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OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

July 2020

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FORCE PERFORMANCE SCRUTINY

1. INFORMATION

The purpose of this report is to formally scrutinise Warwickshire Police's performance during July 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 25th August 2020. 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 PCCs '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 July 2020.
- **App B** - Weekly Performance Summary 2020 - Week 33.

The newly designed Performance Report, together with the commentary that provides additional insight into the interpretation of the data presented, is viewed as a positive development

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

It should be noted that it is becoming increasingly difficult to identify performance trends and issues through the use of comparative temporal data due to the impact of Covid 19 on the profile of crime in terms of both the volume and nature of demand, compounded by changes to resources and variations in working practices and procedures.

2. PREVENT & PROTECT

- **Total Recorded Crime (TRC).**

The impact of Covid 19 has positively impacted on the volume of acquisitive crime, conversely it has adversely effected domestic abuse, public order and anti-social activity. The net result is that

for TRC has reduced by -7% YTD for the county. This comprises of -5% for north Warwickshire and -10% for south Warwickshire .

It is clear that as the Covid 19 restrictions have eased then the more normal profile of crime is beginning to return in some crime categories, as evident from the crime figures from the last four weeks when compared to the YTD data. That said, significant reductions continue to be achieved in robbery, burglary residential and vehicle crime.

CATEGORY	4 WEEKS	YTD
TRC	+6%	-7%
Violence with Injury	+5%	-9%
Violence without Injury	+33%	+23%
Personal Robbery	-20%	-20%
Burglary Residential	-33%	-40%
Burglary Residential - National	-35%	-40%
Vehicle Crime	-7%	-24%
Rape	-19%	-20%

- **Violence without Injury**

This category continues to experience the greatest increase in % terms and due to the high volume of crimes it accounts for 29% of all TRC YTD. The narrative in the Performance Summary is helpful in illuminating this increase and identifying the risks of harm involved: -

The uplift has been driven by an increase in common assault, malicious communications and stalking offences. A review of violence without injury offences was presented to chief officers in August. Following the recommendations from this, ASI will continue to monitor malicious communications offences and will consider if a process of harm grading could be applied to violence without injury offences thereby influencing the policing response and helping to manage victim expectations.

- **Proactivity**

Proactive work, exemplified by Operation Switch in Leamington Spa, including 'stop and search' continues to drive increases in the following categories that are of public interest and concern: -

CATEGORY	4 WEEKS	YTD
Drug Offences	+68%	+70%
Offensive Weapons	+93%	+23%

- **Cyber Crime**

Cyber Crime, identified through Athena keywords continues to be above the upper control limit. In previous Performance Summary's the following commentary was provided: -

The Home Office in conjunction the NPCC, are looking at improving the data quality around online crime. Many forces are using different flags, and there is a wide variety in what is being measured. The range of crime, from drugs being sold online, social media offences, through to cyber-attacks, emphasise the vast range of what could be flagged as an online crime. It has become clear that the total number of online crimes appears to be under recorded nationally because of the complexities linked to flagging and the number of offences with an online presence. The decision on whether a single marker or a range of flags is required, and clear guidance on what constitutes online crime is awaited.

Question 1. Given that cyber-crime is one of the Strategic Policing Requirements and also appears in the force's strategic assessment: -

- What action is being taken to resolve this issue and to provide a better understanding of cybe- enabled and cyber-dependent crime?
- What is the force's position in respect of the 4 x E's in addressing cyber-crime post termination of the alliance?

- **Public Order and Anti-Social Behaviour (ASB)**

Public order offences and ASB continues to remain high and above the upper control limit. Presumably this will continue over the summer months due to the warm weather, school holidays and as the Covid 19 restrictions continue to be relaxed.

- **Hate Crime.**

It is reassuring to see the levels of hate crime reduce to below the upper control limit and the following commentary in the Performance Summary is noted: -

Racial based offences / incidents account for the majority (63%). This was assessed in more detail in a recent analytical product, highlighting the correlation with violence without injury and the impact of lockdown. A more detailed analytical product on hate offences will be produced for October's Legitimacy Board.

- **Adult Protection**

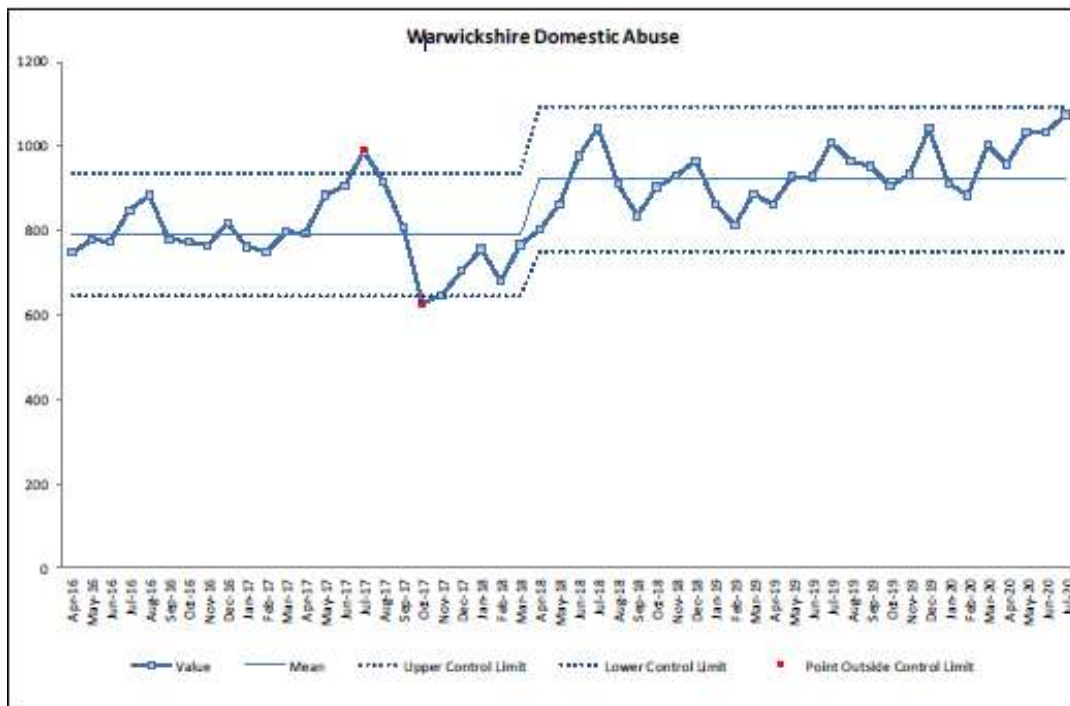
The volume of adult protection markers is above the upper control limit and continues to rise. The following commentary in the Performance Summary is noted: -

ASI are currently working with the Force vulnerability lead and the Resolution Centre to ensure accurate identification and recording of adult protection offences.

- **Domestic Abuse**

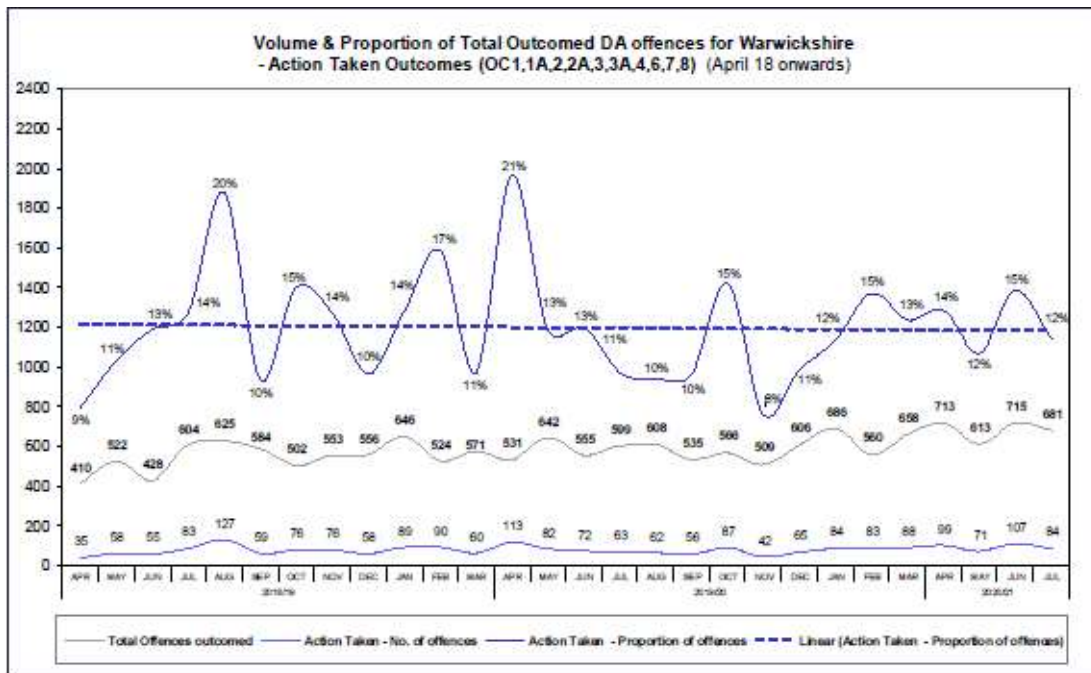
Focus. The subject of domestic abuse is to be considered in greater depth at the PAM following a scrutiny review conducted by Richard Long as the OPCC lead for Vulnerability and Health. The areas of DA that the PCC wishes to focus on will be provided in a separate report. The following information is therefore reproduced from the Performance Summary for ease of reference to assist these discussions: -

The volume of domestic abuse offences continues to show an upward trend and 20% of all offences in July were domestic related. This is a reduction on the high seen in April 2020(23%), but remains higher than the pre ‘lockdown’ average of 17%.

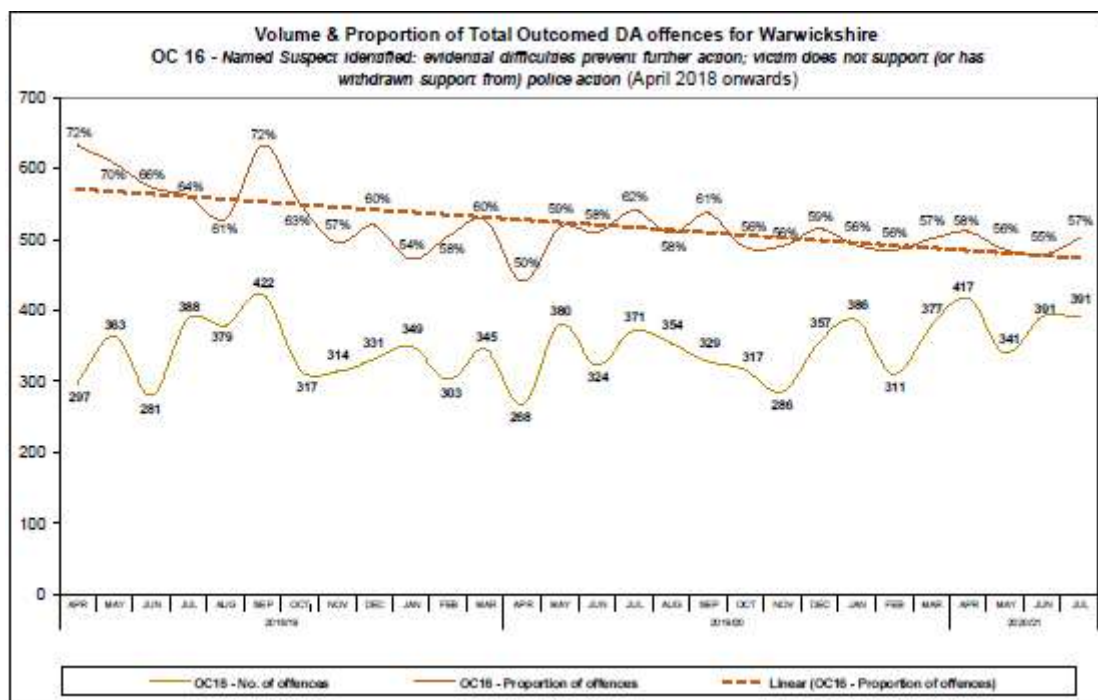


- **Domestic Abuse Outcomes**

The proportion of ‘Action Taken’ outcomes for DA offences was 12% in July, a decrease compared to June (15%).

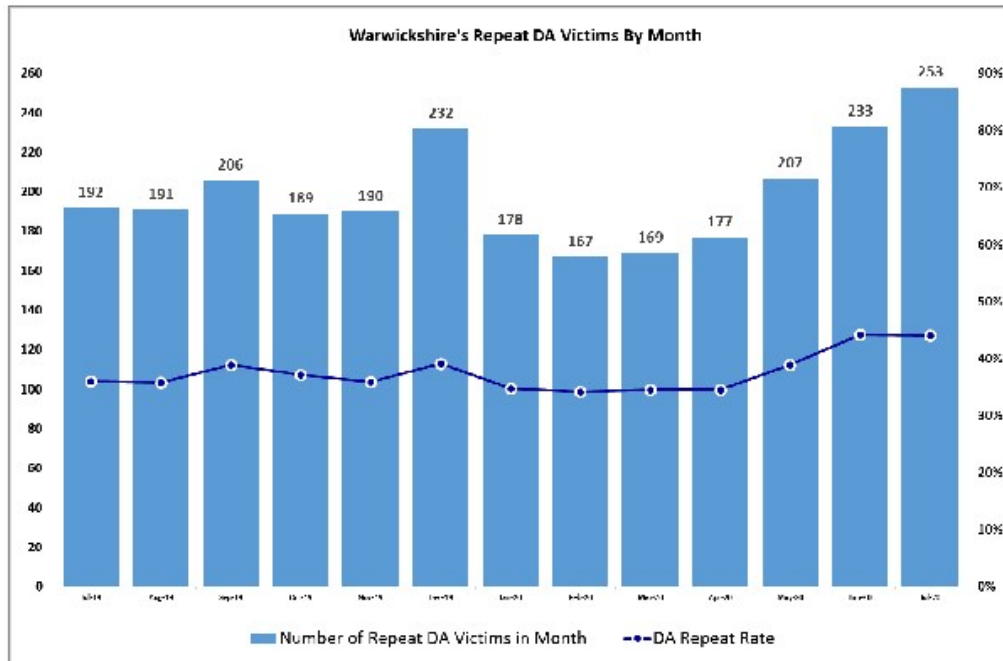


Over the last 12 months, there has been a slight downward trend in the proportion of outcome 16 for DA offences.



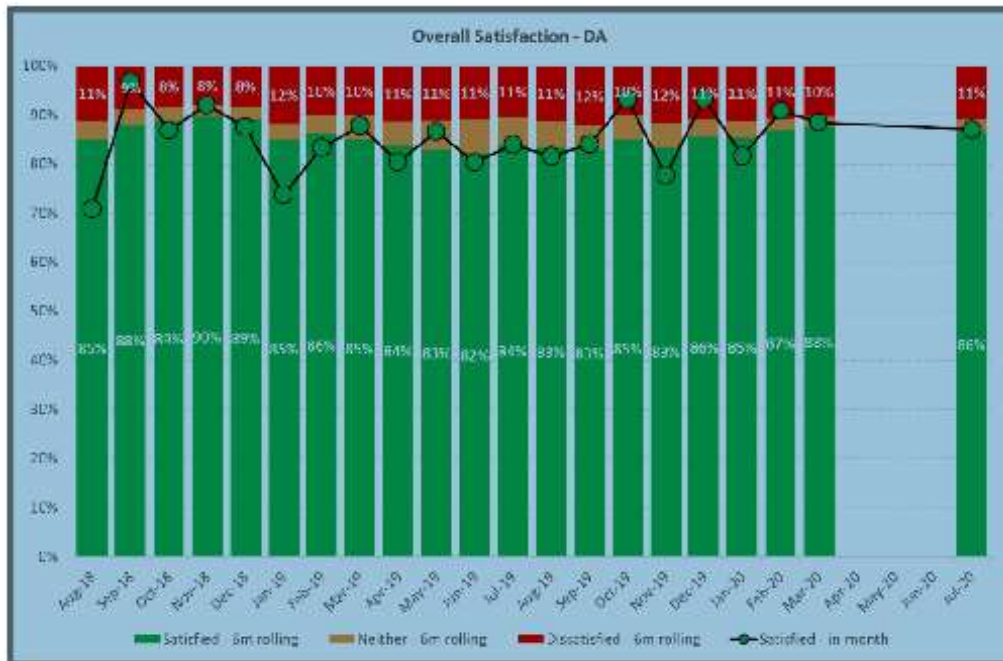
- **DA Repeat Victims**

In July 2020, 44% of all DA victims were repeat DA victims (253). This is the highest volume and repeat rate seen, surpassing the volume in December 19 (232). Whilst the number has increased, the rate has not because of the overall change in total DA crime victims.



- **DA Victim satisfaction**

DA satisfaction for July 2020 is relatively flat at 86% for a rolling 6 month period.



3. RESPOND & REASSURE

- **Outcomes**

The Action Taken performance has remained above the mean for each month of Q1 (17% / 14% / 16% respectively) has continued through July at 13% - a positive development!

The comments in the Performance Summary regarding the changing nature of crime during Covid 19 affecting the rates of Outcome 15 and 16 disposals is noted, where almost 80% of domestic

abuse crimes are violence with / without injury offences and where there is often a reluctance by the victim to pursue a conviction.

- **Public confidence in the Police**

This is measured through the national Crime Survey for England and Wales (CSEW). The latest data available covers the period up to March 2020. Whilst there has been an improvement from the findings of December 2019 survey, this has been replicated by an improvement nationally resulting in a change in the force’s MSG position from 7th to 6th.

	Mar-19		Jun-19		Sep-19		Dec-19		Mar-20	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
Warwickshire	78.6%	2	73.0%	7	72.5%	7	73.3%	7	75.2%	6
MSG Average	76.5%		75.4%		75.6%		75.7%		76.3%	

Question 2. The Chief Constable’s view on the findings of the latest survey is sought, together with an assessment of the opportunities and challenges that exist in improving his position.

- **Emergency Response Times**

This subject has previously been of keen interest to the PCC and his constituents and the reporting of such information is viewed a very positive development.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the force as a minimum standard. Of note is that 3,500 emergency incidents were recorded in July, an increase compared to June (3,117) and the highest volume recorded since April 2016.

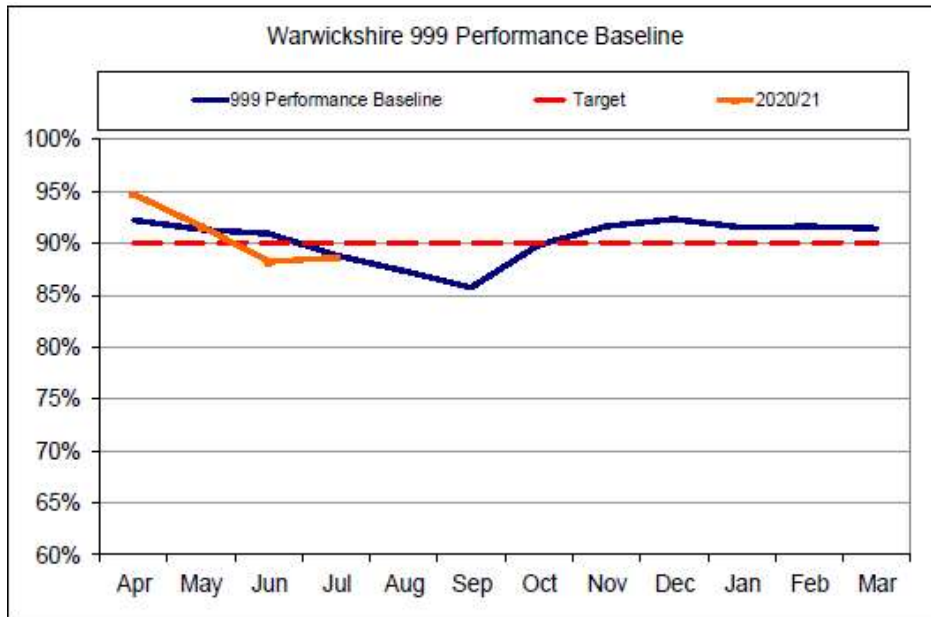
Nonetheless, a total of 82% emergency incidents were attended within this time frame, with an average response time of 13minutes and 37 seconds - excellent maintenance of performance given the demand pressures!

- **Operations Communications Centre (OCC)**

Following recent public contact with the OPCC regarding OCC performance, in particular the 101 service, the following performance is reported upon for noting: -

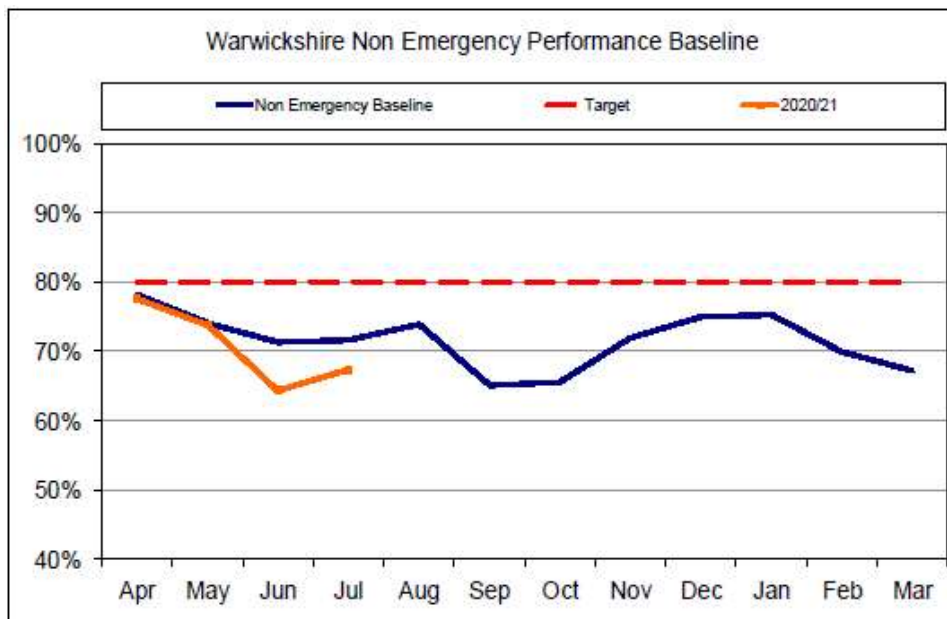
- **Emergency 999 Calls**

The proportion of 999 calls answered within 10 seconds in July (89%) has slightly increased compared with June (88%). Performance is slightly below the target (90%) but in-line with the baseline (89%).



- **Non-Emergency 101 Call.**

The proportion of 101 calls answered within 30 seconds in July (67%) has increased compared with June (64%). Performance is below the target (80%) and the baseline (80%). The average wait time week ending the 9th August 2020 was 1:14 seconds.



4. **EFFECTIVE & EFFICIENT**

- **Absence Levels**

Sickness levels are of interest as the force journey through the Covid-19 pandemic, but it is reassuring that levels for both officers and police staff remain relatively low and are currently below those experienced during the same period in 2019.

5. **COMMENTS**

In summary, It's requested that the Chief Constable verbally provides his professional judgement to the Police and Crime Commissioner regarding the key challenges with force performance over the short term to medium term, particularly in respect of the questions posed in the following areas of operation: -

Question 1. Given that cyber-crime is one of the Strategic Policing Requirements and also appears in the force's strategic assessment: -

- What action is being taken to resolve this issue and to provide a better understanding of cyber enabled and cyber dependent crime?
- What is the force's position in respect of the 4 x E's in addressing cyber-crime post termination of the alliance?

Question 2. The findings of the latest Public Confidence survey, together with an assessment of the opportunities and challenges that exist in improving his position.

- **Deep-dive Subjects**

Subject to agreement, it is proposed that the future PAM deep-dive subjects for additional scrutiny are: -

- i. August - L&D / Domestic Violence Focus.
- ii. September - Equality & Diversity.
- iii. October Q2 - Roads Policing.
- iv. November - Health and Wellbeing.

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Scrutiny and Performance.