



WARWICKSHIRE POLICE
PERFORMANCE SCRUTINY
Q4 2018/19

This report has been prepared in consideration of the
'Warwickshire Police Performance Summary - March 2019.'

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PERFORMANCE SCRUTINY

1.0 INTRODUCTION.

The purpose of this report is to formally scrutinise Warwickshire Police's performance during Quarter 4 of 2018/19 and in doing so allow informed discussion between the Warwickshire Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming meeting on Wednesday 8th May 2019. This aim is coherent with the PCC's statutory responsibilities to: -

- I. Hold the Chief Constable to account for the performance of the force.
- II. Secure an effective and efficient police service for Warwickshire.

It is also consistent with monitoring the progress made by the force in support of the four key priorities of the PCC's 'Police and Crime Plan 2016 - 2021', namely: -

- I. Putting Victims and Survivors First.
- II. Protecting People from Harm.
- III. Preventing and Reducing Crime.
- IV. Ensuring an Effective and Efficient Police Service

The report has been prepared primarily through scrutiny of the performance data provided in the following reports: -

- Warwickshire Police Performance Summary - March 2019.
- Warwickshire Police Public Contact Balance Scorecard - March 2019.

Not all aspects of performance are commented upon, only those areas of particular note and interest.

2.0 PUTTING VICTIMS AND SURVIVORS FIRST.

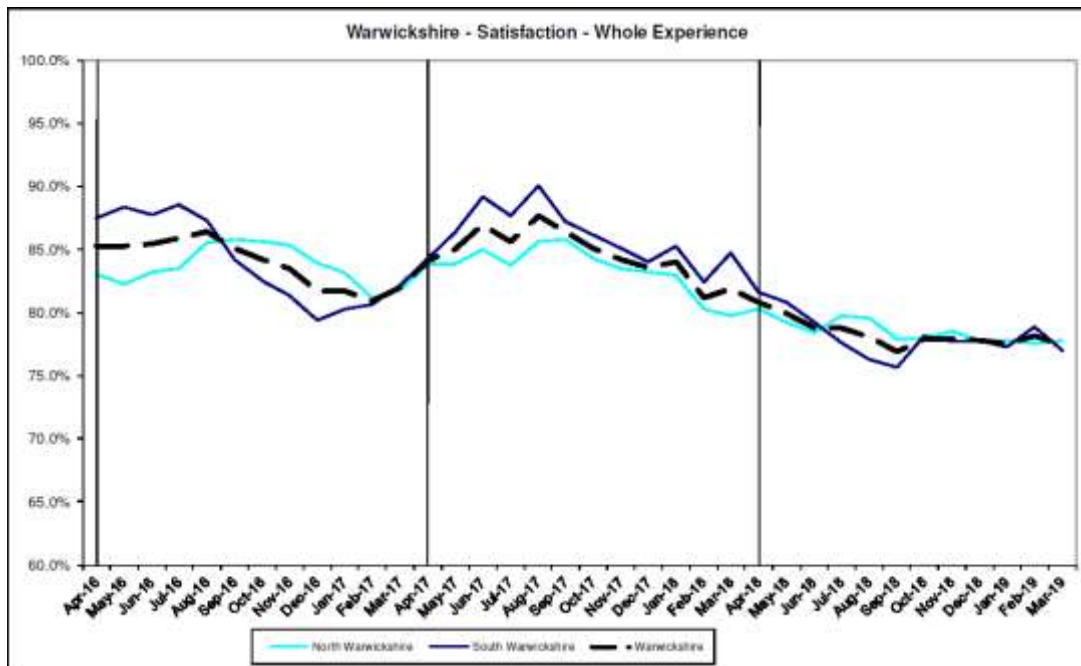
- **Confidence in Police.**

An upturn in public confidence in Warwickshire Police is pleasing to note, rising to 79.8% when last surveyed in September 2018 by the Crime Survey for England and Wales (CSEW), consequently driving an improvement in the force's ranking (2) in the Most Similar Group of forces that average 76.9%.

- **Victim Satisfaction.**

The figures for March 2019 of 77.4% of victims being 'satisfied' with their whole experience represents a 0.7% decrease on the previous month, but represents a relatively stable position given that satisfaction rates have plateaued during the financial year. However, this figure also needs to be considered in context with the alliance aspiration for 90% of victims to be satisfied with the overall service provided.

The issue of victim satisfaction rates from the peak achieved in August 2017 is of continuing interest to the PCC, particularly in context with the objectives of the ‘Victims and Witness Charter’ that was introduced in November 2017.



A similar position exists in respect of ‘Hate Crime’ victim satisfaction rates that are now at 74.8%, although there does appear to be evidence of a slowly declining trend given the 5.2% point decrease on the levels achieved at the beginning of the financial year.

- **Repeat Victims.**

The March 2019 the figure of 25% of victims being repeat victims is stable when compared to the previous month. The commentary in the Performance Summary regarding the provision of weekly reporting on repeat victims is a positive development and should enable the Harm Hub’s ‘Integrated Victim Management’ (IVM) process to manage these cases more speedily resulting in better outcomes for the victims.

3.0 PROTECTING PEOPLE FROM HARM.

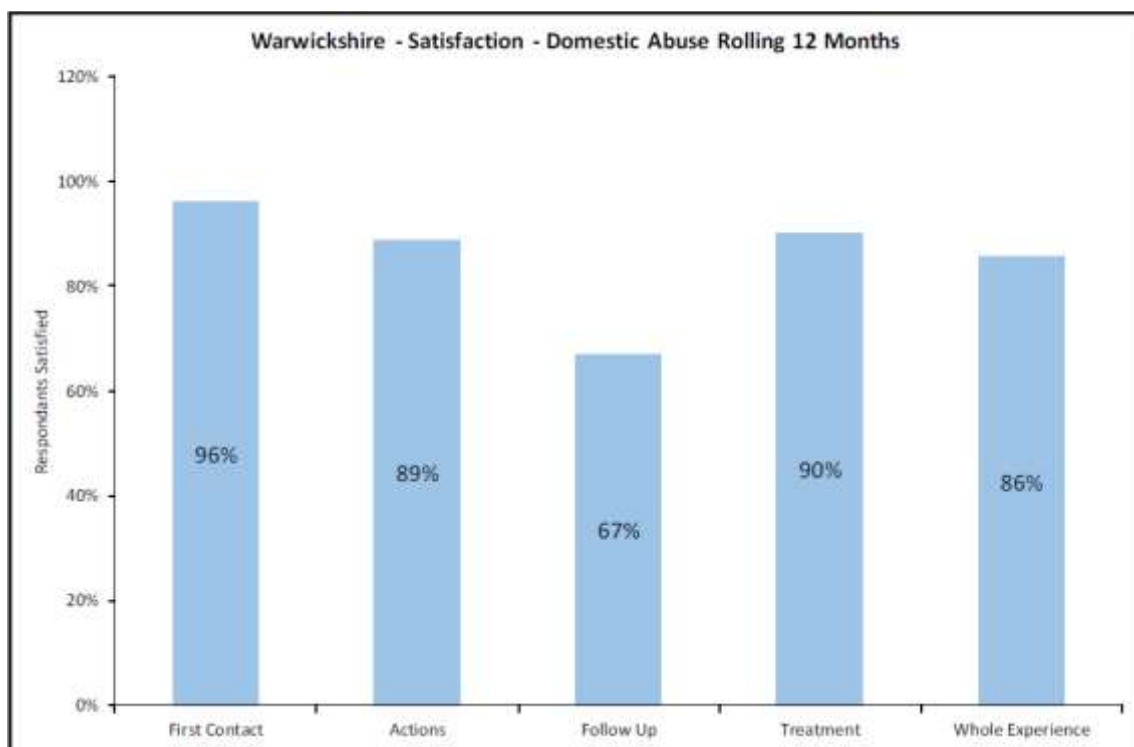
The following categories all remain within their control limits and are considered to be unexceptional to warrant further comment: -

- I. Hate Crime
- II. Missing Persons
- III. Sexual Offences
- IV. Domestic Abuse Repeat Victims
- V. Child Sexual Abuse

- **Domestic Abuse. (DA)**

The commentary in the 'Performance Summary' regarding the significant improvement in the timeliness of quality assurance processes and the application of keywords, permitting reporting on the latest month's performance (as opposed to the previous month's data) is a positive development.

The relatively high and stable 'whole experience' victim satisfaction rates for DA victims continues to be a positive position, where 93% of victims *would 'recommend contacting the police to others in a similar situation.'*, albeit the 'follow up' element has remained static (67%) and continues to be an area where significant improvement still needs to be made.



The continuing reporting of DA outcomes data in the Performance Summary is a welcome development.

The decline in the short-term Action Taken (121 / 7.4%) for DA offences when compared to Q3 (158 / 9.2%) is disappointing given the commitment the force has shown in driving forward performance in this area of vulnerability. The data over the longer term when all outcomes are reckoned, and not just those assigned an outcome during the same quarter, will be monitored with interest.

The March 2019 figure for the use of Outcome 16 for DA offences at 61% represents a 3% increase on the previous month, but is nonetheless still significantly below the high levels of circa 77% experienced in March 2018.

The use of DVPNs is clearly gaining further traction where 19 were issues during March 2019, against an average for the rest of the financial year of 5.8. This is a positive development in providing

additional protection for victims of DA, thereby reducing the relatively high percentage (35%) of repeat victims of DA and supporting the force's aspiration at being '*great at protecting the most vulnerable*' and the aims of the PCC's 'Victims and Witnesses Charter'.

- **Child at Risk (CAR)**

The March 2019 data demonstrates a significant a spike in Child at Risk cases, particularly in north Warwickshire, which is now above the upper control limit. The comments regarding the probable cause for this situation being an increase in the correct application of keywords by officers is noted. CAR trends going forward will be monitored.

- **Road Traffic Casualties**

The decline in the number of Road Traffic Collisions is a positive development, however the 50% fatality rate for two-wheeled road users continues to remain a significant concern. The fact that over 58,300 speeding offences have been detected in Warwickshire since April 2018 is of concern in terms of continuing unacceptable driver behaviour.

- **Serious Organised Crime (SOC)**

Whilst it is acknowledged that the SOC landscape is complex, as is the police action to eliminate and disrupt such activity, the achievements for the three months of Q4 appears somewhat discouraging without further explanation.

4.0 PREVENT & REDUCE CRIME.

The following categories all remain within their control limits and are considered to be unexceptional to warrant further comment: -

- I. Violence with Injury
- II. Violence without Injury
- III. Robbery
- IV. Burglary Dwelling
- V. Business Crime
- VI. Rural Crime

- **Total Recorded Crime. (TRC)**

The year-end 2018/19 of a 1.5% increase in TRC represents a considerable success given the projection in June 2018 of a 7% increase at year-end. This is particularly welcome in priority crimes of Burglary Dwelling (-6.1%) and Vehicle Offences (+1.3%). The increases in the categories of Personal Robbery (20.5%) % and Possession of Weapons (15%) is however of continued concern.

The projected increase in TRC over the coming months will be closely monitored, particularly given the 10.5% increase seen in the first few weeks of the new financial year 2019/20.

- **Outcomes.**

The continuing reporting of TRC outcomes data in the Performance Summary is a positive development.

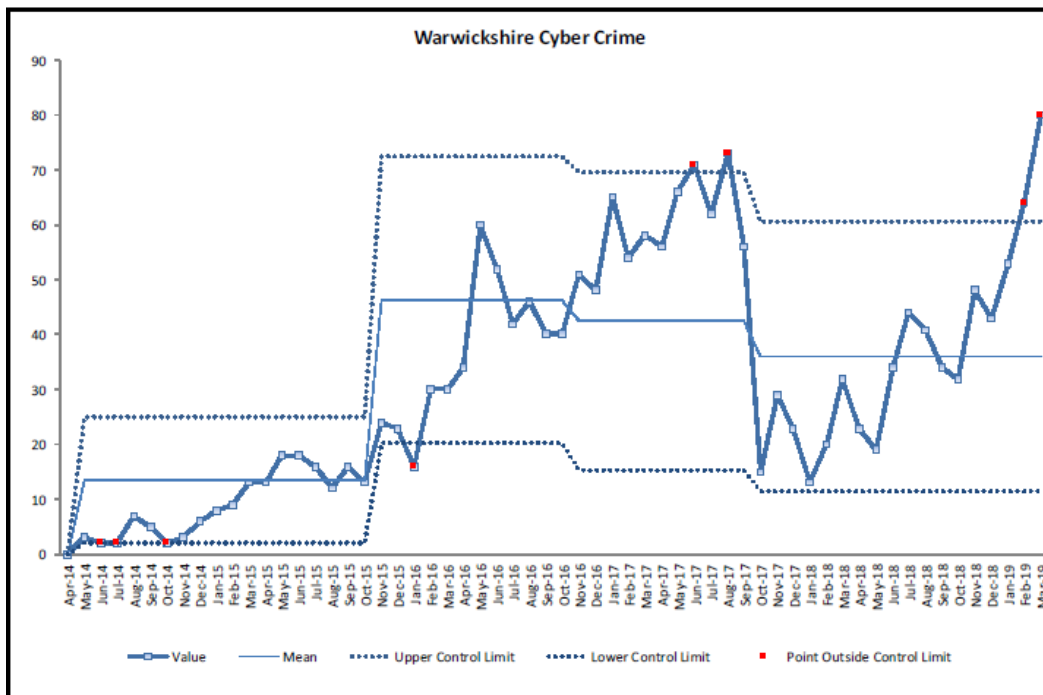
The decline in the short-term Action Taken (5.0% / 494) for TRC when compared to Q3 (5.7% / 572) is disappointing. The total of TRC both recorded and assigned an outcome during the periods Q3 and Q4 remained relatively constant in terms of both volume (10k) and percentage (71%).

The commentary regarding the review of how the reporting of outcomes is undertaken with a view to improving the consistency and accuracy of the data in the new financial year is a positive initiative.

This area of force performance is a particularly focus for the OPCC at present and a report has been prepared examining the subject in greater detail. Once the report has been finalised it will be shared with the force with a view to a formal response being provided to the matters raised.

- **Cyber Crime**

Since the introduction of Athena with the application of the ‘on-line crime’ keyword, the data in respect of the category ‘Cyber-Crime’ has been unreliable. The data for March 2019 demonstrates a significant increase in cyber related crime in excess of the upper control limit. It is not clear if this represents improved reporting or a real increase in the number offences. This deliberation is compounded by the data from Action Fraud that indicates a downward trend in the number of victims, however it should be noted not all fraud offences are cyber-dependent or cyber-enabled.



The comments regarding the recognition by the Home Office and NPCC that Cyber-Crime data quality needs to be improved nationally is a welcome development and their guidance on this matter is awaited with interest. Particularly in light of the HMICFRS inspection of Warwickshire Police commencing on the 29th April 2019 as part of their national thematic inspection of cyber-dependent crime.

5.0 EFFECTIVE & EFFICIENT POLICE SERVICE.

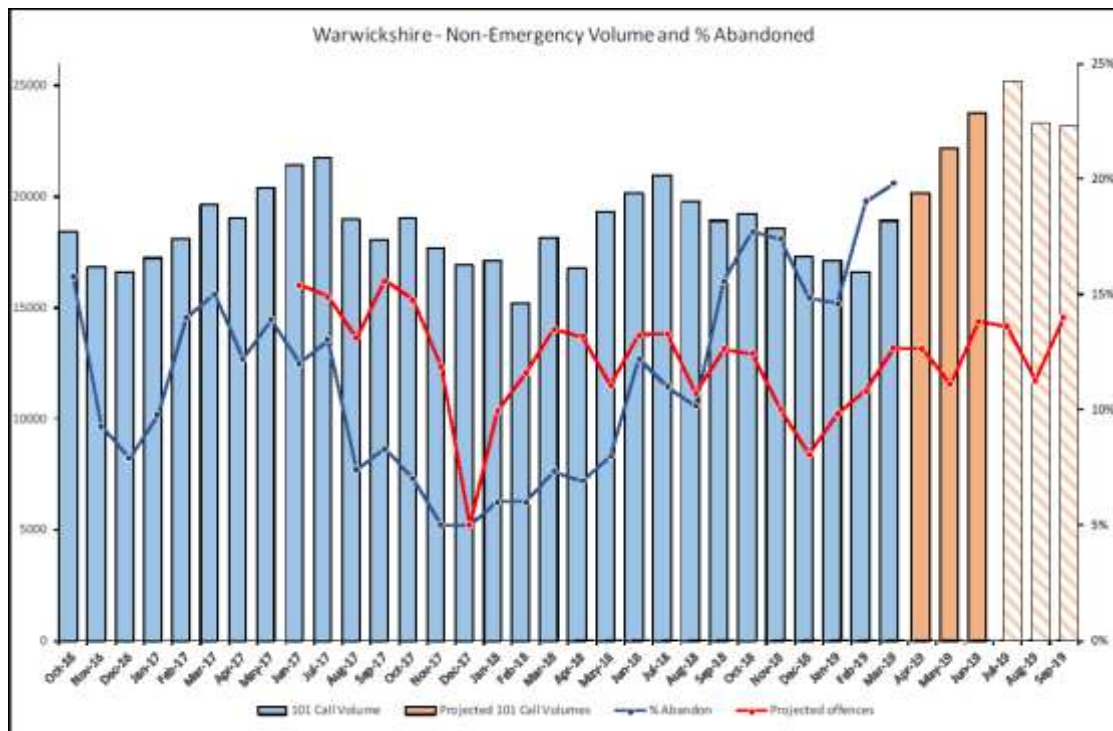
- **Response Times to emergency Incidents**

Performance levels at 84% of emergency incidents attended within the National Contact Management Programme recommendations of 20 minutes is noted and represents a stable position.

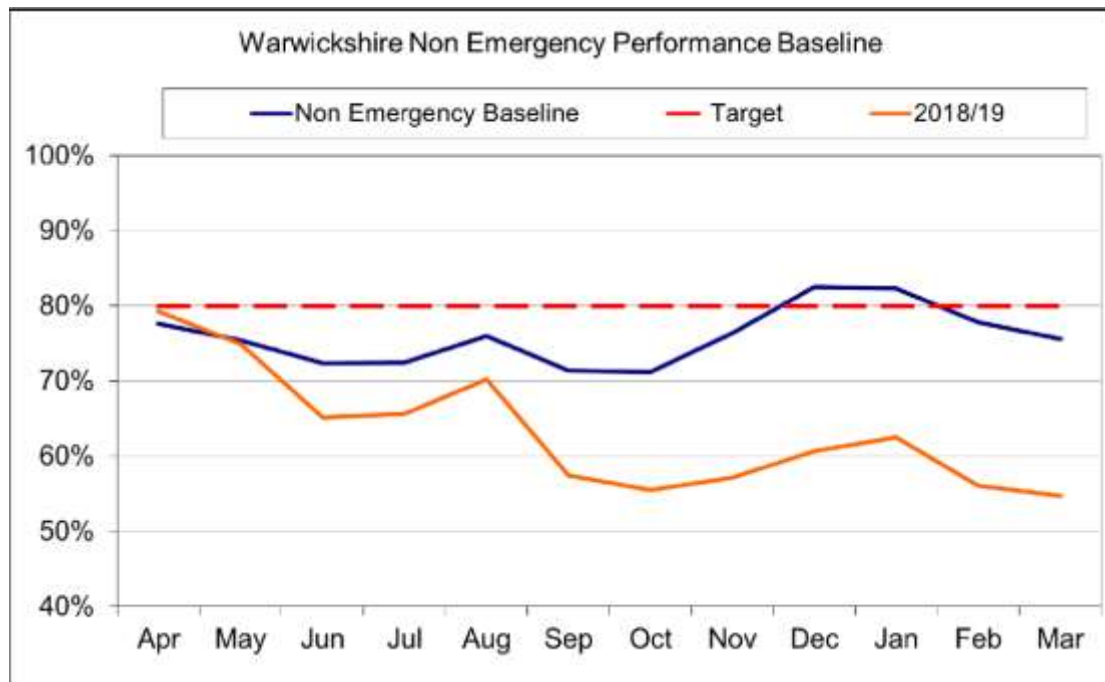
- **Call Handling**

The continuing improvement in the percentage of 999 calls answered within the target time (91%) to above the expected level of 90% is a positive development, as are the relatively low rates of abandonment.

Of continuing concern is the level of performance in respect of non-emergency 101 calls. The abandonment rate continues to rise and in March stood at 19%, whilst the percentage answered within the 30 second target stood at just 55%. Of further concern is that the volume of 101 call rates is projected to increase further over Q1 and Q2 of 2019/20, with the potential to cause the position to significantly deteriorate even further.



101 Abandonment Rate



101 Calls Answered

It is noted that a decision was made in Q3 2018/19 by ACC Wessel, as chair of the Public Contact Improvement Group, to focus performance Operations Communications Centre (OCC) on 999 calls due to deteriorating performance in that area of critical of business. Also, the Warwickshire Chief Constable’s decision to fund five additional posts in the OCC, together with the creation of four temporary part-time posts to bolster the 101 performance. These additional resources are in the process of being recruited.

- **Absence Management.**

Police officer absence through sickness for March 2019 (5.67%) is relatively stable when compared to the previous month (5.37%) and also the same period last year (5.98).

Police staff absence through sickness for March 2019 (3.19%) represents a significant and welcome improvement when compared to the previous month (4.88%) and also same period last year (5.95%).

The force’s endeavours to improve the health and wellbeing of the workforce are noted, including the leadership and personal investment of the Chief Constable in chairing the ‘Health and Well-Being Board’ and the designation of 2019 as the ‘Year of Health and Wellbeing’.

6.0 CRIMINAL JUSTICE

- **Case File Quality Assessment**

It is of concern to note that 18% of prosecution files that were reviewed by CPS were deemed to have errors, an increase compared to the previous two months, particularly as the largest cause was failing to comply with national file standards as opposed to evidential reasons.

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The monthly performance summary for February also identified that Warwickshire Police were currently 42 nationally and 8th MSG in terms of performance for charge / NFA ratio, where CPS gave a charge decision to 78 individuals and no further action decision to 41 individuals in January 2019. This gives a charge to NFA ratio of 1.90:1 (for every individual that wasn't prosecuted 1.90 individuals were charged).

With the exception of January and October 2017, the force has consistently remained mid to bottom table within their MSG and below each monthly MSG average since January 2016.

MSG Forces	Charged	NFA	Ratio	MSG	National
Cambridgeshire	125	43	2.91	5 th	28 th
Devon and Cornwall	202	48	4.21	2 nd	12 th
Gloucestershire	132	28	4.50	1 st	6 th
North Wales	175	61	2.87	6 th	29 th
Suffolk	125	36	3.47	4 th	17 th
Warwickshire	78	41	1.90	8 th	42 th
West Mercia	242	109	2.22	7 th	38 th
Wiltshire	168	43	3.91	3 rd	14 th

This position would appear to result in an ineffective use of both officers and CPS time and would suggest that in such cases a charging decision is needlessly / prematurely sought where there is insufficient evidence available to charge, or that the quality of the evidence presented is inadequate for CPS to pursue the case.

7.0 COMMENTS

It's requested that the Chief Constable provides his professional judgement to the Police and Crime Commissioner regarding the key challenges with force performance over the short to medium term, particularly in respect of the highlighted issues of: -

1. Crime Rates.
2. Personal Robbery and Possession of Weapon offences
3. Non-emergency 101 calls.
4. Criminal Justice Performance.

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Warwickshire Office of the Police and Crime Commissioner (OPCC)