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## OPCC PERFORMANCE SCRUTINY

### WARWICKSHIRE POLICE

December 2020

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<b>DATE</b>	19 <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).

The comments in the Performance Report regarding the new performance framework that is being introducing to compliment 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 into the Performance Report.

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 2020/21.

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, it currently stands at -11% YTD and -26% for the last four weeks (as at 18/01/2021)

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

Levels are at -14% YTD and -37% for the last four weeks, such that volumes are now near the lower control limit.

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

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

### **4. Rape**

Noted - within the control limits and stable.

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

Noted - within the control limits and stable.

### **6. Robbery**

A significant decrease in Personal Robbery for December, where volumes have more than halved. Current volumes are within the control limits and relatively stable position at -23% TYD and -55% for the last four weeks.

### **7. Residential Burglary**

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

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

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

### **9. Vehicle Crime**

Noted - 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**

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

### 11. Possession of Weapons

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

### 12. Public Order Offences

Noted - 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 have 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.

**N.B.** 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)

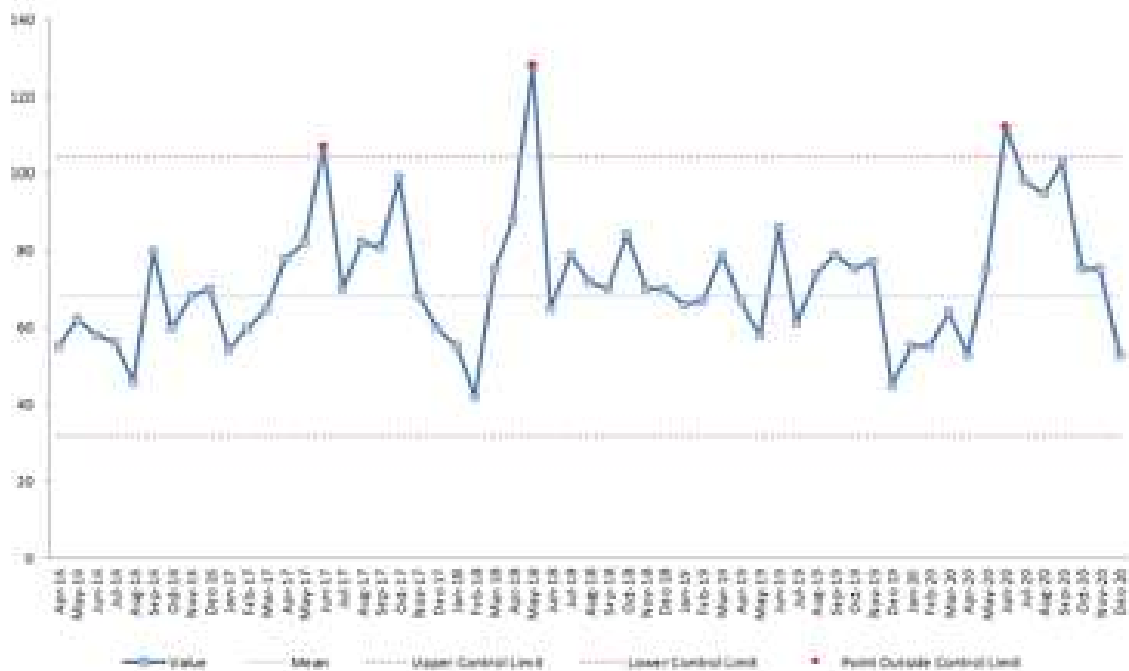
Noted - within the control limits.

### 15. Hate Crime

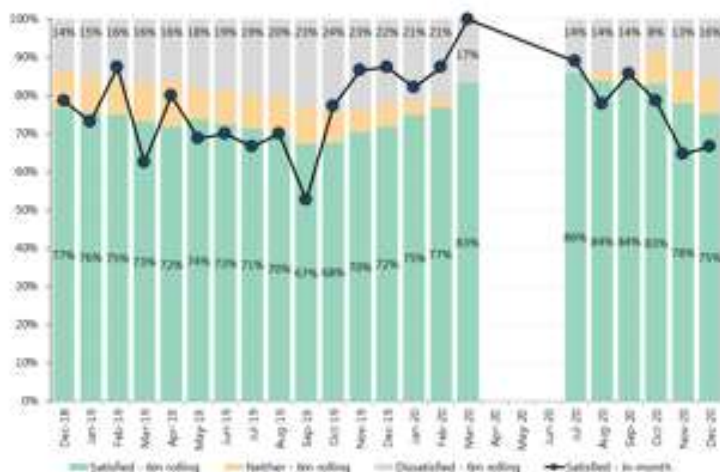
As Hate Crime is being discussed as a 'deep-dive' topic at this PAM, the following data has been extracted from the Performance Report for ease of reference in order to inform debate: -

Hate: Strand Applied to Notifiable Crime & Non-Crime Investigations

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



### Victim Satisfaction: Hate



The 6-month rolling average satisfaction for Hate Crime has reduced from 78% to 75% for December 2020.

The sample size for Hate Crime in December was 12; this sample size is currently considerably lower than the target of 20/month. Month-on-month figures should be treated with caution.

*Note: 'Satisfied' include responses of 'fairly', 'very' and 'completely' satisfied. 'Don't know' responses have been excluded from Hate Crime and DA data.*

### 16. Cyber-Crime

Noted – volumes increasing on October’s levels, but within the control limits.

## 17. Road Traffic

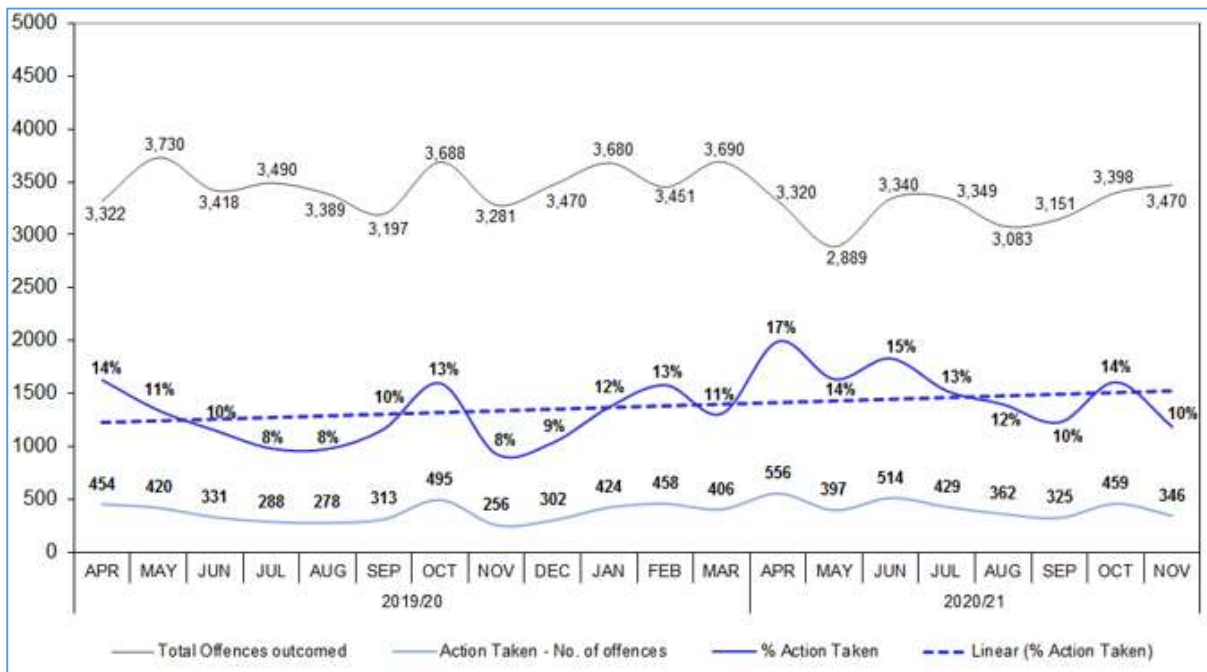
Road traffic data is provided one month in arrears. There was one fatality for the month of October. Of note is that 20.53k Notice of Intended Prosecutions (NIPs) for speeding offences have been issued since the beginning April 2020. The comments in the Performance Report are noted and welcomed, regarding additional analysis of data within Roads Policing to be published in the next quarterly report.

Q7. A request from the OPCC that the Roads Policing data will include financial information on the National Driver Offender Retraining Scheme (NDORS), and also on Operation Snap in terms the volumes of submissions and the action taken. This information is sought in support of the Police and Crime Plans objectives.

## RESPOND & REASSURE

### 18. Outcomes TRC

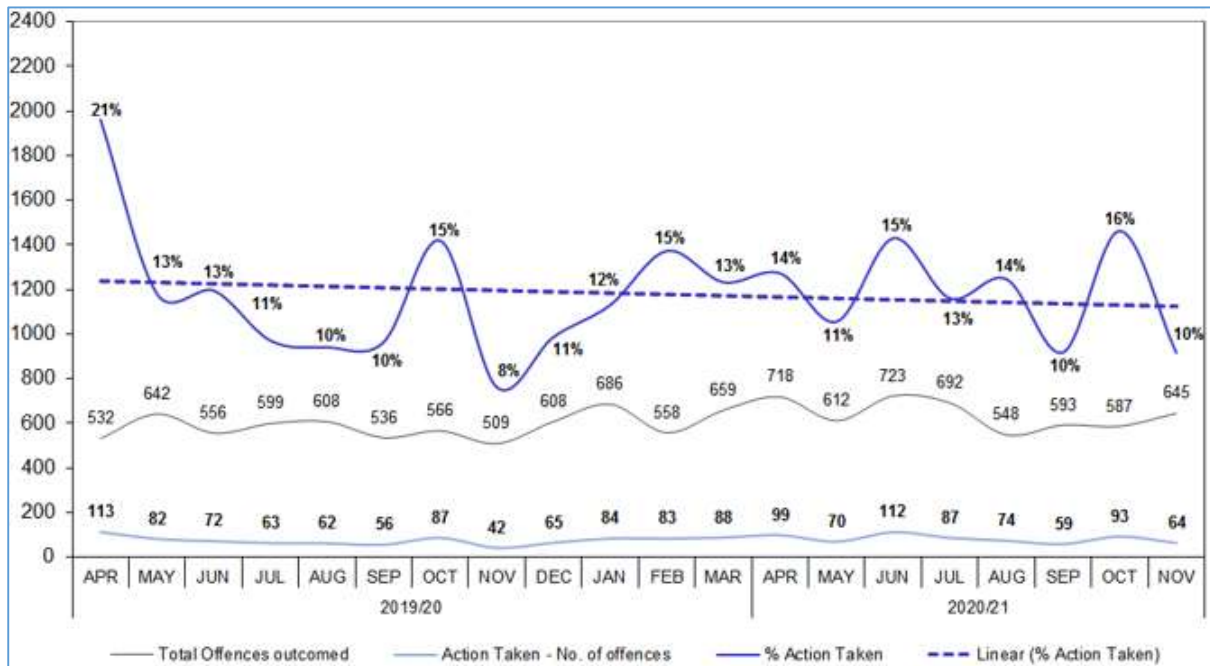
The proportion of 'Action Taken' outcomes was 10% in November and represents a decrease on the previous month of 14%. It is noted that for 2020/21 the average rate of 'Action Taken' is currently at 13% and represents an improvement when compared to the 11% of 2019/20. However, the complexity of 'Outcomes' has been previously explored in the OPCC paper of the same name and at previous PAMs and 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.



### 19. Domestic Abuse Outcomes

A similar position for DA Action Taken exists as with TRC Action Taken, particularly in respect of the changing nature of crime during Covid-19, where the proportion of 'Action Taken' outcomes was 10%

in November and represents a decrease on the previous month of 16%. As can be seen from the below graph the linear trend is downwards.



## 20. Victim Satisfaction

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

CATEGORY	% SATISFIED
Burglary Dwelling	Stable 91
Violence	Stable 76
Vehicle	Stable 80
Hate	Reducing 83 > 78
Domestic Abuse	Reducing 80 > 77

The hate crime satisfaction rates fluctuate month or 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.

The comments in the Performance Report are noted, regarding the small DA sample size in November rendered the data statistically unreliable; also that the screening process has been reviewed and steps have been taken to increase the DA sample size whilst maintaining robust safeguarding.

## 21. Operations Communication Center (OCC)

- i. **Emergency 999 Calls** - In November the proportion of 999 calls answered within 10 seconds (88%) has increased when compared with September (85%). Performance currently remains below the target (90%) and the baseline (92%).

ii. **Non-emergency 101 Calls** - In November the average time to answer a 101 call was 56 seconds, an improvement when compared to the October figure of 1 min 7 seconds, and is below the target of 1 minute.

iii. **Un-resourced Incidents** - Noted.

## **22. Criminal Justice**

The reporting of Criminal Justice KPI's in the Performance Report is a positive development, as is the latest data available that shows in October a CPS Charge to NFA ratio of 2.85 was achieved, which is above the 2:1 target and places Warwickshire 24th nationally.

The number of persons on RUI and Bail (n=883) for longer than six-months continues to be a concern, albeit the process issues involved in resolving this issues are well understood. The comments in the Performance Report are noted, regarding further work to be undertaken on what 'good' looks like for the force in this area and that these KPI's will be reviewed as part of the forthcoming Investigations Review Panel.

### **EFFECTIVE AND EFFICIENT**

## **23. Sickness**

The absence levels for November 2020 stand at 4% for police officers and 4.5% for police staff. These levels compare favourably with those experienced during the same period in 2019 of 3.3% and 4.8% respectively. Given the impact and challenges of Covid-19 on sickness levels, this is a reassuring position.

## **24. Police Officer Assaults**

There were 25 Assaults on officers during November with 20 (80%) of these being Assaults without Injury. The volumes in November have decreased and are in line with the monthly average of 25 offences over the last year. The commentary in the Performance Report is noted, regarding implementing the recommendations of the recently published Officer and Staff Safety Report (OSSR).

## **25. Officer Safety Training (OST)**

Given the number of officers that are assaulted each month, the position with expired OST is of some concern where 56 officers in the Communities and Response teams have not been trained within the last 12 months. This would appear to be a deteriorating position given that the figure was 20 and 32 in the preceding two months. The commentary in the Performance Report is noted, regarding reduced OST class sizes due to the impact of Covid-19 and resourcing issues with OST trainers

**Q1. Is the position understood in terms of the current and projected expired OST? What action is being taken to remedy this issue and deliver the training to frontline officers?**

## **26. First Aid Skills Police (FASP)**

A similar position with OST also exists with FASP where 94 officers in the Communities & Response teams have expired training. This would appear to be a deteriorating position given that the figure



was 37 and 76 in the preceding two months. The commentary in the Performance Report is noted, regarding the pressures and challenges currently faced by Learning and Development.

Q2. Is the position understood in terms of the current and projected expired FASP? What action is being taken to remedy this issue and deliver the training to frontline officers?

### **27. Establishment and Staff Turnover**

Noted.

### **28. Staff Diversity Profile**

The inclusion of data in the Performance Report is a positive development given the importance of this subject matter in achieving a workforce that is representative of the communities it serves in Warwickshire. Whilst this subject had been discussed at previous PAMs, together with the work of the Positive Action Team, it is nonetheless noted that the proportion of Black Asian and ethnic minority police officers in Q2 2020/21 stood at 5.2%, against a target of 7.3% - equivalent to a shortfall of 22 officers.

Q3. What action is proposed to bridge the gap in order to achieve the target of having a representative number of Black Asian and ethnic minority police officers serving with Warwickshire Police?

### **29. Health and Safety (H&S)**

The number of H&S incidents has remained relatively during Q2 when compared to Q1. The commentary in the Performance Report is noted, regarding the absence of available information (due to an IT issue) as to what investigation has taken place into these incidents.

Q4. Are these Health and Safety issues understood and can reassurance be provided that all incidents and near misses have been appropriately investigated and any lessons learned implemented?

### **30. Police Complaints**

There was a notable increase in police complaints during November (n=161) when compared to the previous two months (n=87 and 95). The most frequent categories of complaint have been consistent throughout the year, namely General Level of Service / Police Action Following Contact / Use of Force.

Q5. What action is being taken to improve the position in respect of these three common re-occurring themes in police complaints?

Q6. Does the data for recorded complaints also include those complaints dealt with outside of Schedule 3 Police Reform Act 2002? What is the breakdown in the numbers of those complaints that are dealt with under Schedule 3 and those that are not? This question is of interest to the OPCC given that we have recently had representations from a number of members of public dissatisfied with the process employed and the degree of contact provided in respect of their complaints.

### **31. Information Commissioner Office (ICO)**

Noted.

### **32. Contracts and Procurement**

The commentary in the Performance Report is noted, regarding the £178k savings achieved through prudent procurement activity during October and November 2020. This is a very positive outcome, demonstrating the pursuit of 'value for money' for the public purse - particularly important at this time of financial pressures on the budget.

### **33. Finance**

Noted and discussed in detail at the Force Governance Board

### **34. Digital Services**

The limited capacity and the pressures and challenges associated digital services are well understood, as are the proposals to establish a more effective and efficient systems of operation.

## **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. Is the position understood in terms of the current and projected expired OST? What action is being taken to remedy this issue and deliver the training to frontline officers?

Q1. Is the position understood in terms of the current and projected expired FASP? What action is being taken to remedy this issue and deliver the training to frontline officers?

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volumes of submissions and the action taken. This information is sought in support of the Police and Crime Plans objectives.

### 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: -

- **App B** - PAM Schedule.

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

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