short to medium term.

Continued challenges dealing with demand over the summer period

Vehicle crime performance improving significantly but still challenging

2. The impact of the introduction of the new policing model on force performance.

Overall improvements are being seen. Burglary continues to improve, vehicle crime performance has improved, un-resourced incidents remains generally manageable, sickness has fallen since new model went live. The level of open crime investigations remains high and work is underway to closely monitor this, and we know that increases in demand has been seen across policing nationally, and is putting pressure on our policing model.

3. The matters identified under the 'areas of concern', together with what action is proposed to address these issues.

Updates provided

4. The absence of 'outcomes' data in the Performance Summary.

Can be raised with AS&I, extensive work continues to focus on outcomes.

5. The absence of KSI data in the Performance Summary, given that they are part of the Alliance Control Strategy. It is noted however that it is mentioned that the volumes are not exceptional.

Noted.