



OPCC - Force Performance Scrutiny

Q1 – 2018/19

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

This report has been prepared on behalf of the Police and Crime Commissioner and is based upon the scrutiny of Warwickshire Police's Performance Summary Q1 2018/19 and the latest weekly performance dashboard of the 16/07/18 . Its purpose is to act as a mechanism to hold the Chief Constable to account for the performance of Warwickshire Police.

STABLE

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

Recorded Incidents

- **Domestic Abuse Satisfaction** - Remains stable, albeit 'follow up' element continues to be a weakness. However, IMU report only a 60% success rate in the submission of DASH forms.

IMPROVING

It is noted that there have been moderate improvements in the following areas of performance: -

Recorded Crime

- **Total Crime** - YTD figures at 16/07/18 demonstrate a 2.5% YTD reduction on 2017/18. Positive to note that the projection indicates a possible decrease for Q2.
- **Burglary Dwelling** - YTD figures at 16/07/18 demonstrate a 5.3% reduction on 2017/18 and a decreasing trend.

Recorded Incidents

- **Hate Crime** - Levels for May 2018 were outside upper control level for South Warwickshire, but have now returned to expected levels.

Other

- **KSI** - One death recorded for the quarter.
- **ASB** - Volumes remaining below the monthly average for 8 consecutive months.

- **Emergency response** - Improving position on Q4 2017/18 despite the increase in the volume of emergency calls.
- **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 months and quarter: -

Recorded Crime

- **Violence without Injury** - A significant spike experienced in May and June during the World Cup, particularly in North Warwickshire. This is replicated in incidents of public order which are significantly above upper control limit.

This category of crime recording includes a wide variety of offences, and is most effected by crime recording, and seasonal impacts, especially with the world cup and unusually hot summer.

- **Business Crime** - A significant increase in Q1, particularly in relation to shoplifting offences. **Shoplifting continues to be targeted by SNT teams at local hotspots, while there is performance pressure around this area, YTD is currently showing a small reduction at -2%. We will continue to monitor closely**

Recorded Incidents

- **Domestic Abuse** – Exceptional levels experienced in South Warwickshire in May and above upper control limit.

Overall DA crimes are showing a marginal decrease YTD at -1%. We remain focused though on correctly recording DA, and ensuring positive action is taken, focusing on outcomes, and correct use of DVPNs etc.

Other

- **Victim Satisfaction** - A priority area for the PCC and key objective of the Police and Crime Plan. At 78.8 % and continuing a downward trend from the previous months and significantly below the high of 86% achieved in September 2017, the ‘follow up’ element being a particular weakness.

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.

- **Hate Crime Satisfaction** - A priority area for the PCC. At 77.8% and continuing a downward trend from the previous months and significantly below the high of 86.4% achieved in September 2017, the 'follow up' element being a particular weakness

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.

- **Repeat Victims** - A significant increase in numbers for May. Positive to note that the high repeat individuals are referred to the Victim Management Unit to provide an enhanced level of multi-agency support.

Significant focus is now in place on repeat victims through the Harm Hub IVM approach, with good examples coming through of reduced repeat victimisation, and focus on vulnerability. Positive to see the OPCC commissioning of victim services will further help build on this area.

- **Missing Persons** - A 28% increase on Q4 2017/18 with a 62% increase in repeat incidents.

We have dedicated Patrol officers focusing on missing people, to make our response more efficient, precept funded posts to improve our problem solving capability around repeat missing are being recruited to as quickly as possible. Performance in this area does fluctuate greatly though, with one or two complex cases often skewing the data for short periods.

- **Sexual Violence** - 11% (9) of victims of sexual violence are repeat victims, with 3.3% (3) subject to 10+ sexual offences. Clarity is requested regarding this issue – is the repeat victimisation due to crime recording for multiple non-recent offences, or a safeguarding issue in terms of vulnerability to new offences?

The repeat victims' data will pick up those cases where multiple historical crimes are reported, which will be the majority of these cases. However repeat victim data is reviewed by the Harm Hub, and so any cases where there is an ongoing safeguarding concern will be picked up and managed through the Harm Hub process.

Athena

- **Vulnerability and Metric Keywords** - Athena reliant data continues to be an area of concern in terms of quality and quantity. For example cyber-crime shows a 188% decrease since Athena's introduction.

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.

- **Outcomes** - Athena reliant data continues to be an area of concern due to the backlog exiting in the IMU for finalising 'detected' outcome codes. Interesting to note the significant increase in outcomes being applied in the early stages of the investigation when compared to Q1 2017/18 (30% / 12%) and indicative of the impact of the Incident Progression Team (IPT). Positive to note the Warwickshire Police work led by D.Supt Investigations to monitor and improve individual and team performance in this area.

The work of the Outcomes group continues, with a focus in individual and team performance. The IMU backlog will have some impact on recorded outcomes.

- **File Quality** - Continues to be a concern, particularly in North Warwickshire with inadequacies in respect of victim / witness requirements and national file standards being the main reasons for discontinuance.

We continue to have SPOCs in place and are driving performance around this area.

- **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 and below the 90% expected standard. A similar decrease in the response to non-emergency calls.

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.

QUESTIONS

As an addendum to the earlier performance questions posed by the PCC in June 2018, 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.

Noted above