



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

# **OPCC PERFORMANCE SCRUTINY**

## **WARWICKSHIRE POLICE**

### **MAY 2021**

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## Section 1 - Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during May 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 29 June 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: -

- i. **App. A** - Warwickshire Police Performance Report for May 2021 (Performance Report).
- ii. **App. B** - Weekly Performance Summary Week 24 (At page 14 of this report).

It is understood that each for each month's Performance Report that there will be an enhanced set of measures across one of the three pillars of Warwickshire Police's 'Fit for the Future' strategy, namely: -

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

This month's focus is on 'Effective and Efficient' 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 greater 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, complex 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 21/06/2021 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 - Effective and Efficient**

### **1. Sickness**

In May 2021, the absence levels were at 4.34% for police officers and 4.81% for police staff. These compare to the levels experienced at the same time last year of 2.42% and 3.17% respectively. Due to the impact of Covid-19 on the workforce and absence rates, it was anticipated that levels would reduce as the vaccination programme progressed and the prevalence of Covid-19 in the community reduced as a consequence. The position will continue to be monitored going forward.

### **2. Police Officer Assaults**

In May 2021, there were 23 assaults on police with 17% involving injury to the officer. This is an improving position in comparison to the higher levels that were experienced in Q4 20120/21 and were also below the 12-month average of 25 assaults.

### **3. Establishment**

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

### **4. Employee Turnover**

Noted.

### **5. Staff Diversity Profiles**

This subject continues to be of significant interest to the PCC and therefore subject to OPCC scrutiny. However, given the lengthy nature of achieving significant changes to the composition of the workforce there has been little significant change since it was last reported upon in Q3 of 2020/21, with the level of police officers from Black, Asian and Minority Ethnic (BAME) remaining at 5.2%. This is against a target of 7.3% that has been set in order to provide proportionate representation of Warwickshire's population, as derived from the 2011 census.

It is worthy of note that only one officer from a minority ethnic background was recruited in the last two intakes despite extensive activity and support from the force's Positive Action Team. This issue has already been identified and discussed in detail at the FGB meetings where recruitment and establishment is a standing agenda item, and as such will not be further expanded upon in this report.

On a more positive note, the proportion of BAME Special Constables has risen to 10% in Q4 2020/21, from a figure of 8.2% in the previous Q3. Also, that in June 2021 the force will launch their 'Safe to Say' campaign, which aims to encourage staff and officers to declare their personal characteristics on the HR system which will improve understanding of the diverse nature and composition of the workforce.

## 6. Learning and Development - Officer Safety Training (OST)

In respect of the expiry of OST accreditation it is positive to note that, following questions raised on this issue by the PCC at the March 2021 PAM in response to concerns about the rising number of assaults on police officers, there has been significant improvement across all three tiers of officer priority and in particular Tier1 (Communities and Response) who are public facing: -

Tier 1	Mar-21	Apr-21	May-21
% Expired	13.7%	9.4%	7.0%

Tier 2	Mar-21	Apr-21	May-21
% Expired	35.7%	32.3%	21.1%

Tier 3	Mar-21	Apr-21	May-21
% Expired	44.8%	46.4%	43.3%

Table 1 - OST Expiry %

## 7. Learning and Development - First Aid Skills Police (FASP)

Similar questions to the OST expiry rates was also raised by the PCC at the March 2021 PAM, where on that occasion 45% (n=390) of staff had expired FASP accreditation. It was also noted at that time that this represented a deteriorating position given that the figure was 301 and 353 in the preceding two months. In May 2021, a total of 48% (n=411) now have expired FASP.

The previous commentary in the Performance Report for March 2021 is noted, regarding the pressures and challenges faced by Learning and Development during the Covid-19 pandemic.

**Q1. With the present rates of FASP expiry it's going to take many months to reduce it to acceptable levels at the current rate of progress. What concerted action is being taken by the force to remedy this position and deliver this training to officers?**

## 8. Health and Safety (H&S)

The number of H&S incidents has increased in Q4 2021/22 (n=88) when compared to the previous Q3 (n=58), with a total for the financial year of 286 incidents and is indicative of the value and need for FASP training.

## 9. Police Complaints

The commentary in the Performance Report is noted, particularly the commentary regarding the proportion of complaints (26%) dealt with inside Schedule 3 and those dealt with outside (74%). This represents a stable position when compared to the levels as reported at the March PAM. Also, that since April 2020 the average time for initial contact with a complainant once the complaint has been logged has been less than a day.

## **10. Contracts and Procurement**

The commentary in the Performance Report is noted regarding the substantial savings that have been made, particular in respect of ICT and the provision of free fuel by BP (£82K) during Covid-19. A positive position.

## **11. Digital Services**

Noted. ICT is discussed in detail at the FGB under the Evolve 2 change programme and as such is not further commented upon in this report.

## **Section 3 - Prevent and Protect**

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

The continued impact of Covid-19 lockdown restrictions and their incremental lifting has continued to effect the YTD volumes of acquisitive crime when compared to the extraordinary and unique period of 2020/21 created by the response to the pandemic.

The net result of this structural change in the crime profile is that TRC for the county has increased by +11.2% YTD and +11.5% for the last four weeks.

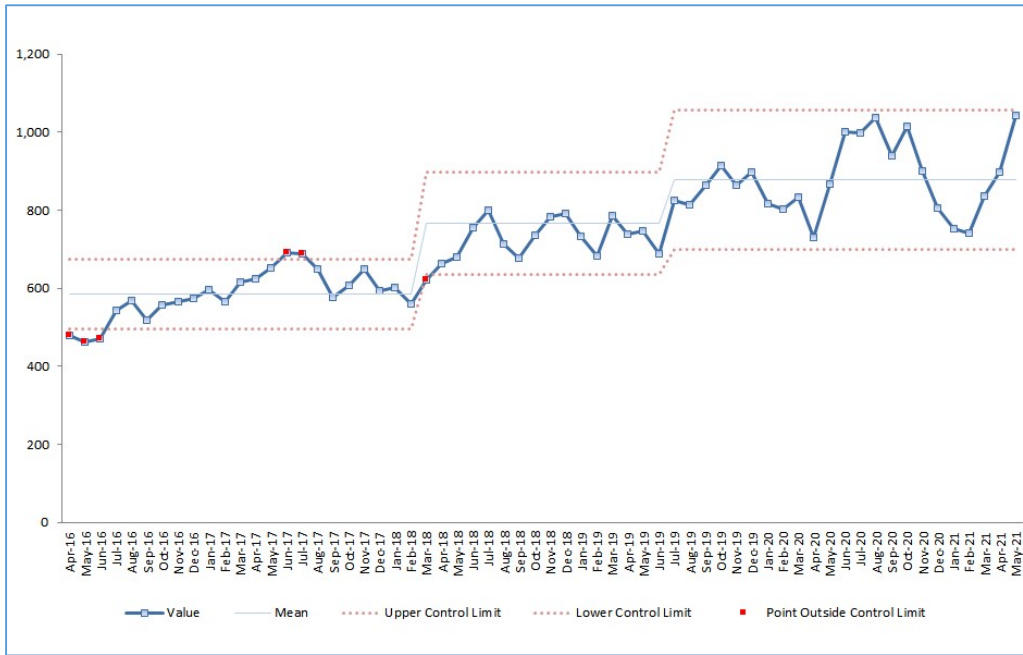
Of note is that the weighed baseline (that excludes the 2020/21 data) for the last seven days shows a slight reduction of -2.4% in TRC as at 21/06/2021. TRC levels currently remain within the analytical control limits.

### **13. Violence with Injury**

In May 2021, of note is that after eight consecutive months of volumes being below the average the monthly average has now decreased from 377 to 307 offences. In addition, the proportion of Violence with Injury has also declined to 25% of all violent crime, representing a decrease of 3% when compared to the previous two months data.

### **14. Violence without Injury**

In May 2021, the proportion of Violence without Injury had conversely increased to 75% of all violent crime, driven by an uplift in harassment, malicious communications and assault without injury offences. Levels have been consequently increasing towards the upper control limit, as the below graph illustrates: -



**Graph 1 - Violence without Injury Levels**

Given that Violence without Injury is such a broad and complex category and represents some 30% of all TRC, the following table is produced for information as it provides an insight into the challenges faced in aspiring to ‘cut crime’ in its totality: -

	Mar-21	Apr-21	May-21
Stalking & Harassment	417	426	518
<i>8L - Harassment</i>	81	85	100
<i>8M - Racially or Religiously Aggravated Harassment</i>	4	3	3
<i>8Q - Stalking</i>	78	89	99
<i>8R - Malicious Communications</i>	235	224	284
<i>8U - Controlling or Coercive Behaviour</i>	19	25	32
Violence Without Injury	418	472	524
<i>3B - Threats to Kill</i>	14	15	17
<i>11A - Cruelty To And Neglect Of Children</i>	19	44	21
<i>013 - Child Abduction</i>	1	0	1
<i>036 - Kidnapping</i>	7	8	5
<i>104 - Assault Without Injury on a Constable</i>	18	12	19
<i>105A - Assault Without Injury</i>	355	383	450
<i>105B - Rac or Religi Aggravated Assault Without Injury</i>	2	6	8
<i>106 - Modern Slavery</i>	2	4	3
<b>Total</b>	<b>835</b>	<b>898</b>	<b>1042</b>
<b>% of all Violent Crime</b>	<b>72%</b>	<b>72%</b>	<b>75%</b>

**Table 2 - Violence without Injury Categories and Volumes**

**15. Rape**

In May 2021, levels were within the control limits and below the mean.

**16. Other Sexual Offence (OSO)**

In May 2021, levels had risen to (n=103) representing a significant increase in volumes when compared to the previous two month (n=67 / 89), such that they were

rising towards upper control limit. The comments in the Performance Report are noted, regarding these increases having been assessed and are found to be linked to an ongoing proactive Child Sexual Exploitation investigation. The position will be monitored going forward.

### 17. Robbery

In May 2021, a total of 19 robbery offences were recorded representing a decrease compared to the previous month of 25 crimes. Given that comparatively few robbery offences are recorded, a moderate increase can have an alarming effect when expressed in percentage terms, as often seen in the weighted baseline seven day figures. Levels were within the control limits and below the mean for the month.

### 18. Residential Burglary

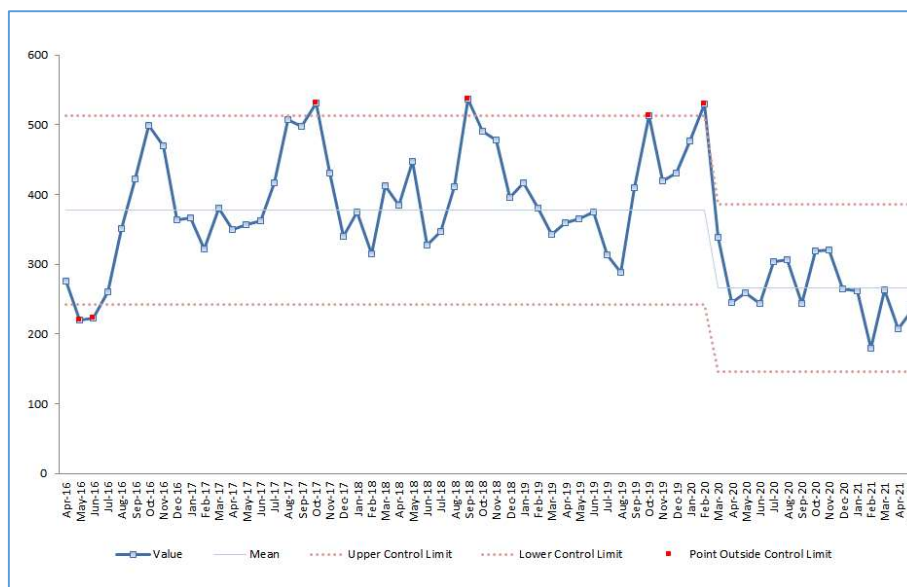
In May 2021, a total of 110 burglary residential (dwelling only) offences were recorded representing an increase compared to the previous month of 8 crimes. Levels were within the control limits and at the mean.

### 19. Business and Community Burglary

In May 2021, levels were within the control limits and below the mean.

### 20. Vehicle Crime

In May 2021, Vehicle Crime still remained very much a success story following the introduction of the Vehicle Crime Teams, albeit levels were beginning to increase as the above graph illustrates: -

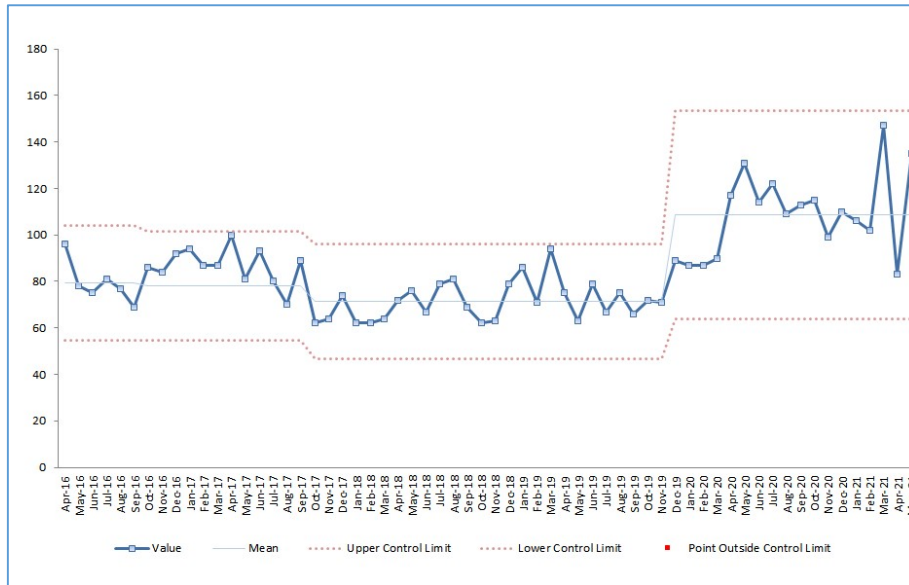


Graph 3 - Vehicle Crime Levels

### 21. Drug Offences

In May 2021, the levels of drug offences continued to fluctuate, but the longer term trend is clearly upwards as the below graph illustrates: -





**Graph 4 - Drug Offence Levels**

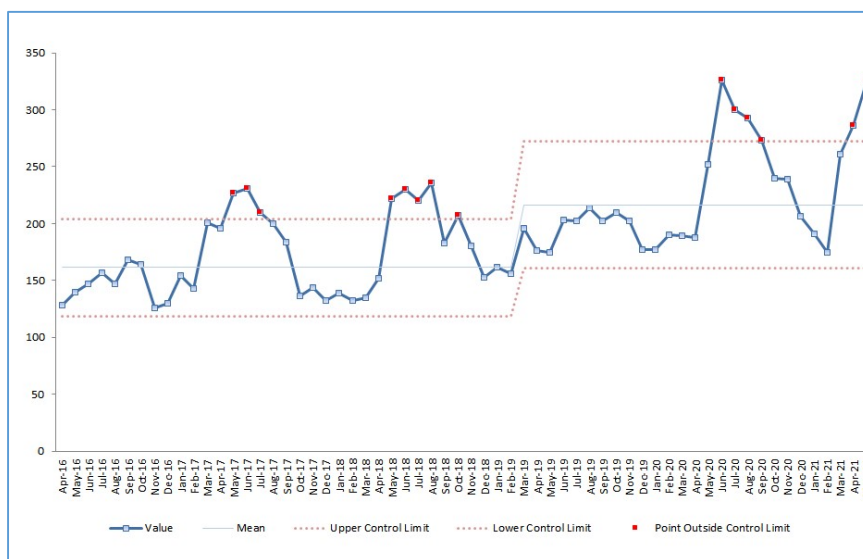
This is viewed as a positive development in terms of law enforcement, where increased proactive activity during Covid-19 has achieved positive results in this area of offending that usually only comes to police attention when actively sought.

**22. Possession of Weapons**

The possession of weapons, particularly when used in street crime, is of concern to the PCC and public. It's therefore reassuring to note that in May 2021 the levels were within the control limits and below the mean.

**23. Public Order Offences**

In May 2021, levels of public order were significantly above the upper control limit, as the below graph illustrates: -



**Graph 5 - Public Order Levels**



The comments in the Performance Report are noted, regarding ‘exceptionally high volumes experienced in Stratford District for a third month and in Nuneaton & Bedworth. This has been discussed at the Tactical Tasking and Coordinating Group and the south of the county is likely to be subject to the roll out of Op Reduce. The uplift has predominately been driven by an increase in ‘Public Fear, Alarm or Distress’ offences and ‘Other Offences’.

This is viewed as a positive development, particularly given the attraction of Stratford upon Avon (SonA) as a tourist / transient destination, resulting in anti-social behaviour that occasionally comes to OPCC attention through public contact.

Q2. Further information would be of value on the success achieved with Op Reduce in Rugby, and what can be expected in terms of increased activity in SonA. Reassurance regarding effective police liaison and engagement with partner agencies and elected officials regarding Op Reduce would also be welcome.

#### 24. Domestic Abuse (DA)

In May 2021, the levels of DA were increasing (n=1081) when compared to the previous two months and across all of the Districts and Boroughs and in particular in Warwick District, as the below table shows: -

	Mar-21	Apr-21	May-21	last 6 months
North Warwickshire	88	105	102	
Nuneaton & Bedworth	287	303	343	
Rugby	160	185	224	
Stratford	133	186	180	
Warwick	166	176	232	
Warwickshire	<b>834</b>	<b>955</b>	<b>1081</b>	

Table 3 - DA Levels

In May 2021, DA related crime accounted for 21% of all TRC and 39% of all violent and it is anticipated that reported volumes will continue to increase due to the seasonal effect over the summer months, particularly during the European football tournament.

Q3. What action has / will the force take with partners to mitigate this anticipated increase in DA during this seasonal and sporting event period?

#### 25. Hate Crime

In May 2021, Hate Crime levels were above the upper control limit. This may however point to increased confidence in reporting such crimes and non-crime incidents to the police. 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.

#### 26. Cyber-Crime

Noted. Levels continuing to increase and are above the mean.

## 27. Road Safety

Road safety is reported one month in arrears. In April 2021, there was one fatality. Of note, in the same month nearly 8,000 Notice of Intended Prosecutions (NIPs) were issued for speeding offences in the county.

## Section 4 - Respond and Reassure

### 28. Outcomes - Total Recorded Crime (TRC)

In May 2021, the proportion of 'Action Taken' outcomes for TRC declined to 12% when compared to 16% for the previous month. It is however positive to note that the two-year trend continues on an upward trajectory. Also, a contributory factor to fluctuations in Action Taken rates is the changing nature of crime during Covid-19, where different crime types have inherently varying prospects for their solvability. This position will be continued to be monitored going forward.

### 29. Outcomes - Domestic Abuse

In May 2021, an identical position to the Action Taken rates for TRC was also were prevalent for DA, with a decline to 12% when compared to the 16% for the previous month. As with TRC, the two-year trend for DA is also on an upward trajectory representing a positive position.

### 30. Victim Satisfaction

In May 2021, the six-month rolling average for victim satisfaction rates were as the below table: -

CATEGORY	%
Burglary Dwelling	86
Vehicle	74
Violence	73
Hate	71
Domestic Abuse	75

*Table 4 - Victim Satisfaction Rates.*

Whilst these six-month averages are sub-optimal, it is positive to note that in May 2021 there have been significant increases in all categories (with the exception of violent crime) and most notable is DA where a level of 95% victim satisfaction was achieved.

Given the importance of the Victims Code to the PCC, victim satisfaction rates will be continue to be closely monitored going forward.

### **32. Operations Communication Center (OCC)**

- **Emergency 999 Calls** - In May 2021, the proportion of 999 calls answered within 10 seconds was 88% and consequently below the target of 90%.
- **Non-emergency 101 Calls** - In May 2021, the average time to answer a 101 call was 44 seconds, set against a target of 1 minute.
- **Un-resourced Incidents** - The data and stable position is noted without further comment.

### **33. Appendixes**

The performance information contained in the graphs of the appendixes is noted, particularly Malicious Communications which is above the upper control limit and a significant contributory factor to the Violence without Injury crime category.

## **Section 5 - Deep-Dive Subject**

The de-dive subject for discussion at the PAM is 'Diveristy' with a particular focus on the following issues: -

### **34. Police Powers**

The subject of disproportionality in respect of the use of Stop & Search and Use of Force with Black and Asian citizens has previously been discussed and that a narrative by way of explanation has been provided by the force regarding County-lines and Warwickshire's proximity to urban conurbations. However, given the importance and topicality of the subject, it would be remiss if the subject wasn't explored in greater depth, particularly given the high levels of disproportionality involved.

It will also provide an opportunity to understand the progress that has been made by the 'Use of Police Powers Board' and the force in respect of the recommendations made in the HMICFRS 'spotlight' report on the 'Disproportionate Use of Police Powers'.

**App C** - OPCC Briefing Note that captures the HMICFRS recommendation

### **35. IOPC**

In addition, an update is anticipated from T/ACC David Gardner regarding an update on Warwickshire Police's position in response to the IOPC's thematic focus on race discrimination investigations

**App. D** - IOPC Letter - Rrace discrimination investigations

## **Section 6 - Summary and Comments**

### **36. Future Deep-dive Subjects**

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

PAM Month	Performance Month		Focus	OPCC Publish	Deep Dive Topic
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	Diversity
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		OCC / Public Contact
Sep	Aug		E&E		Budget
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 5 - of Scheduled Subjects for Deep-Dive*

### **37. Questions**

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

Q1. With the present rates of FASP expiry it's going to take many months to reduce it to acceptable levels at the current rate of progress. What concerted action is being taken by the force to remedy this position and deliver this training to officers?

Q2. Further information would be of value on the success achieved with Op Reduce in Rugby, and what can be expected in terms of increased activity in SonA.

Reassurance regarding effective police liaison and engagement with partner agencies and elected officials regarding Op Reduce would also be welcome.

Q3. What action has / will the force take with partners to mitigate this anticipated increase in DA during this seasonal and sporting event period?

David Patterson.

OPCC Development and Policy Lead

Scrutiny and Performance.

## APPENDIX B

	Last week (Mon-Sun) Week No. 24	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	817	-2.4%	812	728	11.5%	17,043	-13.3%	8,599	11.2%
Homicide	0	0	0	0	0	0.0%	4	-20.0%	4	100.0%
Violence With Injury	88	97	-9.3%	96	79	20.5%	1825	-16.1%	971	14.6%
Violence Without Injury	258	172	50.0%	258	222	16.5%	5060	2.3%	2664	19.2%
Rape	12	7	71.4%	11	7	53.6%	212	-13.5%	113	52.7%
Other Sexual Offences	23	19	21.1%	28	19	44.7%	442	-4.5%	237	34.7%
Business Robbery	0	1	-100.0%	0	1	-80.0%	15	25.0%	7	40.0%
Personal Robbery	8	6	33.3%	8	7	19.2%	105	-31.4%	65	6.6%
Burglary - Residential (dwelling only)	19	34	-44.1%	18	15	18.3%	359	-44.8%	186	-4.1%
Burglary – Business & Community (incl. Res. no	16	29	-44.8%	15	25	-39.6%	520	-37.1%	190	-35.4%
Vehicle Offences	40	105	-61.9%	44	59	-25.2%	1410	-38.1%	567	-14.6%
Theft from Person	3	5	-40.0%	3	3	20.0%	59	-56.9%	35	-7.9%
Bicycle Theft	8	11	-27.3%	10	9	5.6%	166	-9.3%	99	6.5%
Shoplifting	42	71	-40.8%	38	43	-11.7%	1019	-28.5%	420	-11.2%
All Other Theft Offences	74	106	-30.2%	65	53	24.3%	1415	-23.5%	725	20.6%
Criminal Damage & Arson	68	76	-10.5%	78	60	31.1%	1675	-8.8%	891	30.3%
Drug Offences	30	16	87.5%	22	29	-24.1%	683	13.6%	278	-15.5%
Possession of Weapons	8	9	-11.1%	8	10	-13.2%	194	-25.1%	95	-16.7%
Public Order Offences	81	39	107.7%	94	69	36.5%	1446	23.3%	881	39.2%
Misc. Crimes Against Society	19	13	46.2%	17	21	-16.9%	434	1.2%	171	-20.1%
Burglary - Residential - National	24	49	-51.0%	24	29	-16.4%	595	-41.9%	280	-25.9%
Burglary - Business and Community - National	11	14	-21.4%	9	11	-22.2%	284	-37.3%	116	-15.3%