



Office of the
Police and Crime
Commissioner
for Warwickshire

PERFORMANCE AND SCRUTINY REPORT

Report Prepared by	David Patterson. Development and Policy Lead – Scrutiny and Performance
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Disclosable under Freedom of Information Act?	Yes

Force Performance Scrutiny - June 2021

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during June 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 July 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 June 2021 (Performance Report).
- App B - Weekly Performance Summary Week 27 (Page 12 of this report).

The commentary in the Performance Report is noted, regarding the new performance framework that has been introduced to complement the force's 'Fit for Future Strategy'. 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.

For ease of cross-reference, the numbering of the sub-paragraphs in this report corresponds to the number of the pertinent slide of the Performance Report. Not all aspects of performance are commented upon in depth in this scrutiny report, only those areas of particular interest. Most percentages in this report have been rounded to the nearest integer for the purpose of ease of presentation.

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, compounded by the effects of the recent UEFA Euro 2020 football tournament that commenced on the 11 June 2021. Representation by the OPCC at the Local Policing Performance Meeting is therefore of great value for the narrative provided by the senior officers present, enabling a better understanding of the context of the performance data.

2. Prevent & Protect

3. Total Recorded Crime (TRC).

The Association of Police and Crime Commissioners (APACC) and the National Police Chiefs' Council have warned that crime rates and anti-social behaviour is anticipated to rise as the Covid-19 restrictions are lifted.

As predicted, the incremental lifting of the Covid-19 restrictions, compounded by the effects of Euro 2020 and the seasonal effect of better weather has resulted in a 14% increase in TRC. Warwick District has been particularly effected with a 23% increase.

The significant decreases achieved during 2020/21 in a number of acquisitive crime categories was a very positive development and volumes continue to remain relatively low in Burglary and Vehicle Crime categories. Conversely, there has been a significant increase in June 2021 for both Public Order, Rape and to a lesser extent Domestic Abuse categories.

Of particular concern is that the increase in rape has continued into July 2021, where the Weekly Perform Report Week 27 shows a 433% increase (n = 48) for the last seven days against a weighted baseline that excludes data from 2020/21.

A question on this matter was raised at the PAM in April 2021, namely: -

'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?

Q1. In light of these increases, upon reflection, could more have been done to reduce and mitigate these predicted rises in Rape and Public Order offences?

4. Violence with Injury

In June 2021, levels were rising towards the upper control limit. Significant increases were experienced in both the Stratford on Avon and Warwick Districts.

Q2. What is the current position with the proposal to conduct Operation Reduce in South Warwickshire?

5. Violence without Injury

In June 2021, levels were above the upper control limit. The main sub-categories of Malicious Communications at 23%, and Assault with Injury at 47%, accounted for majority of the total volume. Significant increases were experienced in Warwick District.

6. Rape

Given the previously mentioned significant increases in Rape offences experienced in June 2021 that were above the upper control limit and which have continued for the last seven days, there are concerns regarding the capacity and capability of the force to effectively manage this increase in demand.

Q3a. What is the current position with accreditation in respect of the first responder Sexual Offences Liaison Officers (SOLO)?

Q3b. What is the current position with accreditation in respect of the Specialist Sexual Assault Investigation Development Programme (SSAIDP)?

Q3c. Now that the migration of officers from Patrol to Serious and Complex Investigation (CID) and other positions is nearing completion, what is the current vacancy rate in CID?

Q3d. What arrangements, if any, are proposed to effectively manage this increase in specialist demand?

7. Other Sexual Offence (OSO)

In June 2021, levels were above the upper control limit. It's noted that in the previous month's Performance Report that recent increases were assessed and found to be linked to an ongoing proactive Child Sexual Exploitation investigation.

Q4a. What is the current position with accreditation in respect of the Specialist Child Abuse Investigation Development Programme (SCAIDP)?

Q4b. What is the current position in respect of the specialist Child Abuse, Trafficking and Exploitation (CATE) Teams as regards their capacity and capability?

Q4c. What arrangements, if any, are proposed to effectively manage this increase in specialist demand?

8. Robbery

In June 2021, there was a spike in Robbery offences (n=38) when compared to the previous month (n=19) and was approaching the upper control limit. This position will be monitored going forward.

9. Residential Burglary

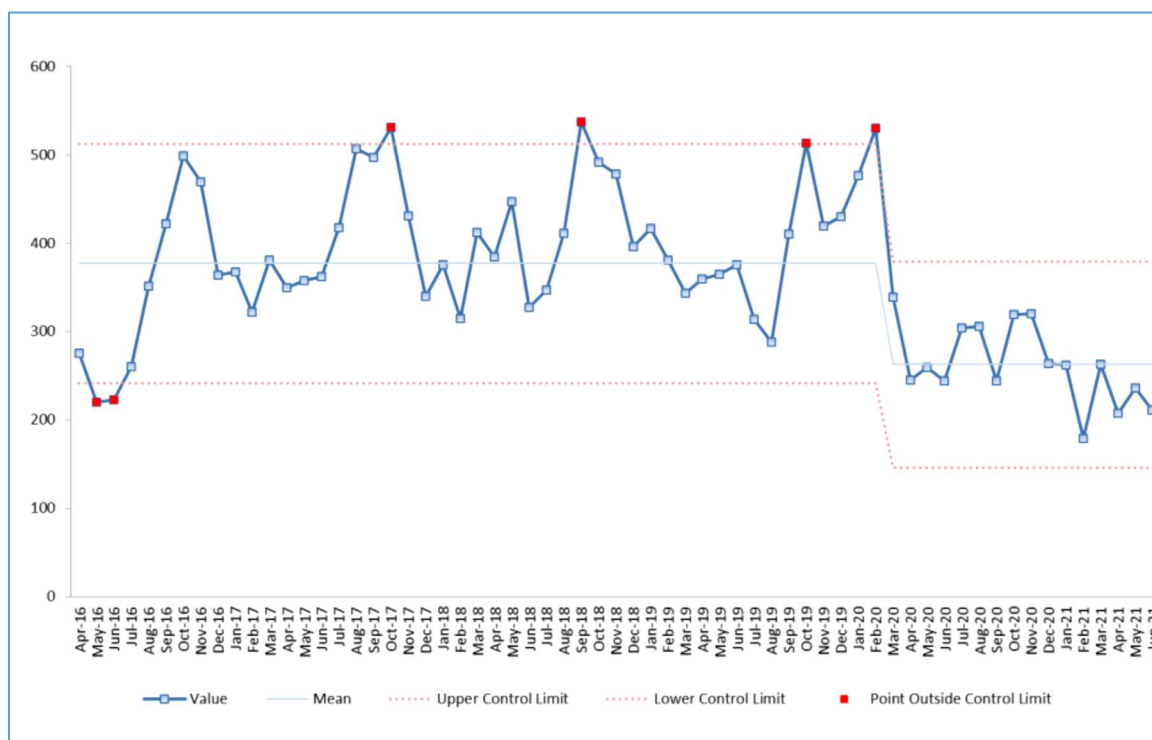
In June 2021 volumes were relatively low and at the statistical mean.

10. Business and Commercial Burglary

In June 2021 volumes were relatively low and below the statistical mean.

11. Vehicle Crime

In June 2021, volumes were relatively low and below the statistical mean. Vehicle Crime still remained very much a success story following the introduction of the Vehicle Crime Teams, as the below graph illustrates: -



Graph 1 - Vehicle Crime Rates

12. Drug Offences

In June 2021, there was a 30% decrease in Drug Offences when compared to the previous month's figure. This would appear to be indicative of decreased proactivity caused through an increase in demand where, as commented in previous PAM's, this area of offending that usually only comes to police attention when actively sought.

13. Possession of Weapons

In June 2021, volumes were relatively low and at the statistical mean. As with Drug Offences this area of offending often comes to police attention when actively sought through Stop and Search.

The commentary in the Performance Report is noted, regarding the likelihood that these offences will continue to increase through Q2 as more time is spent outside and later into the evening. This position will be monitored going forward.

14. Public Order Offences

In June 2021, the predicted increase in Public Order offences continued to rise and significantly exceeded the upper control limit, with the sub-category of Public Fear, Alarm or Distress accounting for 80% of the total volume.

Q5. What arrangements are proposed, if any, to manage the anticipated increase in Public Order with the continuing lifting of the Covid-19 restrictions?

Q5a. The OPCC are aware of Operation Surge where resources are dynamically re-deployed from their primary roles into Patrol in order to meet excessive incident demand. What tactics can be utilised when this situation occurs outside of the core hours of these non-Patrol resources?

15. Road Traffic Casualties

Road safety is reported one month in arrears. In May 2021, there were no fatalities and the levels of Serious Injury was also relatively low. Of note, since the beginning of 2021/22 there have been over 10,000 Notice of Intended Prosecutions (NIPs) issued for speeding offences in the county.

16.Domestic Abuse

In June 2021, as predicted for the aforementioned reasons the levels of Domestic Abuse remained relatively high and approached the upper control limit, accounting for 39% of all violent crime and 15% of TRC. This position should hopefully stabilise now that the football tournament has finished and there are signs in the weekly performance data that this is the case. This position will be monitored going forward.

17.Child at Risk

In June 2021, levels remained below the upper control limit and above the mean. The commentary in the Performance Report is noted, regarding A&SI working with the lead for Vulnerability to develop a dashboard that more accurately reflects risk than the current position of the application of Athena markers. It was previously reported that this was anticipated to be delivered in May 2021.

Q6. When is it anticipated that this Child at Risk dashboard will come to fruition and implementation?

18.Hate Crime

In June 2021, Hate Crime levels continued to be above the upper control limit. This may however point to increased confidence in reporting such crimes and non-crime incidents to the police. Of note are the graphs shown in the Appendix to the Performance Report on slide 37 that provide a breakdown between Hate Crime and Hate Non-Crime Incidents.

This subject has already been explored in some depth at previous deep-dives into Hate Crime and Repeat Victims and as such it is not proposed to do so again on this occasion.

19.Cyber Crime

In June 2021, levels remained below the upper control limit and above the mean, where the sub-category of Malicious Communication accounted for 44% of the total volume.

20.Intelligence

In June 2021, there was a decrease in the number of intelligence reports submitted when compared to the previous month. This may be indicative of increased demand elsewhere, where officers have less time and opportunity to gather and submit intelligence.

21.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 there are currently 13 active Organised Crime Groups (OCG) and 15 county-lines operating in Warwickshire

County-lines constitutes a significant element of SOC, and this subject is to be further explored at the PAM as a 'deep-dive' topic. It is therefore not proposed to examine the subject further in this report, other than to note that force are developing a County Lines Disruption Team, benefiting from funding from the Regional Organised Crime Unit (ROCU), that will be responsible for the persistent disruption of offenders involved in county-lines criminality.

22. Modern Slavery and Human Trafficking (MSHT)

The inclusion of MSHT in the Performance Report is a positive development and the commentary is noted, regarding Covid-19 causing the temporary closure of many businesses with a consequential reduction in MSHT offences. Also noted is the comment regarding Op Mitata - a multi-agency operation into MSHT conducted in Nuneaton that resulted in 10 victims and their children being moved to safe accommodation, together with a number of arrests. This is a very positive outcome.

23. Repeat Victims

In June 2021, the percentage of repeat victims at 30% has remained reasonably static during the last six-month period. This subject has been explored in greater depth at previous PAMs, where the force's focus has been on identifying the small cohort of victims who are subject to repeat victimisation and where there are often significant and complex social and economic factors involved requiring coordinated multi-agency support to reduce occurrences, mitigate the effects and safeguard the individual.

24. Problem Solving

The commentary in the Performance Report is noted, regarding the audit of Problem Solving Plans (PSP) on a bi-annual basis and therefore are not included in the Performance Report. Of particular note is the comments regarding the success of the PSP of the mental health triage, resulting in a 75% reduction in incidents and with an estimated cost saving of over £1.4m.

3. Respond and Reassure

25. Outcomes - Total Recorded Crime (TRC)

In June 2021, the proportion of 'Action Taken' outcomes for TRC was 7% representing a significant decrease when compared to the high of 16% achieved in April 2021. This position is also replicated in the volumes (n=220 and n= 482 respectively).

It has been observed that when demand increases the Action Taken rates for volume crime not unsurprisingly tends to decline, due to the added pressures placed upon Patrol officers.

A further contributory factor to fluctuating Action Taken rates is the changing nature of crime, particularly during Covid-19, where different crime types inherently have varying prospects for their solvability. These influences may be responsible for the increase in the Outcome 16¹ disposals that rose to 33% in June 2021.

¹ **Outcome 16** – Named suspect identified: evidential difficulties prevent further action; victim does not support (or has withdrawn support from) police action.

The commentary and recommendation in the Performance Report are noted, namely *'To wait until next month to see if this trends continues before taking action.'* This position will therefore be monitored going forward.

26. Outcomes - Domestic Abuse

In June 2021, the proportion of 'Action Taken' outcomes for DA was the same as for TRC at 7%, representing a significant decrease when compared to the 16% achieved in April 2021. A similar position to that of TRC also exists with the Outcome 16 disposals for domestic abuse that increased to 65% in June 2021.

27. Victim Satisfaction - Neighbourhood Crime

The commentary in the Performance Report is noted, regarding the in-month figures should be treated with caution due to the small sample sizes.

In June 2021, the six-month rolling average for victim satisfaction rates were: -

- Burglary 85%
- Vehicle Crime 74%
- Violence 71%

28. Victim Satisfaction - Vulnerability

- Hate 67%
- Domestic Abuse 80%

These figures for all the victim satisfaction categories surveyed would appear to demonstrate a declining position, albeit that there has been recent improvements in Hate Crime.

Whilst this subject of victim satisfaction has been explored in depth at previous PAMs, with the implementation of the Victims Code and the creation of a Victims and Witness Board it was anticipated that rates would begin to improve.

Q7. Is it anticipated that the victim satisfaction rates will improve as a result of the measures the force has employed. What are the time scales for a review of the approach taken if this improvement doesn't materialise?

29. Operations Communication Centre (OCC) - Emergency Calls

The latest weekly performance data provided for the OCC as at 11 June 2021 gives rise to some concern as the proportion of 999 calls answered within 10 seconds was 73% (against a target of 90%) with an abandonment rate of 11%.

30. Operations Communication Centre (OCC) - Non-emergency Calls

The latest weekly performance data provided for the OCC as at 11 June 2021 gives rise to some concern as the average time to answer a 101 call was 2 mins 30 seconds (against a target of 1 minute) with an abandonment rate of 24%.

31. Operations Communication Centre (OCC) - Un-resourced incidents

In the last two weeks of June 2021, the level of un-resourced incidents was extraordinarily high when compared to previous months.

The issues regarding OCC performance and the pressures that the force are currently experiencing with high demand and reducing resources was discussed in

some depth on the 15 June 2021 at the Local Policing Performance Meeting. It was viewed that as the OCC and Public Contact is scheduled as the deep-dive subject for the next PAM in August, that forum would provide a timely and appropriate opportunity to explore the complexities of the subject.

4. Effective and Efficient

32. Sickness

In June 2021, the sickness absence levels for police officers of 4.79% was stable when compared to the same period last year of 4.80%, however it represented a declining position when compared to the previous month of 4.08%.

In June 2021, the sickness absence levels for police staff of 4.98% represented a declining position when compared to the same period last year of 3.33%, and also the previous month's figure of 4.38%.

Q8. Given the impact of rapidly increasing rates of Covid-19 in the community and the requirement for isolation following contact, what arrangements are the force taking to manage the situation, to secure service delivery and safeguard the welfare of the workforce?

33. Police Officer Assaults

In June 2021, there were 35 Assaults on Officers with 23 (66%) of these being Assaults without Injury. Volumes have increase to above the monthly average of 26 offences. The associated issues of Officer Safety Training (OST) and First Aid Skills Police (FASP) training was discussed at the previous PAM in June and as such it is not proposed to comment further at this time. This position will be monitored going forward.

34. 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.

35. Appendixes

The performance information contained in the graphs of the appendixes is noted.

5. Comments

5.1. Summary of 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: -

- **Total Recorded Crime**

Q1. In light of these increases, upon reflection, could more have been done to reduce and mitigate these predicted rises in Rape and Public Order offences?

Q2. What is the current position with the proposal to conduct Operation Reduce in South Warwickshire?

- **Rape**

Q3a. What is the current position with accreditation in respect of the first responder Sexual Offences Liaison Officers (SOLO)?

Q3b. What is the current position with accreditation in respect of the Specialist Sexual Assault Investigation Development Programme (SSAIDP)?

Q3c. Now that the migration of officers from Patrol to Serious and Complex Investigation (CID) and other positions is nearing completion, what is the current vacancy rate in CID?

Q3d. What arrangements, if any, are proposed to effectively manage this increase in specialist demand?

- **Child Exploitation**

Q4a. What is the current position with accreditation in respect of the Specialist Child Abuse Investigation Development Programme (SCAIDP)?

Q4b. What is the current position in respect of the specialist Child Abuse, Trafficking and Exploitation (CATE) Teams as regards their capacity and capability?

Q4c. What arrangements, if any, are proposed to effectively manage this increase in specialist demand?

- **Public Order**

Q5. What arrangements are proposed, if any, to manage the anticipated increase in Public Order with the continuing lifting of the Covid-19 restrictions?

Q5a. The OPCC are aware of Operation Surge where resources are dynamically re-deployed from their primary roles into Patrol in order to meet excessive incident demand. What tactics can be utilised when this situation occurs outside of the core hours of these non-Patrol resources?

- **Child at Risk**

Q6. When is it anticipated that this Child at Risk dashboard will come to fruition and implementation?

- **Victim Satisfaction**

Q7. Is it anticipated that the victim satisfaction rates will improve as a result of the measures the force has employed and what are the time scales for a review of the approach taken if this improvement doesn't materialise?

- **Sickness**

Q8. Given the impact of rapidly increasing rates of Covid-19 in the community and the requirement for isolation following contact, what arrangements are the force taking to manage the situation, secure service delivery and safeguard the welfare of the workforce?

5.2. Deep-dive schedule

Agreement is required as to the selection of 'deep-dive' subjects for future PAMs, the current schedule is as below table with OCC and Public Contact the intended topic for the next PAM in August 2021: -

PAM Month	Performance Month	Performance Focus	OPCC Publish	Deep Dive Topic
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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

APPENDIX B

	Last week (Mon-Sun) Week No. 27	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	797	807	-1.2%	787	797	-1.3%	17,658	-8.2%	10,934	7.0%
Homicide	0	0	0	0	0	-100.0%	5	66.7%	4	100.0%
Violence With Injury	81	96	-15.6%	84	94	-10.1%	1915	-7.8%	1221	8.3%
Violence Without Injury	236	184	28.3%	237	233	1.7%	5313	5.2%	3350	12.7%
Rape	48	9	433.3%	24	8	187.9%	234	3.5%	193	96.9%
Other Sexual Offences	24	18	33.3%	25	18	37.0%	476	1.3%	312	32.2%
Business Robbery	0	0	0.0%	0	1	-66.7%	13	18.2%	8	33.3%
Personal Robbery	7	6	16.7%	6	8	-21.9%	124	-10.1%	82	-1.2%
Burglary - Residential (dwelling only)	12	29	-58.6%	16	20	-16.7%	360	-37.6%	232	-8.7%
Burglary – Business & Community (incl. Res. no	31	39	-20.5%	24	21	11.8%	490	-38.1%	268	-25.1%
Vehicle Offences	43	82	-47.6%	52	63	-17.2%	1358	-35.1%	735	-15.2%
Theft from Person	1	11	-90.9%	2	2	12.5%	62	-43.6%	40	-11.1%
Bicycle Theft	5	14	-64.3%	7	10	-27.5%	178	-8.7%	120	-3.2%
Shoplifting	55	65	-15.4%	42	49	-13.3%	981	-26.4%	547	-12.5%
All Other Theft Offences	74	88	-15.9%	74	56	33.2%	1489	-14.2%	947	22.4%
Criminal Damage & Arson	67	79	-15.2%	72	75	-4.0%	1736	-0.8%	1107	19.8%
Drug Offences	15	14	7.1%	22	28	-21.8%	668	6.7%	334	-18.5%
Possession of Weapons	4	8	-50.0%	7	11	-36.4%	200	-24.5%	115	-21.8%
Public Order Offences	69	51	35.3%	75	83	-9.7%	1613	21.9%	1098	22.4%
Misc. Crimes Against Society	25	13	92.3%	17	19	-6.8%	443	-4.9%	221	-17.8%
Burglary - Residential - National	23	44	-47.7%	27	29	-7.7%	582	-37.2%	344	-21.8%
Burglary - Business and Community - National	20	24	-16.7%	13	12	13.0%	268	-39.4%	156	-9.3%