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OPCC

Performance Scrutiny Report

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Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

Force Performance Scrutiny – October 2021

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during October 2021 and in doing so allow informed discussion between the Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming 'Performance Accountability Meeting' (PAM) on Tuesday 30 November 2021. This aim is coherent with the PCC's statutory responsibilities to: -

- To 'hold to account' the Chief Constable for the performance of Warwickshire Police.
- 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: -

1. Putting Victims and Survivors First.
2. Ensuring an Effective and Efficient Police Service.
3. Preventing and Reducing Crime.
4. Protecting People from Harm.

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

- Appendix A - Warwickshire Police Performance Report October 2021 (Performance Report).
- Appendix B - Weekly Performance Summary Week 46 (Page 16).

The commentary in the Performance Report is noted, regarding the performance framework that has been introduced to complement the force's 'Fit for Future Strategy'. Each month there is an enhanced set of performance measures across one of the three pillars of that strategy, namely: -

- Respond and Reassure.
- Prevent and Protect.
- Effective and Efficient.

The focus for this month is on 'Respond and Reassure' 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, only those areas of particular interest.

The new method of displaying the data in the Performance Report is noted, where both the current levels and three year average 2017-2020 (excluding 2020/21 due to the distortion effect of Covid-19) is displayed, together with a 'forecast' that is based on the Force Management Statement and professional judgement.

2. Respond and Reassure

3. Outcomes - Total Recorded Crime (TRC)

In October 2021, the proportion of 'Action Taken' outcomes for TRC was at 9%, representing a stable position when compared to the previous month. The 12 month rate of 12% is also consistent with that achieved during the same period last year.

A contributory factor to fluctuating TRC Action Taken rates is the changing nature of crime, particularly due to the continued influence of Covid-19, where different crime types inherently have varying prospects for their solvability. This effect is evident in the higher Outcome 16¹ rates experienced since the beginning of this financial year, which are now at a high of 32%.

Given the complexity of Outcome rates and the investigative processes and procedures involved, including capacity and capability issues, the subject is scheduled to be explored in depth as a 'spotlight' subject at the PAM in January 2022 and as such it is not further commented upon at this time, but performance will continue to be monitored.

4. Outcomes - Domestic Abuse

In October 2021, there was an increase in the Action Taken rates for Domestic Abuse when compared to the previous month, rising from 8% to 11% - a positive development.

Of note is that in September 2021 the Outcome 16 rate for DA offences was at 66%, representing the highest figure since April 2021 and continuing an upward trend that was particularly evident during the previous four months. It is therefore reassuring to note that in October 2021 the rate has now decreased to 62%

5. Outcomes - Burglary and Vehicle Crime

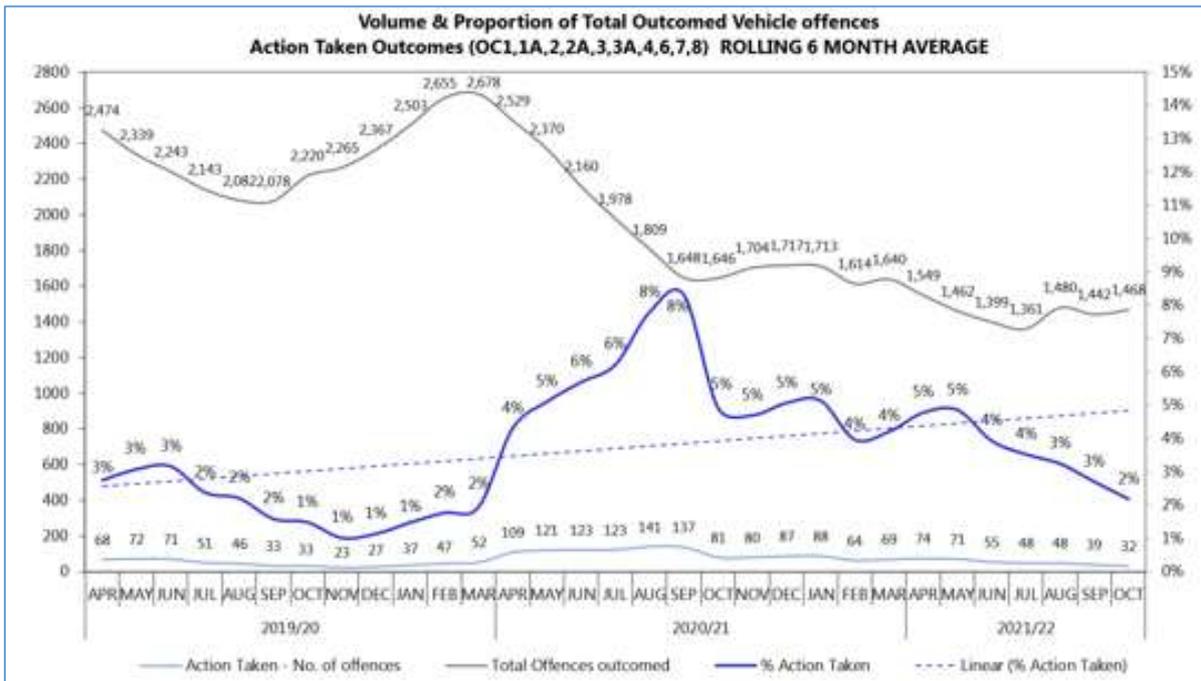
In October 2021, the proportion of 'Action Taken' outcomes for Burglary was at 7%. Whilst this was a small decrease when compared to the previous month, the below graph illustrates the very significant decrease in Burglary offences since April 2019 and also the recent improvements achieved in the Action Taken rate – a positive development.

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



Graph 1 – Burglary Volumes and Action Taken

In October 2021, the proportion of ‘Action Taken’ outcomes for Vehicle Crime was at 2%, with volumes are beginning to rise as the below graph illustrates: -



Graph 2 - Vehicle Crime and Action Taken

Q1. The introduction of the Vehicle Crime Team at the beginning of 2020/21 had a very significant and positive impact on the volumes of Vehicle Crime and the Action Taken rates. Recent performance would appear to have declined, particularly in North Warwickshire which has recorded a recent spate of such offences. An understanding of the reasons why, and what actions is to be taken to reverse this position, would be of value.

6. Outcomes - Violence and Sexual Offences

In October 2021, the proportion of 'Action Taken' outcomes for Violence Against the Person was at 9%. This represents a significant decrease when compared to the higher levels achieved in Q1 of circa 13%. This significant increase in the volumes of offences that was experienced during Q2, and which continues to rise, is noted.

In October 2021, the proportion of 'Action Taken' outcomes for Sexual Offences was at 8% and consistent with previous months. The subject of Violence Against Women and Girls (VAWG) was the spotlight subject for the PAM in October and whilst recognising that not all violence and sexual offences are perpetrated against females, it is not proposed to visit this subject again at this time but performance will continue to be monitored.

7. Victim Satisfaction - Neighbourhood Crime

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

- Burglary 72%
- Vehicle Crime 75%
- Violence 65%

The figure for Burglary is particularly concerning given that it has decreased from the previous month's figure of 76%. Also, in October 2021 a total of 18% of the Burglary respondents were dissatisfied with the service provided, representing the lowest figure recorded since February 2020. It is understood that recent changes to the allocation of Burglary offences away from dedicated teams may have contributed toward this situation.

It was commented in last month's Perform Scrutiny report that *'the decline in satisfaction rates (particularly Burglary) was raised with the Chief Constable at the PAM in August 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.'*

Q2. Given this deteriorating position with Burglary Victim Satisfaction rates, what action is to be taken to improve the service provided to victims subject to this serious and harmful crime.

8. Victim Satisfaction - Vulnerability

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

- Hate Crime 76%
- Domestic Abuse 76%

These figures are consistent with the previous month. The much improved October 2021 in-month figure for DA is noted, in context with the comments in last month's Performance Report regarding the very small sample size for that month which skewed the data and resulted in a DA victim satisfaction rate of 59%, the lowest since August 2020.

9. Operations Communication Centre - 999

In October 2021, the OCC performance target to answer 90% of 999 emergency calls within the 10 seconds, stood at 77% with an average answer time of 7 seconds. Demand for the month was at 8.2k calls.

10. Operations Communication Centre – 101

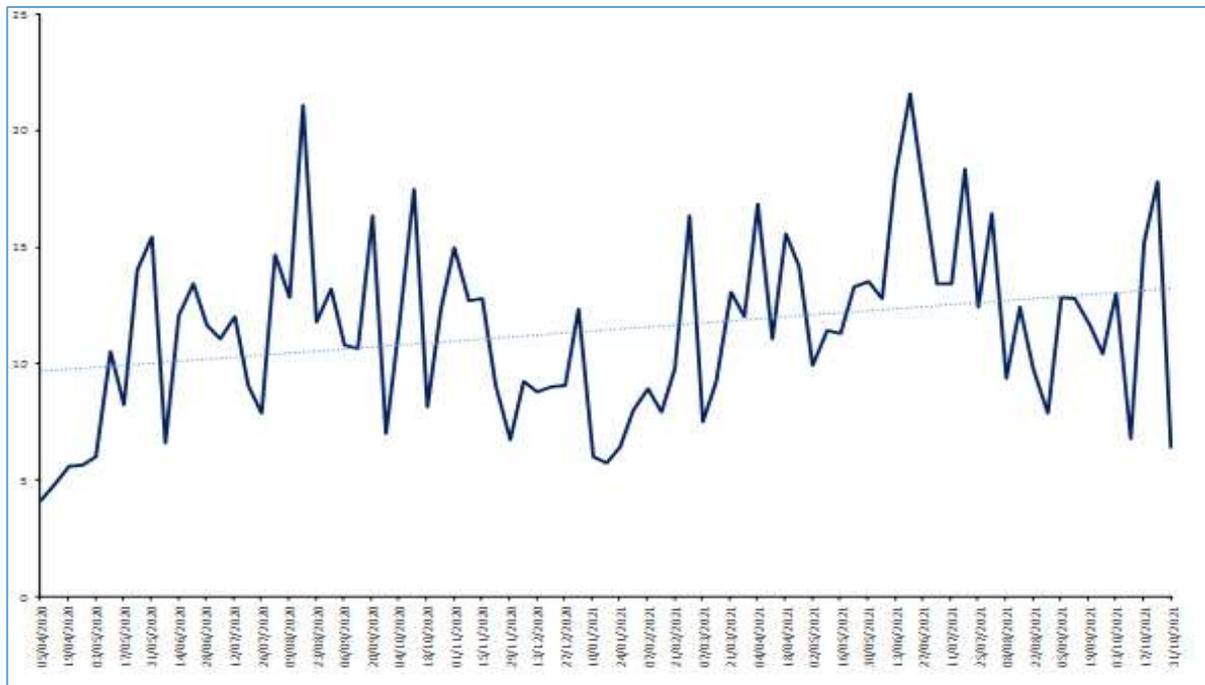
In October 2021, the OCC performance target to answer 101 non-emergency calls within minute, stood at 3 minutes 17 seconds. Demand for the month was at 14.8k calls.

Of note, is the comments in the Performance Report regarding OCC data being presented to senior officers on a weekly basis, so that any risk arising as a consequence of sub-optimal performance can be effectively managed. It is understand that a comprehensive Delivery Plan has also been implemented to further improve OCC performance.

The subject of OCC performance and public contact was explored as the spotlight subject at the PAM in September 2021 and as such it is not proposed to re-visit this matter at this time, but performance will continue to be monitored.

11. Unresourced Incidents

The graph illustrating the Unresourced Incidents is noted, as is the upward trajectory of such incidents, as it serves to demonstrate the excessive demand and pressure that Warwickshire Police is currently experiencing: -



Graph 3 - Unresourced Incidents

12. Emergency Response

Awaiting Data - No Comment.

13. Emergency Response

Awaiting Data - No Comment.

14. Use of Force

This issue of disproportionality in the use of the police powers has recently been explored as a 'deep-dive' subject at the PAM in June 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

In Q2 2021/22, a total of 580 Use of Force forms were submitted, representing a small decrease when compared to the previous two quarters. The tactics were considered to be effective in 72% of cases.

Of note is the ethnic disproportionality involved, where 6.9% of Use of Force submissions related to Afro/Caribbean (IC3) citizens, compared to a Census 2011 population of 0.8%. This does however represent a decrease when compared to the 10% recorded for the previous quarter.

The position with Asian (IC4) citizens would appear to be a more proportionate position than previously experienced, representing 3.4% of Use of Force submissions, compared to a Census 2011 population of 3.4%.

15. Stop and Search

In October 2021, the volume of Stop and Search approached the mean (n=173) and were comparable to September's figure.

Of note, is the continuing disproportionality involved where Black citizens are 12.6 more times likely to be stop and searched than a white citizen. Likewise, Asian citizens are 2.4 times more likely to be stop and searched than a white citizen.

This issue of disproportionality in the use of the police powers has recently been explored as a 'deep-dive' subject at the PAM in June 2021. It is also scheduled to be revisited as the spotlight subject at the PAM in February 2022.

Q3. What progress has been made by Warwickshire Police in considering and implementing the recommendations from the HMICFRS spotlight report 'Disproportionate Use of Police Powers' of February 2021?

16. Digital Contact

In October 2021, the predicted reduction in the Covid 19 related Digital Contact is noted, as is the increase in the online crime reporting (n=317). Given the recent performance of the 101 non-emergency telephone number the availability of this channel for the public to contact the force on a range of matters would appear to be increasingly important.

The comments in the Performance Report are noted, regarding a more detailed report into the usage and effectiveness of Single Online Home (SoH) having been prepared by ASI. This report would be of interest to the OPCC.

17. Protection Orders

In October 2021, a total of 12 Domestic Violence Protection Orders were applied for of which 11 were granted. Of note is that all of these were applicable to north Warwickshire and none from south Warwickshire. This position will be monitored going forward.

18. Criminal Justice

Awaiting Data - No Comment

19. Victim Updates

This is a relatively new performance metric and its introduction into the Performance Report is a positive development, particularly given the importance of victim contact and care as referred to in the Police and Crime Plan, Victim's Charter and the Victims Code.

In October 2021, of note is that there were 3,805 victims in open investigations. Of these 76% (n=2894) opted-in for victim contact, of which 70% of the updates were provided in time.

The comments in the Performance Report are noted, regarding that these figures are likely to improve as more users update Athena correctly in order to comply with the changes in victim contact recording practices.

3. Effective and Efficient

20. Assaults on Officers

In October 2021, assaults on officers were at their highest for the last twelve months (n=41) and therefore significantly above the monthly average of 27 offences. The comments in the Performance Report are noted, regarding the increase being partly driven by the changing crime profile and the opening up of the economy post Covid-19.

Q4. What arrangements are proposed for Warwickshire Police to survey the Health and Wellbeing of its officers and police staff?

4. Prevent & Protect

21. Total Recorded Crime

In October 2021, Total Recorded Crime (TRC) was -65 (n=3,598) below the forecast and comparable with rates experienced in 2018/19 and 2019/20.

22. Violence with Injury

In October 2021, levels were +25 (n=395) above the forecast representing a small decrease from the relatively high figure of the previous month and hopefully indicative of a return to more acceptable levels throughout Q3 and Q4.

23. Violence without Injury

In October 2021, levels were +73 (n=1066) above the forecast and have so far continued to remain above the forecast throughout 2021/22.

Of interest is that the sub-categories of Assault without Injury accounted for 50% of the total and Malicious Communications 21% of the total.

Although Violence without Injury accounted for 30% of TRC for the month, this category predominately consists of high volume / low harm offences.

24. Rape

In October 2021, levels were +12 (n=52) above the forecast. The extraordinary high levels experienced in July 2021 are explained by the activity generated by Operation Mawse, which the Commissioner is already aware of. These matters, regarding the force's capacity and capability to investigate both Rape and Other Sexual Offences, were raised with the Chief Constable at the PAM in June 2021 and reassurance was provided.

The matter of Violence Against Women and Girls was also raised as the spotlight subject at the PAM in September 2021 and as such it is not proposed to revisit this subject at this time, but performance will continue to be monitored.

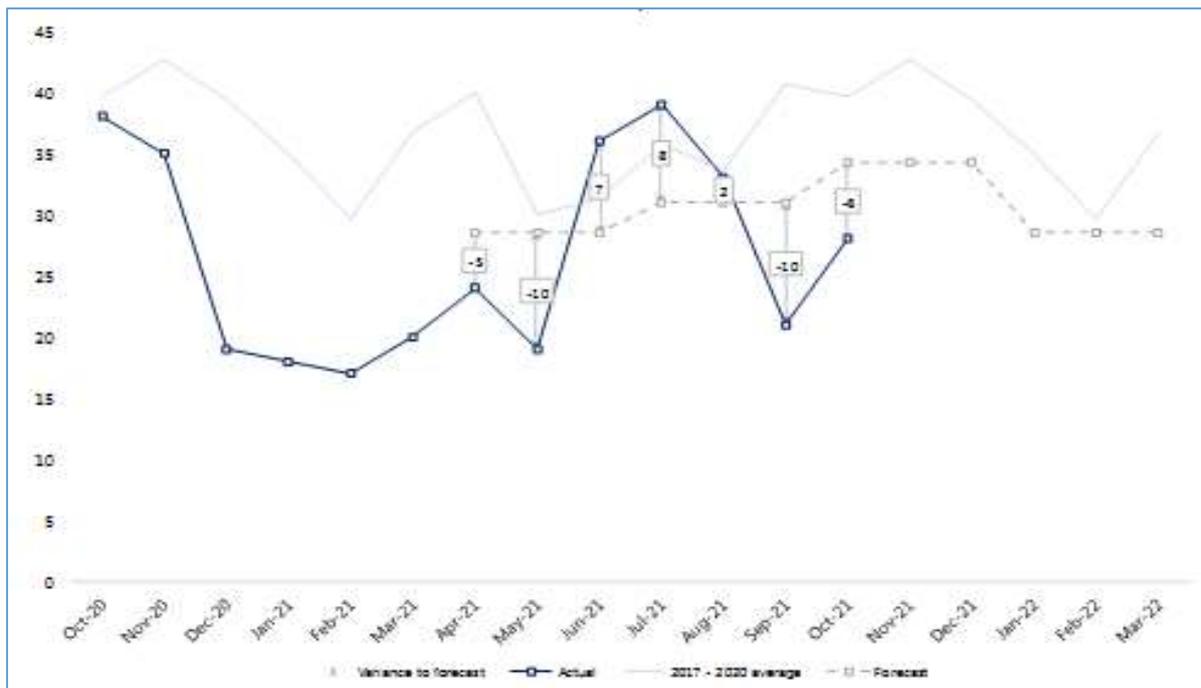
25. Other Sexual Offences

In October 2021, levels were +17 (n=91) above the forecast and showing a steady increase over the last three months. This position will be monitored going forward.

26. Robbery

In October 2021, levels were -6 below the forecast (n=28) and below the monthly average of 40 offences per month – a positive position.

The significant reductions achieved when compared to the 2017-2020 average in this low volume / high harm offence are illustrated in the below graph: -



Graph 4 - Robbery Offences

27. Burglary - Residential

In October 2021, levels were -74 (n=142) below the forecast. The significant reductions that have occurred when compared to the 2017-2020 average have previously been favourably commented upon in the September 2021 Performance Scrutiny report.

28. Burglary - Business & Commercial

In October 2021, levels were -31 (n=36) below the forecast. As with Burglary Residential there have been significant reductions when compared to the 2017-2020 average.

29. Vehicle Crime

In October 2021, levels were -183 (n=256) below the forecast. As with Burglary Residential and also Burglary Business and Commercial these significant reductions have previously been favourably commented upon in the September 2021 Performance Scrutiny report.

30. Drug Offences

In October 2021, levels were +32 (n=114) above the forecast. It is assumed that this increase, particularly in respect of Trafficking offences that represents 50% of the total, was as a consequence of the County-lines intensification week conducted between in October - a positive development.

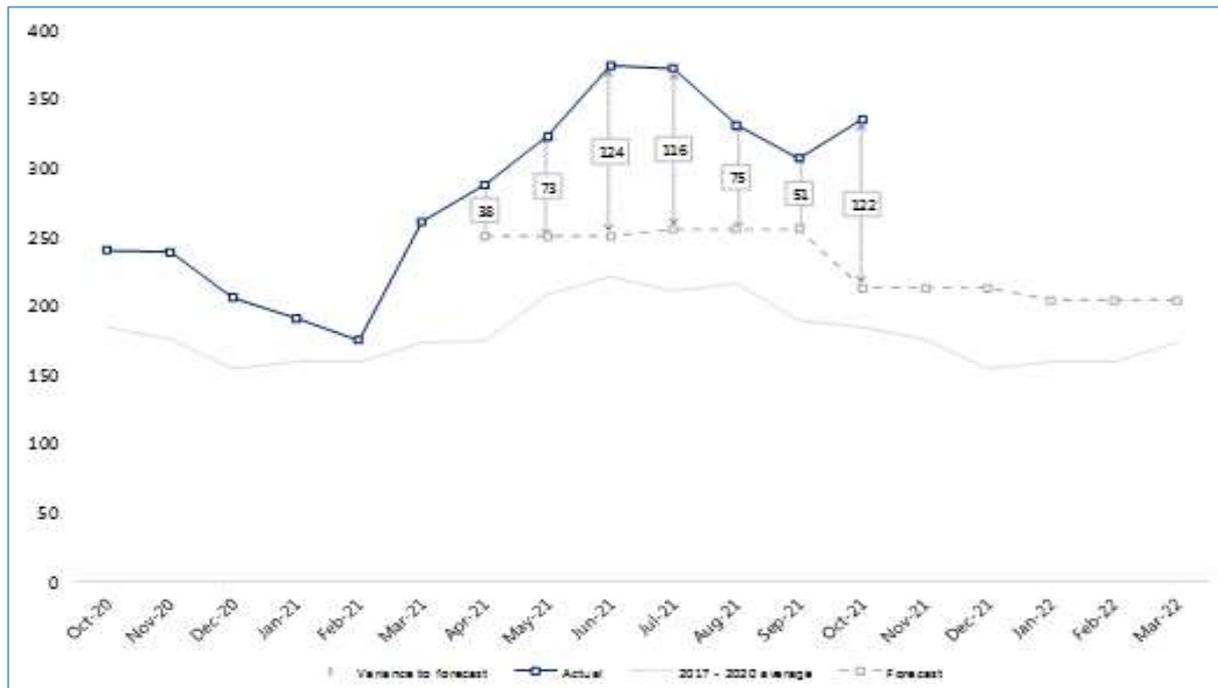
31. Possession of Weapons

In October 2021, levels were above the forecast at +15 (n=56), representing a further increase on the previous month which was considered to be unusually high. A

question was posed at the PAM in September regarding the nature of those offences and the demographics of the offenders. As such, it is not proposed to revisit this subject again at this time, other than to note that Operation Sceptre will be operating in the county during the month of November 2021.

32. Public Order Offences

The significant and extraordinary increases in Public Order experienced in the Q1 have continued throughout Q2 and have consequently been above the forecast throughout and unfortunately show no sign of abating, as the below graph illustrates:-



Graph 5 - Public Order Offences

This position will continue to be monitored in the expectation that rates will shortly reduce as the habitual seasonal effect on Public Order levels begins to take effect in Q3 and Q4.

33. Domestic Abuse

In October 2021, levels were above the forecast at +85 (n=1049) and continue to be significantly above the 2017-2020 average. The comments in the Performance Report are noted regarding DA accounting for 15% of all TRC.

Although this matter continues to be of concern, the subject of DA and VAWG was raised as the spotlight subject at the PAM in September 2021 and as such it is not proposed to revisit this subject at this time, but performance will continue to be monitored.

34. Hate Crime

In October 2021, levels continue to remain above the forecast at +29 (n=100), although this represents a decrease on the previous two months. Race is the predominant element of Hate Crime accounting for 67% of the total.

The subject of Hate Crime has already been explored in depth at previous PAMs and a question was posed to the Chief Constable at the PAM in July and as such it is not proposed to revisit this subject at this time, but performance will continue to be monitored.

35. Road Traffic Casualties

Road safety is reported one month in arrears. In September 2021, there were two fatalities on Warwickshire' roads, both car divers in the south of the county.

Of note, is that nearly 29.7k Notice of Intended Prosecutions (NIPs) have been issued since the beginning of the financial year for speeding offences in the county.

The matter of Road Safety is the spotlight subject for this month's PAM and as such no further comments is made.

36. Appendix

The performance information contained in the graphs of the appendix are noted without further comment.

5. Comments

5.1 Summary of Questions

It's requested that the Chief Constable provides her 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: -

- **Vehicle Crime**

Q1. The introduction of the Vehicle Crime Team at the beginning of 2020/21 had a very significant and positive impact on the volumes of Vehicle Crime and the Action Taken rates. Recent performance would appear to have declined, particularly in North Warwickshire which has recorded a recent spate of such offences. An understanding of the reasons why, and what actions is to be taken to reverse this position, would be of value.

- **Burglary Victim Satisfaction**

Q2. Given this deteriorating position with Burglary Victim Satisfaction rates, what action is to be taken to improve the service provided to victims subject to this serious and harmful crime?

- **Stop and Search Disproportionality**

Q3. What progress has been made by Warwickshire Police in considering and implementing the recommendations from the HMICFRS spotlight report 'Disproportionate Use of Police Powers' of February 2021?

- **Assault on Police**

Q4. What arrangements are proposed for Warwickshire Police to survey the Health and Wellbeing of its officers and police staff?

- **Investigations**

In light of concerns raised directly with the Commissioner, the finding of previous HMICFRS inspection reports, and the findings of reviews conducted by the force's own Statutory & Major Crime Review Unit (SMCRU), the following questions are pertinent: -

1. What activity has the force been taking over the last 12 months to improve the quality and timeliness of the investigation of crime?
2. How effective has any improvement activity over the last 12 months been? How has this been evaluated?
3. To what extent is the Chief Constable satisfied with current quality and timeliness of the investigation of crime?
4. To what extent is the Chief Constable satisfied that police investigators remain objective and focus on a search for truth?
5. What future activity does the force have planned to further improve the quality and timeliness of the investigation of crime and to embed and capitalise on any recent improvement activity?

5.2 Schedule of Spotlight Subjects

Agreement is required as to the selection of 'spotlight' subjects for future PAMs. The schedule is as below: -

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	Diversity
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		Evolve Programme
Sep	Aug		E&E		OCC / Public Contact
Oct	Sep	Q2	P&P	P&P	VAWG
Nov	Oct		R&R		Road Safety
Dec	Nov		E&E		Sustainability
Jan 2022	Dec	Q3	P&P		Investigation and Outcomes
Feb	Jan		R&R	R&R	Stop & Search / U of F
Mar	Feb		E&E		Budget
Apr	Mar	Q4	P&P		Crime Profiles

OFFICIAL

APPENDIX B

Weekly Performance Summary - Week 46

	Last week (Mon-Sun) Week No. 46	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	884	840	5.2%	835	733	13.8%	20,588	2.3%	26,065	4.5%
Homicide	0	0	0	0	0	-100.0%	7	75.0%	9	80.0%
Violence With Injury	72	94	-23.4%	85	64	31.9%	2367	5.0%	2963	8.6%
Violence Without Injury	231	205	12.7%	238	215	10.3%	6238	6.6%	7851	8.6%
Rape	9	10	-10.0%	11	8	40.6%	318	42.0%	399	48.9%
Other Sexual Offences	30	15	100.0%	23	16	46.8%	531	18.3%	667	21.9%
Business Robbery	1	1	0.0%	1	2	-71.4%	13	-13.3%	18	-5.3%
Personal Robbery	6	7	-14.3%	8	7	3.4%	162	0.0%	204	1.5%
Burglary - Residential (dwelling only)	22	41	-46.3%	21	19	12.2%	507	-1.4%	621	-4.2%
Burglary – Business & Community (incl. Res. no	27	35	-22.9%	21	22	-5.7%	460	-29.0%	593	-27.5%
Vehicle Offences	130	94	38.3%	85	82	4.6%	1524	-9.1%	2013	-7.4%
Theft from Person	3	11	-72.7%	6	4	57.1%	94	-15.3%	122	-10.3%
Bicycle Theft	6	10	-40.0%	8	7	11.1%	194	-17.8%	266	-5.7%
Shoplifting	65	55	18.2%	50	55	-10.0%	1079	-16.2%	1369	-15.6%
All Other Theft Offences	90	84	7.1%	73	61	19.2%	1750	10.5%	2220	12.0%
Criminal Damage & Arson	78	95	-17.9%	88	69	27.4%	2051	2.9%	2616	7.8%
Drug Offences	15	16	-6.3%	19	24	-20.0%	595	-15.5%	729	-17.9%
Possession of Weapons	15	12	25.0%	13	7	85.7%	257	0.4%	332	4.1%
Public Order Offences	67	40	67.5%	70	56	26.1%	2039	21.0%	2547	24.3%
Misc. Crimes Against Society	17	15	13.3%	18	17	4.5%	412	-15.1%	528	-12.8%
Burglary - Residential - National	33	59	-44.1%	29	28	3.6%	706	-14.6%	864	-17.8%
Burglary - Business and Community - National	16	17	-5.9%	13	13	0.0%	251	-21.8%	350	-15.7%