



**Philip Secombe  
Police and Crime  
Commissioner  
for Warwickshire**

## **OPCC PERFORMANCE SCRUTINY**

### **WARWICKSHIRE POLICE**

**December 2020**

<b>AUTHOR</b>	David Patterson - OPCC
<b>DATE</b>	20 <sup>th</sup> January 2021
<b>VERSION</b>	v1
<b>GSC</b>	OFFICIAL

## **FORCE PERFORMANCE SCRUTINY**

### **INFORMATION**

The purpose of this report is to formally scrutinise Warwickshire Police's performance during December 2020, 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 26<sup>th</sup> January 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 December 2020 (Performance Report).
- **App B** - Warwickshire Police Weekly Performance Summary 18/01/2020 (Page 11 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. Prevent and Protect
- ii. Respond and Reassure
- iii. Effective and Efficient.

This month the focus is on 'Prevent and Protect' and a number of additional key performance indicators have been introduced.

It should be noted that it is challenging to identify performance issues and trends through the use of comparative temporal data due to the impact of Covid-19 on the profile of crime. Where reference is made in this report to data for Year to Date (YTD) and the 'current 28 day period', this is from the latest data available as at the 18/01/2021 in the 'Weekly Performance Summary 18/01/2021'.

Most percentages in this report have been rounded to the nearest integer for the purpose of ease of presentation. Not all aspects of performance are commented upon in this report, only those areas of particular interest.

## **PREVENT & PROTECT**

### **1. Total Recorded Crime (TRC).**

The impact of Covid-19 has continued to reduce the YTD volume of acquisitive crime. Volumes currently stand at -11% YTD and -26% for the last four weeks, and for December are below the lower control limit.

### **2. Violence with Injury**

Volumes are within the control limits and relatively stable at -14% YTD and -37% for the last four weeks, such that they are now near to the lower control limit.

### **3. Violence without Injury**

Despite the increase of +12% YTD it is positive to note that volumes have decreased by -1% for the last four weeks.

### **4. Rape**

Volumes are within the control limits and stable.

### **5. Other Sexual Offence (OSO)**

Volumes are within the control limits and stable.

### **6. Robbery**

A significant decrease in Personal Robbery was achieved for December, where volumes more than halved.

Volumes are within the control limits and a relatively stable position at -23% TYD and -55% for the last four weeks.

### **7. Residential Burglary**

Volumes are within the control limits and relatively stable at -43% YTD and -64% for the last four weeks.

### **8. Business and Community Burglary**

Volumes are within the control limits and relatively stable at -36% YTD and -38% for the last four weeks.

### **9. Vehicle Crime**

Volumes are within the control limits and relatively stable at -29% YTD and -32% for the last four weeks.

The commentary in the Performance Report is noted, regarding the reduction in offences for December (n=266) when compared to November (n=320). This represents a positive development, albeit volumes have continued to remain relatively high in Nuneaton and Bedworth.

### **10. Drug Offences**

Volumes are within the control limits and relatively stable at +56% YTD and +14% for the last four weeks

### **11. Possession of Weapons**

Volumes are within the control limits and relatively stable +1% YTD (n=32) for December when compared to the previous two month (n=36 and n=31).

**12. Public Order Offences**

Volumes are within the control limits and relatively stable at +30% YTD and +7% for the last four weeks following the seasonal rise above the upper control limit during the summer months of Q2. The impact of reported breaches of Covid-19 restrictions on volumes has previously been noted.

**13. Domestic Abuse (DA)**

The level of DA is near to the lower control limit for December (n=883), presumably due to the effects of Covid-19 lockdown, where similar lower levels were experienced during the lockdown in Q1.

The comments in the Performance Report are noted, regarding DA offences accounting for 17% of TRC and 42% of all violent crime for December.

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 meeting. Consequently, whilst acknowledging its vital importance, it is not proposed to re-visit this subject again at this time.

**14. Child At Risk (CAR)**

There was a significant decrease in Child at Risk (CAR) markers for December (n=679) when compared to the previous two months (n=929 and n=831). It is presumed that this decreased reporting is a consequence of Covid-19 lockdown and the closure of schools.

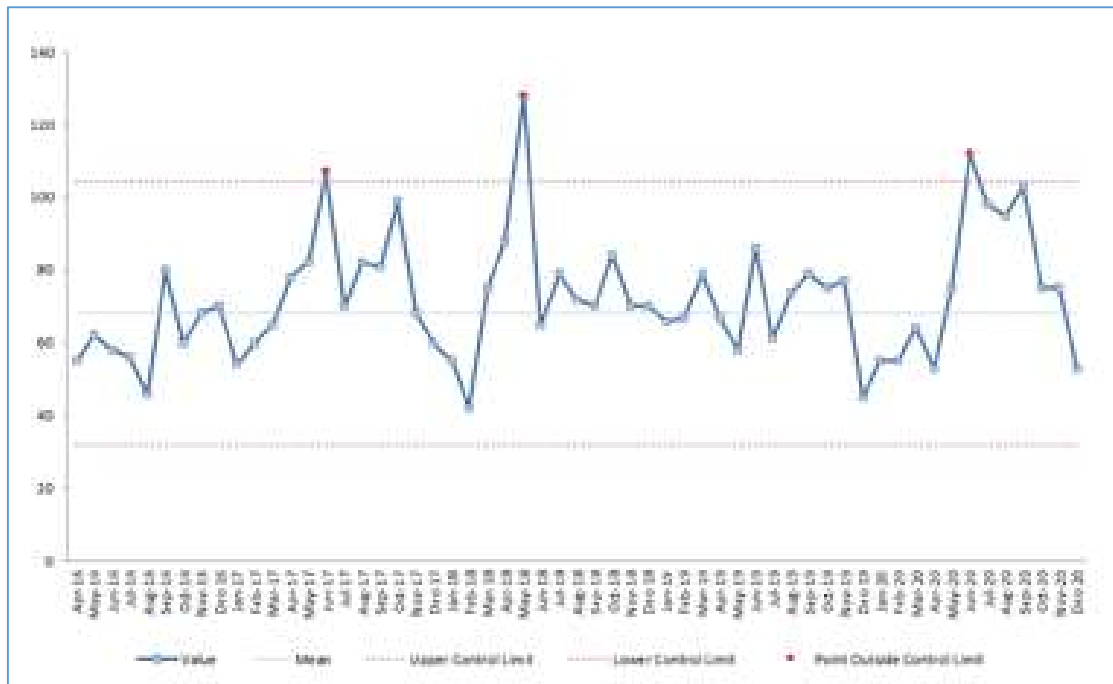
**Q1. What action is being taken by the force and partner agencies to identify (CAR) cases and provide appropriate investigation and safeguarding during this period of lockdown?**

**15. Hate Crime**

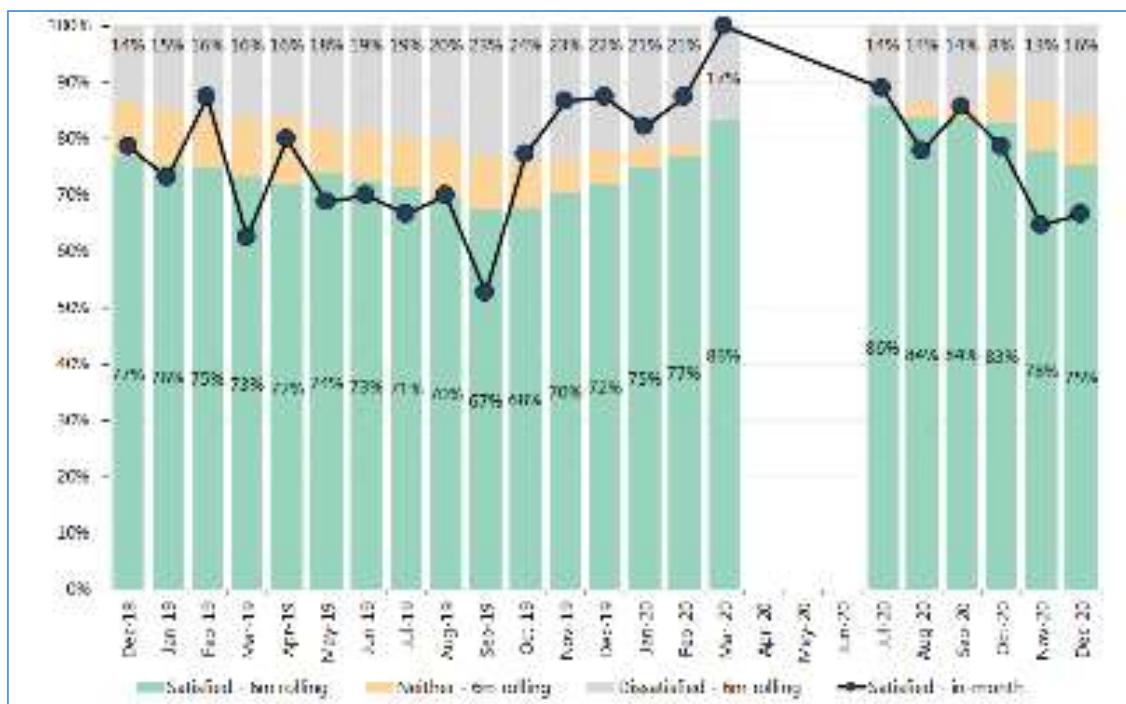
As Hate Crime is being discussed as a ‘deep-dive’ topic at this PAM, the following data has been extracted from the Performance Report for ease of reference and in order to inform debate: -

	Oct-20	Nov-20	Dec-20
<i>Disability</i>	9	12	5
<i>Faith</i>	1	4	4
<i>Race</i>	53	43	38
<i>Sexual Orientation</i>	15	15	9
<i>Transgender</i>	0	4	1
<b>Total Hate Strands Identified</b>	<b>78</b>	<b>78</b>	<b>57</b>

**Table 1 - Volumes of Hate Crime Strands**



**Graph 1 - Hate Crime Volumes**



**Graph 2 - Hate Crime Victim Satisfaction**

The six month rolling average for Hate Crime has reduced from 78% to 75% for December 2020. The survey sample size for December was 12, this is considerably lower than the target sample size of 20 per month and as such month-on-month figures should be treated with caution.

### 16. Cyber-Crime

Volumes are within the control limits and stable.

## **17. Road Safety**

There was one fatality for the month of December. Of note is that 23.8k Notice of Intended Prosecutions (NIPs) for speeding offences have been issued since the beginning April 2020.

The comments in the Performance Report are noted and welcomed, regarding the finalisation by the force of the regular reporting of Road Safety performance (including NDORS income).

## **18. Intelligence**

Volumes are noted.

## **19. 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 meaningful understanding of the issues.

## **20. 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.

The qualitative information provided regarding the work of the MSHT team is of interest and noted, particularly regarding the training of 14 Victim Liaison Officers to provide an improved service to victims, together with the training of an additional 22 MSHT Specialist Investigators to bring the force total to 33. In addition, the addition of a ROCU Regional Modern Slavery Co-Ordinator post to provide a more effective link to regional and national teams.

## **21. Repeat Victimisation**

The comments in the Performance Report are noted and welcomed, regarding A&SI working to improve the quality of repeat victim data. This includes differentiating between 'recent' repeat victims i.e. within the last 30, 60 or 90 days, as well as identifying victims that are classed as 'repeats' when more than one offence is recorded at the same time for the same incident. Also, that A&SI are currently working on a qualitative study of DA repeat victims, which will cover the interventions that have taken place to assist in understanding how repeat victims can best be supported.

**Q2. It is of interest to the OPCC to know how this work on repeat victimisation is progressing and what, if any, are the initial findings.**

## **22. Problem Solving**

The inclusion of Problem Solving Plans in the Performance Report is a positive development. The number of 58 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.

## **RESPOND & REASSURE**

## **23. Outcomes TRC**

The proportion of 'Action Taken' Outcomes was 15% for December and represents a significant increase on the previous month of 10%, continuing the upward trajectory of the linear trend line.

The complexity of 'Outcomes' has been previously explored in the OPCC paper of the same name and also at previous PAMs, as such the issues are well understood. It would appear that a contributory factor to the current Action Taken rates is the changing nature of crime during Covid-19, where different crime types have inherently varying prospects for their solvability and an Outcome 16 disposal.

The suggestion of applying the Cambridgeshire Harm Index (CHI) to Outcomes, in addition to crime reports, is of interest to the OPCC and we await the outcome of the force's deliberations on this initiative.

#### 24. Domestic Abuse Outcomes

A similar position for DA Action Taken exists as with TRC, particularly in respect of the changing nature of crime during Covid-19, where the proportion of 'Action Taken' outcomes was 14% in December and represents an increase on the previous month of 10%, albeit the linear trend line is relatively flat.

#### 25. Victim Satisfaction

The December six-month rolling average levels for victim satisfaction are shown in the below table: -

CATEGORY	% SATISFIED
Burglary Dwelling	Stable 90
Violence	Stable 76
Vehicle	Stable 81
Hate	Reducing 83 > 78 > 15
Domestic Abuse	Reducing 80 > 77 > 76

The Hate Crime satisfaction rates fluctuate month on month due to the small sample size. It is of interest to see if an improvement will be achieved in this performance measure once the additional resources and changes in process in the Harm Hub have taken full effect.

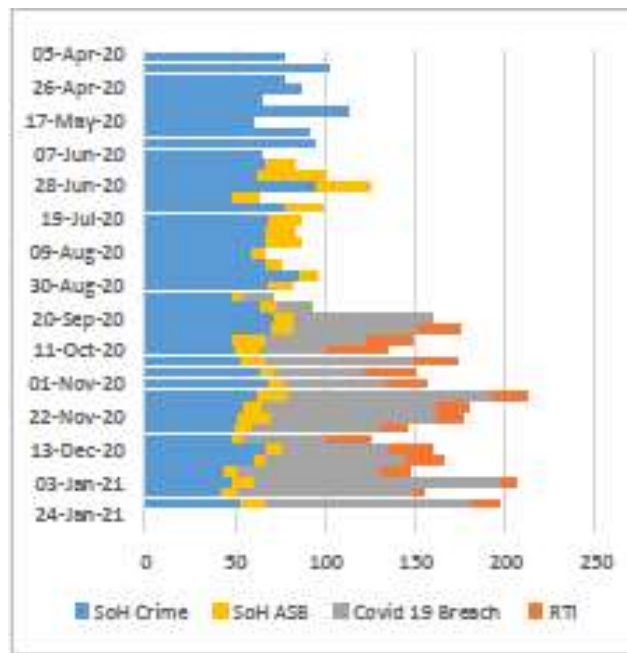
It has previously been commented upon regarding the small DA sample size since the onset of the Covid-19 national health emergency, rendering the data statistically unreliable. Also, that the screening process was to be reviewed and steps been taken to increase the DA sample size whilst at the same time maintaining robust safeguarding. It is therefore positive to note that for December the sample size increased from an average of 18 to 29 participants, albeit still short of the target of 50 participants.

Q3. The OPCC understands that DA victim satisfaction is a mandatory measure imposed by the Home Office. Is there further action proposed by the force to increase the DA sample size to the target of 50 participant, or is this unrealistic given the constraints imposed due to Covid-19 lockdown? In the absence of statistically reliable data, what other means could be introduced to provide assurance regarding the quality of service provision to DA victims?

#### 26. Operations Communication Center (OCC)

- i. **Emergency 999 Calls** - In December the proportion of 999 calls answered within 10 seconds (84%) has decreased when compared with November (88%). Performance therefore remained below the target (90%) and the baseline (92%). However, there has been a notable recent improvement in performance where for the first two weeks of January figures of 96% and 92% respectively were achieved.
- ii. **Non-emergency 101 Calls** - In December the average time to answer a 101 call was 1 min 7 seconds, a decrease when compared to November of 56 seconds, and below the target of 1 minute. However, there has been a notable recent improvement in performance where for the first two weeks of January figures of 26 seconds and 39 seconds were achieved.
- iii. **Un-resourced Incidents** – Volumes Noted.

The impact of Covid-19 lockdown on reducing call volumes is noted, nonetheless the OCC have been under extraordinary pressure due to absences during this period and therefore the recent improvement in performance is a positive development. Also, noted is the increase use of Single On line Home, particularly in respect of reporting Covid-19 breaches.



**Chart 1 - Single Online Home Reporting Volumes and Type**

**EFFECTIVE AND EFFICIENT**

**27. Sickness**

The absence levels for December 2020 stood at 4.05% for police officers and 4.0 for police staff. These levels compare favourably with those experienced during the same period in 2019 of 4.87% and 4.68% respectively.

Given the impact and challenges of Covid-19 on sickness levels, this is a commendable and reassuring position.



## 28. Police Officer Assaults

There were 20 Assaults on officers during December with 75% of these being Assault without Injury. This is a welcome decrease on the levels for the previous two months (n=30 and n=25).

The position with Police Office Assaults and officer protection has previously been subject to 'holding to account' scrutiny and discussed at length at previous PAMs. Consequently, whilst acknowledging its vital importance, it is not proposed to re-visit this subject again at this time.

## 29. Establishment

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

## 30. Appendixes

The information contained in the graphs of the appendixes is noted without further comment, due to the relatively benign nature of the data presented.

### COMMENTS

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

Q1. What action is being taken by the force and partner agencies to identify (CAR) cases and provide appropriate investigation and safeguarding during this period of lockdown?

Q2. It is of interest to the OPCC to know how this work on repeat victimisation is progressing and what, if any, are the initial findings.

Q3. The OPCC understands that DA victim satisfaction is a mandatory measure imposed by the Home Office. Is there further action proposed by the force to increase the DA sample size to the target of 50 participant, or is this unrealistic given the constraints imposed due to Covid-19 lockdown? In the absence of statistically reliable data, what other means could be introduced to provide assurance regarding the quality of service provision to DA victims?

- **Proposed Deep-dive Subjects**

Agreement is required as to the proposed 'deep-dive' subjects for additional scrutiny and the OPCC publishing schedule and the following report is appended for discussion: -

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

David Patterson.

Development and Policy Lead

Scrutiny and Performance

Warwickshire OPCC.

**APPENDIX B**

	Last week (Mon-Sun) Week No. 2	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	561	765	-26.7%	568	768	-26.1%	19,694	-8.5%	29,997	-11.1%
Homicide	0	0	0	0	0	-100.0%	4	0.0%	6	0.0%
Violence With Injury	47	74	-36.5%	61	97	-37.0%	2121	-11.1%	3236	-14.3%
Violence Without Injury	152	171	-11.1%	175	177	-0.8%	5717	10.4%	8718	11.8%
Rape	4	13	-69.2%	8	9	-8.3%	231	-21.4%	340	-20.6%
Other Sexual Offences	13	19	-31.6%	12	14	-14.8%	446	-2.6%	673	-6.9%
Business Robbery	0	1	-100.0%	1	1	-40.0%	18	-37.9%	25	-50.0%
Personal Robbery	4	7	-42.9%	4	8	-54.8%	159	-20.9%	237	-23.1%
Burglary - Residential (dwelling only)	16	43	-62.8%	12	32	-64.1%	530	-39.2%	776	-43.4%
Burglary – Business & Community (incl. Res. no	26	39	-33.3%	20	32	-38.1%	623	-34.4%	1010	-36.4%
Vehicle Offences	65	88	-26.1%	61	91	-32.5%	1759	-25.9%	2653	-28.5%
Theft from Person	0	3	-100.0%	2	7	-75.9%	112	-44.3%	154	-52.2%
Bicycle Theft	3	10	-70.0%	4	8	-51.6%	210	-34.0%	322	-35.1%
Shoplifting	43	60	-28.3%	36	60	-40.8%	1337	-18.7%	1967	-27.1%
All Other Theft Offences	49	77	-36.4%	40	76	-47.5%	1586	-31.2%	2393	-35.1%
Criminal Damage & Arson	53	84	-36.9%	56	79	-28.7%	1953	-6.0%	2888	-12.5%
Drug Offences	20	19	5.3%	23	20	13.6%	672	52.7%	1096	56.1%
Possession of Weapons	7	6	16.7%	4	6	-44.0%	228	-3.4%	371	1.1%
Public Order Offences	39	37	5.4%	39	37	6.8%	1549	28.4%	2411	30.0%
Misc. Crimes Against Society	20	15	33.3%	13	16	-19.0%	439	26.9%	721	32.1%
Burglary - Residential - National	33	58	-43.1%	22	46	-51.6%	823	-38.8%	1,272	-40.4%
Burglary - Business and Community - National	9	23	-60.9%	9	18	-50.0%	330	-31.0%	514	-37.5%