



Office of the
**Police and Crime
Commissioner**
for Warwickshire

OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

March 2021

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FORCE PERFORMANCE SCRUTINY

MARCH 2021

SECTION 1: INFORMATION

The purpose of this report is to formally scrutinise Warwickshire Police's performance during March 2021 and in doing so allow informed discussion between the Warwickshire Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming 'Performance Accountability Meeting' (PAM) on Tuesday 27th April 2021. This aim is coherent with the PCC's statutory responsibilities to: -

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

This purpose 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. Ensuring an Effective and Efficient Police Service.
- iii. Preventing and Reducing Crime.
- iv. Protecting People from Harm.

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

- **App A** - Warwickshire Police Performance Report for March 2021 (Performance Report).
- **App B** - Weekly Performance Summary Week 15 (At Page 12 of this report).

The comments in the Performance Report regarding the new performance framework that has been introducing to complement the force's 'Fit for Future Strategy' is noted. It is understood that each month there will be an enhanced set of measures across one of the three pillars of that strategy, namely: -

- i. Respond and Reassure
- ii. Prevent and Protect
- iii. Effective and Efficient.

The focus for this month is on 'Prevent and Protect' and a number of additional key performance indicators have been introduced into the Performance Report. This is a very positive development as it provides a superior insight into areas of business that have not previously been reported upon, thereby enabling improved scrutiny of force performance and a deeper appreciation of the broader health of Warwickshire Police as a large and intricate organisation.

Not all aspects of performance are commented upon in this scrutiny report, only those areas of particular interest. Where reference is made in to data for Year to Date (YTD) and the 'last four weeks', this is from the latest data available as at the 19/04/2021 in the 'Weekly Performance Summary'.

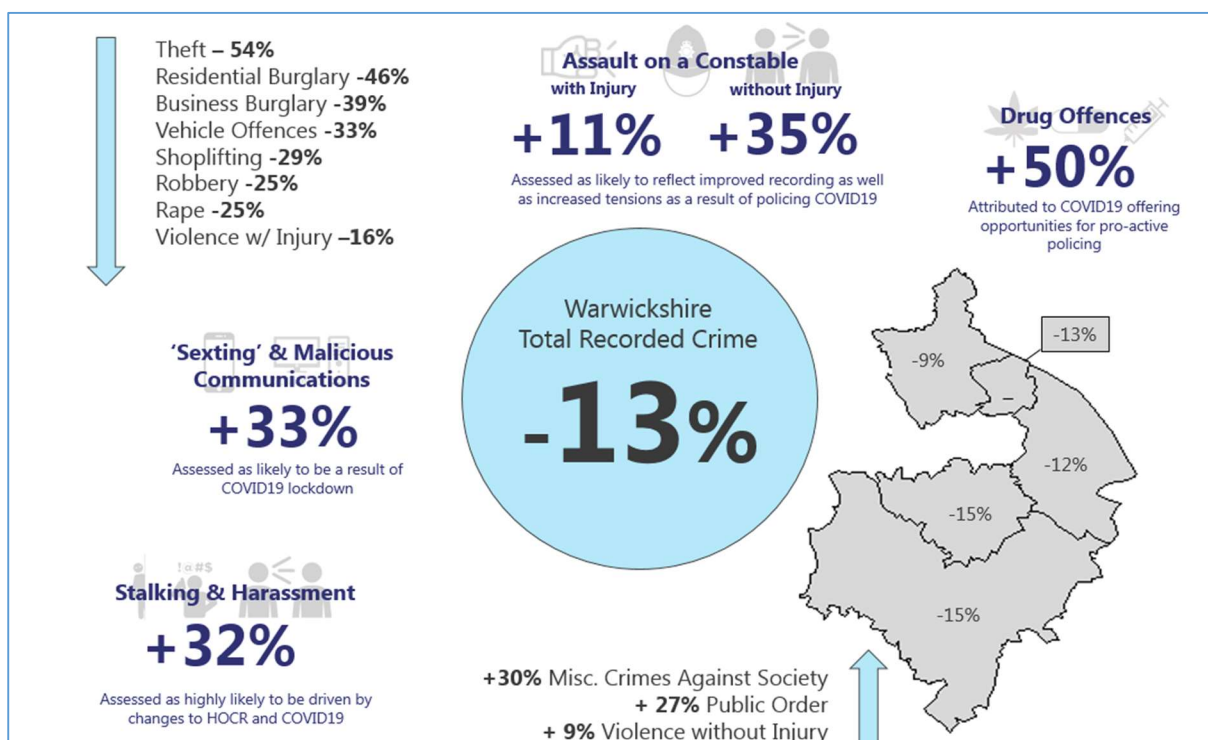
It should be noted that it continues to be challenging to identify performance trends through the use of comparative temporal data, due to the impact of Covid-19 on the profile of crime. Most percentages in this report have been rounded to the nearest integer for the purpose of ease of presentation.

SECTION 2: PREVENT & PROTECT

1. Total Recorded Crime (TRC).

The impact of Covid-19 has continued to reduce the YTD volume of acquisitive crime and were at -13% at year end, and were -6% lower in March 2021 than in March 2020.

The following infographic illustrates the position for 2020/21 for a number of significant crime categories: -



Infographic 1 – 2020/21 in Numbers

The significant decrease achieved during 2020/21 in offences of Rape, Violence with Injury and many acquisitive crime categories is a very positive position. Conversely, the increase in Assault Police and Stalking and Harassment is of concern. As these two issues have already been identified and discussed at previous PAMs, it is not intended to raise these matters again at this time.

2. Last Four Weeks Performance

Whilst much of the data for March 2021 illustrates that crime volumes remain within the control limits, the data from the Weekly Performance Summary Week 15 shows a significant increase for the last four weeks in Rape, Public Order and a number of acquisitive crime categories: -

- TRC +22%
- Violence with Injury +35%
- Violence without Injury + 24%
- Personal Robbery + 59%
- Theft Offences +18%
- Rape + 115%
- Public Order +71%

These increases are predicted to further rise as we emerge from the Covid-19 restrictions on the Govt's road map to 'normality', a situation that will be compounded by the recurrent seasonal rise in crime rates. Whilst these increases are of concern when expressed in percentage terms, the data presented is in comparison with the same period in 2019/20 - a unique period due to the impact of Covid-19 on societal behaviour and its consequential effect on crime rates.

Q1. What measures are proposed to provide comparative temporal performance data to provide a more balanced perspective on crime rates than that provided by solely comparing with the extraordinary 2019/20 data?

Q2. Given the anticipated increase in acquisitive crime, sexual offences and public order over the Q1 and Q2 periods, what action and measures are proposed to further 'prevent and protect' in order to mitigate against this potential surge in demand and rising crime levels?

Conversely, the reductions achieved in 2020/21 for a number of iconic neighbourhood crimes have continued during the last four weeks when compared to the same period in 2019/20, albeit at lower levels than were experienced at the height of the Covid-19 restrictions. This represents a positive position: -

- Burglary dwelling -18%
- Business and commercial burglary -30%
- Vehicle crime low levels -15%

3. Drug Offences

In March 2021, volumes are above the upper control limits (n=147) and above the monthly average (n=109). This increase is predominately due to Trafficking offences (n=69) when

compared to the previous two months (n=40 and 38). The commentary in the Performance Report is noted, regarding these increases being driven by greater proactive activity.

4. Possession of Weapons

In March 2021, a total of 37 possession of weapons offences were recorded and this represents a small decrease when compared to the previous month. Of particular note is that after eight consecutive months of volumes being below the average, the monthly average has now decreased from 39 to 33 offences.

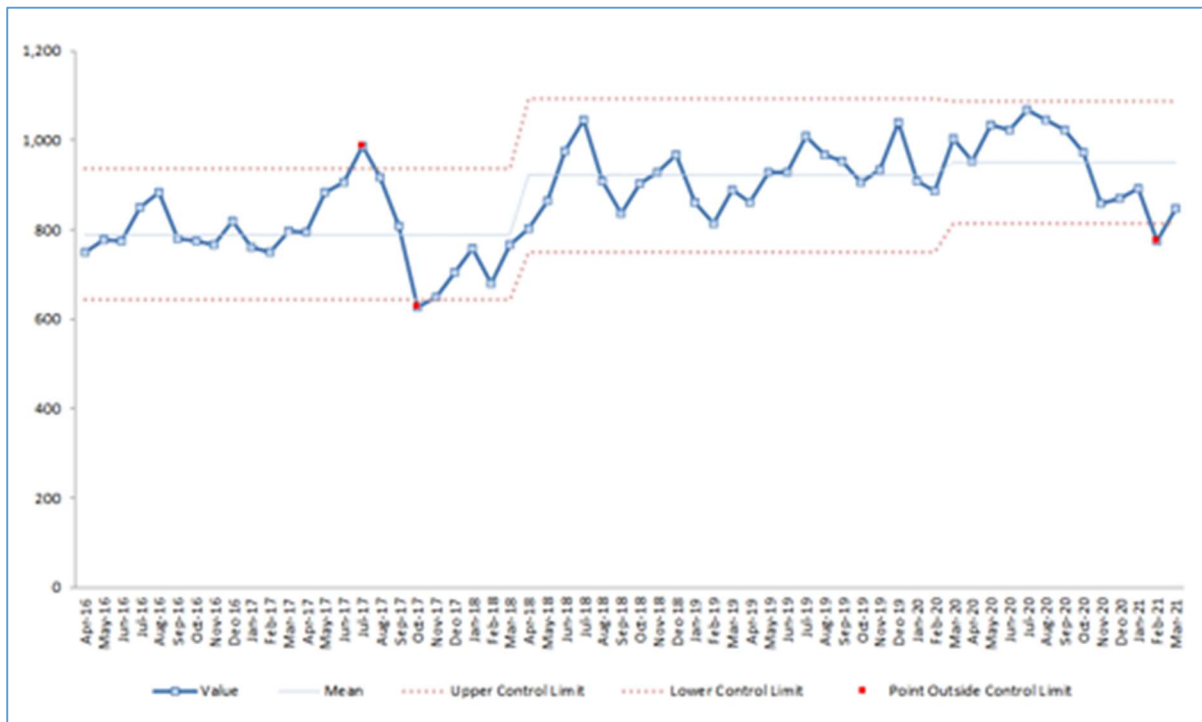
5. Road Traffic Casualties

Road safety data is reported one month in arrears. Of note is that in February 2021 there were no road deaths in the county. This is a very positive development.

On a less positive note, as a reflection of extensive speeding and poor driver behaviour in the county, a total of 38,685 offences (Notice of Intended Prosecution) have been issued since the beginning of April 2020.

6. Domestic Abuse

In March 2021, levels of DA remained relatively low as the below graph illustrates, albeit levels are beginning to rise with a lat four weeks increase of +8%: -



Graph 1 – Domestic Abuse Levels

The commentary in the Performance Report is noted, regarding DA offences accounting for 14% of TRC in March 2021 compared to an average of 16% in 2020/21. This decrease has presumably been driven by the increase in acquisitive crime as a proportion of TRC. .

Domestic abuse has previously been subject to 'holding to account' scrutiny and discussed at length at previous PAMs, including a 'deep-dive' at the August 2020 meeting. Consequently, whilst acknowledging its vital importance, it is not proposed to re-visit this subject again at this time.

7. Child At Risk (CAR)

In March 2021, there was a significant decrease in Child at Risk (CAR) markers (n=829) when compared to the previous two months (n=581 and 565), albeit they remain within anticipated limits. It is presumed that this increased reporting is as a consequence of the re-opening of schools following Covid-19 lockdown.

The commentary in the Performance Report is noted, regarding the application of generic Child at Risk markers not following a controlled process and is not an accurate picture of risk. Consequently, ASI are working with the force's Vulnerability lead to create a dashboard of measures to more accurately reflect child risk and this is anticipated to be delivered in May 2021.

8. Hate Crime

In March 2021, as with many other categories Hate Crime has also risen (n=84) when compared to the previous two months (n=68 and 61), albeit levels remain within the control limits. This position will be monitored going forward.

9. Cyber-Crime

In March 2021, volumes are within the control limits and relatively stable.

10. Intelligence

In March 2021, there was a significant increase in the volume of intelligence submissions (n=2021) when compared to the previous two months (n=1647 and 1752). This is presumably a consequence of Covid-19 lockdown restrictions being eased with a return to normality and is a positive development.

Q3. Will A&SI data be provided to provide scrutiny of the Intelligence Processing Unit's (IPU) capacity to manage the increased surge in demand, given the previous issues of an accumulation of intelligence reports requiring processing?

11. Serious and Organised Crime (SOC)

The data provided in the Performance Report is noted. However, it is difficult to provide comment given the complexity of tackling SOC where qualitative information and narrative is critical to allow a meaningful understanding of the issues.

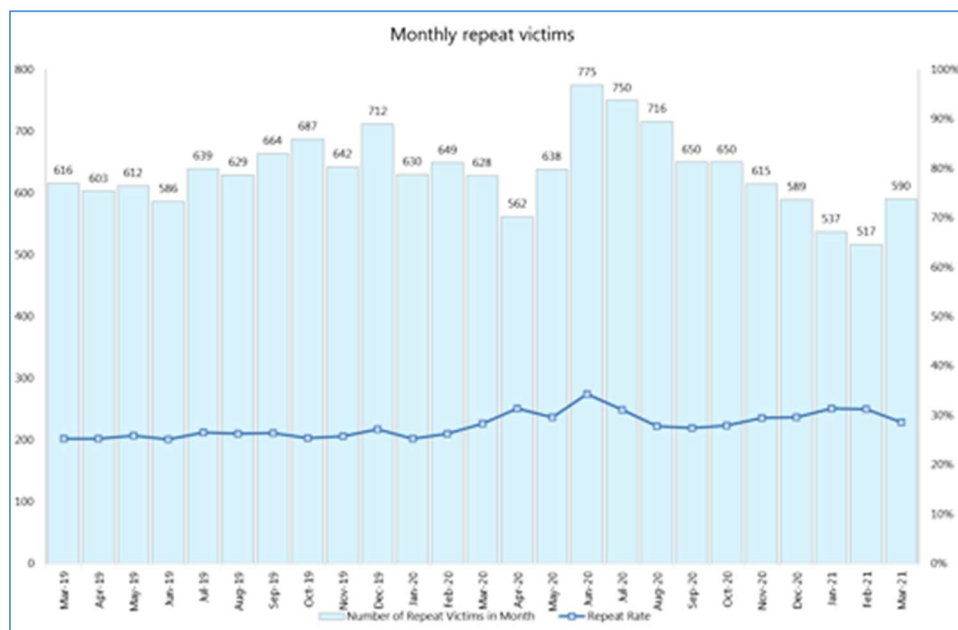
Of note, is that four adults and five children associated to mapped OCGs were safeguarded during Q4 20/21 – a very positive achievement in the prevention and protection from harm of those considered to be most vulnerable.

12. Modern Slavery and Human Trafficking (MSHT)

The inclusion of MSHT in the Performance Report is a positive development. The volumes are within the control limits and close to the mean value, with an average of 8 cases per month.

13. Repeat Victimisation

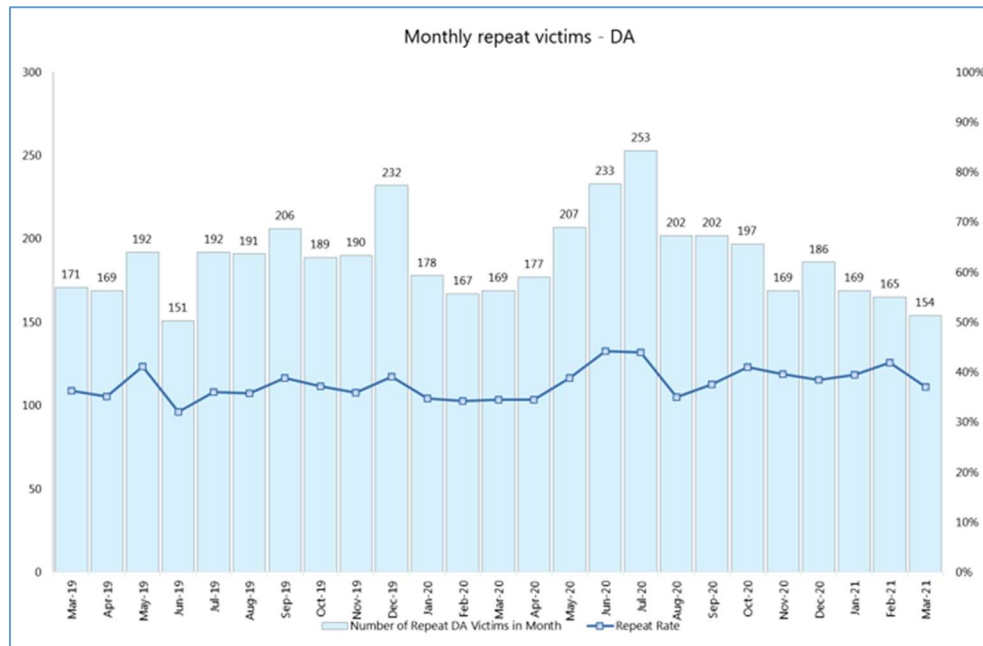
This topic is subject to a deep-dive at this PAM and the following information is provided in order to inform discussion: -



Graph 2 – Repeat Victim Levels

The commentary in the Performance Report is noted and welcomed, regarding an A&SI qualitative study of repeat DA victims being released on the 22nd April 2021, which will cover the interventions that have taken place to assist in understanding how repeat victims can best be supported.

Q4. Could this report on DA repeat victims be also provided to the OPCC for our information and attention?



Graph 3 – Repeat DA Victim Levels

14. Problem Solving

The inclusion of Problem Solving Plans in the Performance Report is a positive development. The number of 48 open plans is noted, together with the process for auditing and scoring each to ensure that ‘lessons are learned’, thereby improving the effectiveness and efficiency of future activity.

SECTION 3: RESPOND AND REASSURE

15. Outcomes - Total Recorded Crime (TRC)

In March 2021, the proportion of ‘Action Taken’ outcomes for TRC was 16% representing a significant increase when compared to the 11% for the previous month. The volumes of Action taken also significant increased (n=436) when compared to the previous month (n=249).

The commentary in the Performance report is also noted, regarding the improvement in the annual rates of Action Taken for 2020/21 of 13% when compared to the previous year of 11%. This represents a positive development. However a contributory factor to the fluctuating Action Taken rates is the changing nature of crime during Covid-19, where different crime types inherently have varying prospects for their solvability. This position will be monitored going forward.

16. Outcomes - Domestic Abuse

In March 2021, the proportion of ‘Action Taken’ outcomes for DA was 16% representing a significant increase when compared to the 10% for the previous month. This achievement represents a very positive position.

17. Victim Satisfaction

The 6-month rolling average for victim satisfaction rates are relatively stable, albeit there has been a marginal decline in a number of categories as shown in the below table. This declining position will be monitored going forward.

CATEGORY	% SATISFIED
Burglary Dwelling	90 = 90
Vehicle	78 > 76
Violence	76 > 75
Hate	71 > 70
Domestic Abuse	80 > 79

Table 1 - Victim Satisfaction Rates.

18. Operations Communication Center (OCC)

Following the introduction of the new shift pattern in in the OCC, the levels of performance achieved during the week ending 18th April 2021 are exceptional: -

- i. **Emergency 999 Calls** - The proportion of 999 calls answered within 10 seconds was 91% despite a high level of demand and consequently above the target of 90%. Also, the average wait time was just 3 seconds
- ii. **Non-emergency 101 Calls** - The average time to answer a 101 call was 17 seconds, set against a target of 1 minute.
- iii. **Un-resourced Incidents** - The data and stable position is noted without further comment.

SECTION 4: EFFECTIVE AND EFFICIENT

19. Sickness

In March 2021, the sickness absence levels for police officers of 4.55% compares favourably with that of the same period last year of 4.22%.

In March 2021, the sickness absence levels for police staff of 3.66% compares very favourably with that of the same period last year of 6.24%.

Given the impact of Covid-19 on sickness levels, these sickness absence levels represent an excellent position.

20. Police Officer Assaults

In March 2021, there were 27 Assaults on Officers with 17 (63%) of these being Assaults without Injury. It is reassuring to see that volumes have decreased from the February 2021 high of 36 assaults and are now in line with the monthly average.

21. Establishment

Force establishment is a standing agenda item on the associated Force Governance Board (FGB) and as such is not commented upon further in this report.

SECTION 5: COMMENTS

22. Future Deep-dive Subjects

Agreement is required as to the selection of 'deep-dive' subjects for future PAMs, the current schedule is as below table: -

PAM Month	Performance Month		Performance Focus	OPCC Publish	Deep Dive Topic
Oct 2020	Sept	Q2	P&P	P&P	Road Safety
Nov	Oct		R&R		Nil
Dec	Nov		E&E		Nil
Jan 2021	Dec	Q3	P&P		Hate Crime
Feb	Jan		R&R	R&R	Digital Cyber
Mar	Feb		E&E		Change Management
Apr	Mar	Q4	P&P		Repeat Victims
May	Apr		R&R		Criminal Justice
Jun	May		E&E	E&E	Budget
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		OCC / Public Contact
Sep	Aug		E&E		Diversity
Oct	Sep	Q2	P&P	P&P	Domestic Abuse
Nov	Oct		R&R		Outcomes
Dec	Nov		E&E		Sustainability
Jan 2022	Dec	Q3	P&P		Roads Policing
Feb	Jan		R&R	R&R	Stop & Search / U of F
Mar	Feb		E&E		Budget
Apr	Mar	Q4	P&P		Crime Profiles

Table 2 – Schedule of Deep-Dive Subjects

23. Questions

It's requested that the Chief Constable provides his professional judgement to the Police and Crime Commissioner regarding the key challenges and opportunities that exist with force performance in the short to medium term, particularly in respect of the question posed in this report: -

Q1. Performance Data

What measures are proposed to provide comparative temporal performance data to provide a more balanced perspective on crime rates than that provided by solely comparing with the extraordinary 2019/20 data?

Q2. Demand Surge

Given the anticipated increase in acquisitive crime, sexual offences and public order over the Q1 and Q2 periods, what action and measures are proposed to further 'prevent and protect' in order to mitigate against this potential surge in demand and rising crime levels?

Q3. IPU Capacity

Will A&SI data be provided to provide scrutiny of the Intelligence Processing Unit's (IPU) capacity to manage the increased surge in demand, given the previous issues of an accumulation of intelligence reports requiring processing?

Q4. DA Repeat Victims

Could this report on DA repeat victims be also provided to the OPCC for our information and attention?

David Patterson.

OPCC Development and Policy Lead

Scrutiny and Performance.

APPENDIX B

	Last week (Mon-Sun) Week No. 15	Weighted Baseline	Weighted Baseline % Change	Last 4 Weeks Average	Last 4 Weeks Average LY	Last 4 Weeks % Change	Last 6 Months	Last 6 Months % Change	Year to Date	Year to Date % Change
Total Recorded Crime	719	678	6.0%	693	566	22.5%	17,164	-19.5%	1,769	15.4%
Homicide	1	1	0.0%	1	0	100.0%	2	-50.0%	1	0.0%
Violence With Injury	87	67	29.9%	80	59	34.7%	1750	-25.4%	206	21.2%
Violence Without Injury	216	176	22.7%	201	163	23.7%	5065	-1.2%	518	20.7%
Rape	5	5	0.0%	11	5	115.0%	204	-29.2%	25	108.3%
Other Sexual Offences	10	16	-37.5%	18	12	49.0%	405	-16.5%	34	0.0%
Business Robbery	0	1	-100.0%	1	0	200.0%	16	-33.3%	3	
Personal Robbery	5	5	0.0%	7	4	58.8%	134	-21.2%	20	53.8%
Burglary - Residential (dwelling only)	13	24	-45.8%	12	15	-18.3%	385	-51.8%	34	-19.0%
Burglary – Business & Community (incl. Res. no	15	27	-44.4%	17	25	-29.6%	566	-38.5%	50	-20.6%
Vehicle Offences	56	69	-18.8%	53	53	-0.5%	1608	-40.6%	127	-11.8%
Theft from Person	2	6	-66.7%	1	3	-54.5%	73	-59.0%	5	-50.0%
Bicycle Theft	11	4	175.0%	10	5	105.3%	150	-31.5%	24	71.4%
Shoplifting	29	55	-47.3%	34	38	-9.9%	1159	-27.4%	88	-17.0%
All Other Theft Offences	72	67	7.5%	60	51	17.7%	1423	-34.3%	167	32.5%
Criminal Damage & Arson	85	64	32.8%	76	52	47.1%	1589	-20.9%	203	49.3%
Drug Offences	14	24	-41.7%	23	22	6.9%	679	36.9%	44	-31.3%
Possession of Weapons	8	14	-42.9%	8	8	-6.1%	191	-25.1%	18	-18.2%
Public Order Offences	73	40	82.5%	65	38	71.7%	1310	14.4%	168	54.1%
Misc. Crimes Against Society	17	13	30.8%	17	15	17.2%	455	20.4%	34	-10.5%
Burglary - Residential - National	19	38	-50.0%	18	27	-33.0%	641	-47.1%	47	-35.6%
Burglary - Business and Community - National	9	14	-35.7%	11	12	-8.2%	310	-39.0%	37	15.6%