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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 - February 2022

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during January 2022 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 22 February 2022. 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 five key priorities of the PCC's 'Police and Crime Plan 2021- 2025', namely:

- 1. Fight crime and reduce reoffending.**
- 2. Deliver visible and effective policing.**
- 3. Keep people safe and reduce harm.**
- 4. Strengthen communities.**
- 5. Deliver better Justice for all**

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

- Appendix A - Warwickshire Police Performance Report January 2022 (Performance Report).
- Appendix B - Weekly Performance Summary Week 7 (Page 16 of report).

The commentary in the Performance Report is noted, regarding the performance framework that has been introducing 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 several additional key performance indicators have been introduced into the Performance Report. This is a 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 correspond 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 or concern.

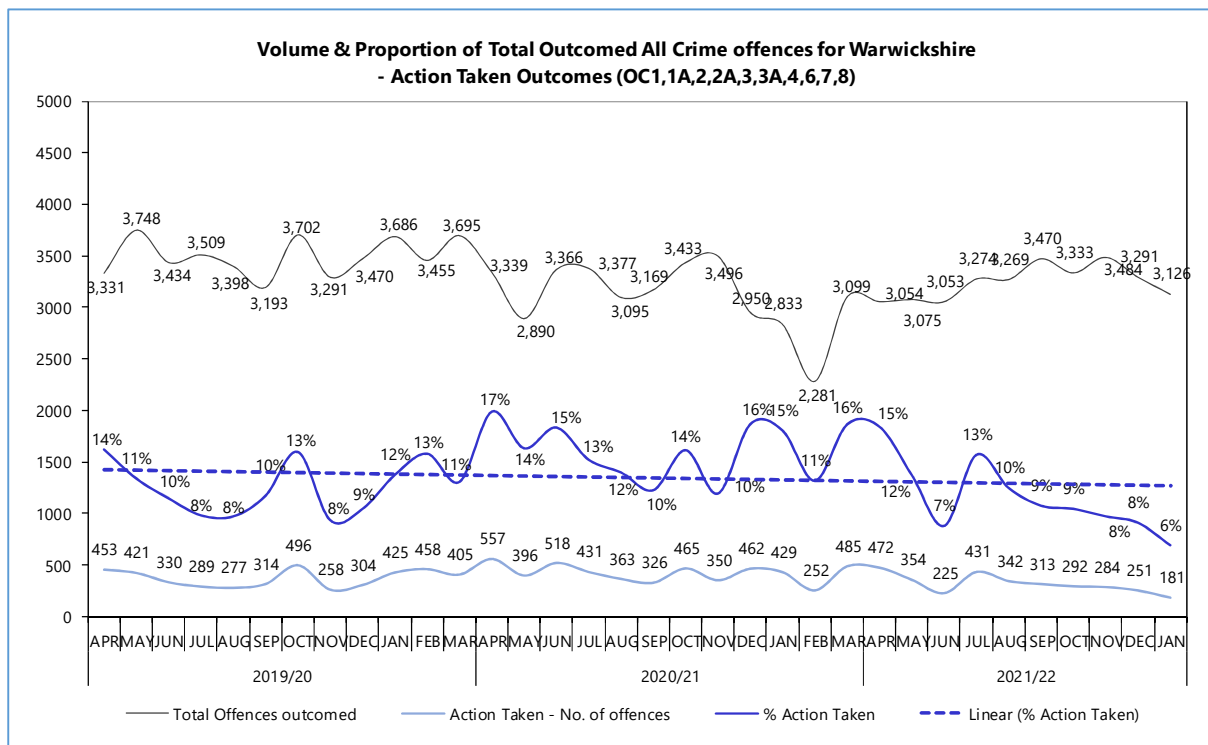
The new method of displaying the data in the Performance Report is noted, where both the current levels and three-year average 2017-2020 (excluding 2020/21 due to the distortion effect of Covid-19) is displayed, together with a 'forecast' that is based on professional judgement and the Force Management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

2. Respond and Reassure

3. Outcomes - Total Recorded Crime (TRC)

The subject of 'Investigations and Outcomes' is to be explored in depth as the 'spotlight' topic for this month's PAM. As such, the following information on Outcomes is provided for information and to assist discussion at the meeting.

In January 2021, the proportion of 'Action Taken' outcomes for TRC was at 6%, representing a 2% decrease when compared to the previous month's figure. Of note is the comment in the Performance Report that the 'Action Taken' rate has decreased over the last 12 months (10%) when compared to the previous 12 months (13%). In addition, in January 2021 the number of crime reports finalised with an Action Taken Outcome (n=181) was the lowest figure since April 2019, as the below graph illustrates:



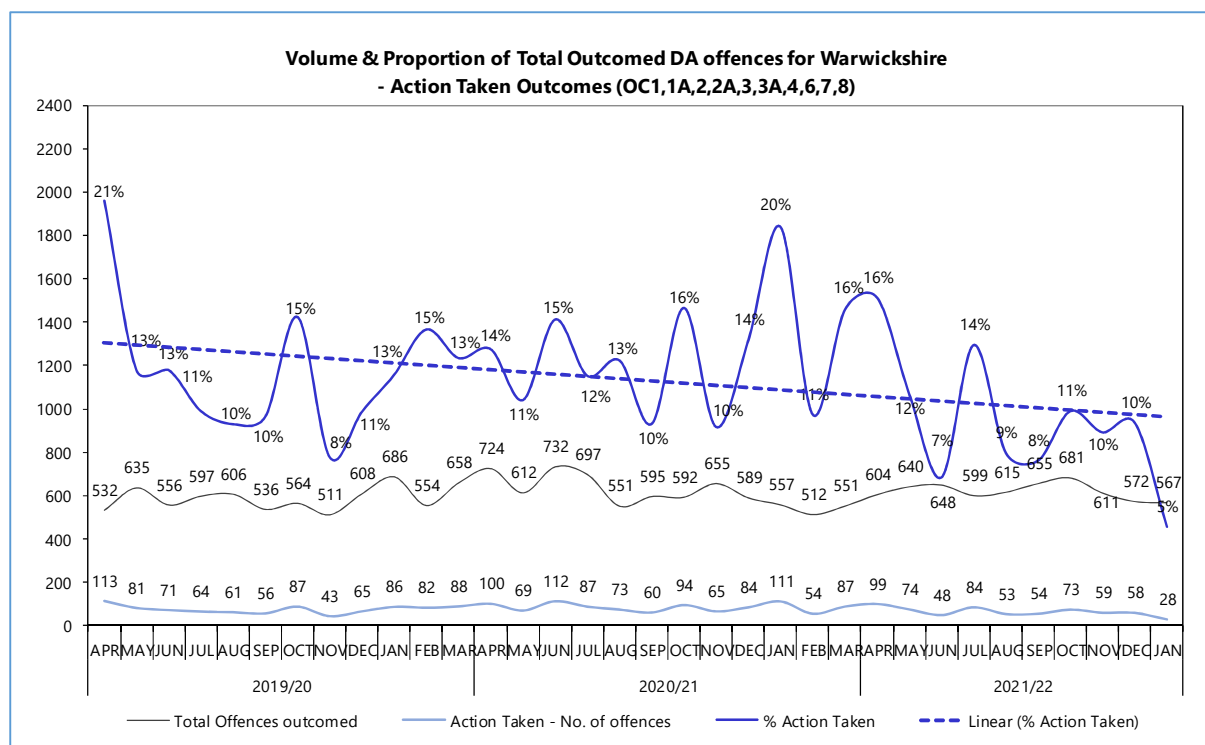
Graph 1 - TRC and Action Taken

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 April 2019.

4. Outcomes - Domestic Abuse

In January 2022, the proportion of 'Action Taken' outcomes for Domestic Abuse (DA) was at 5%, representing a 5% decrease when compared to the previous month and continuing the downward trend since April 2019. Of note is that in January 2021, the number of DA crime reports finalised with an Action Taken Outcome (n=28) was the lowest since April 2019, as the below graph illustrates:



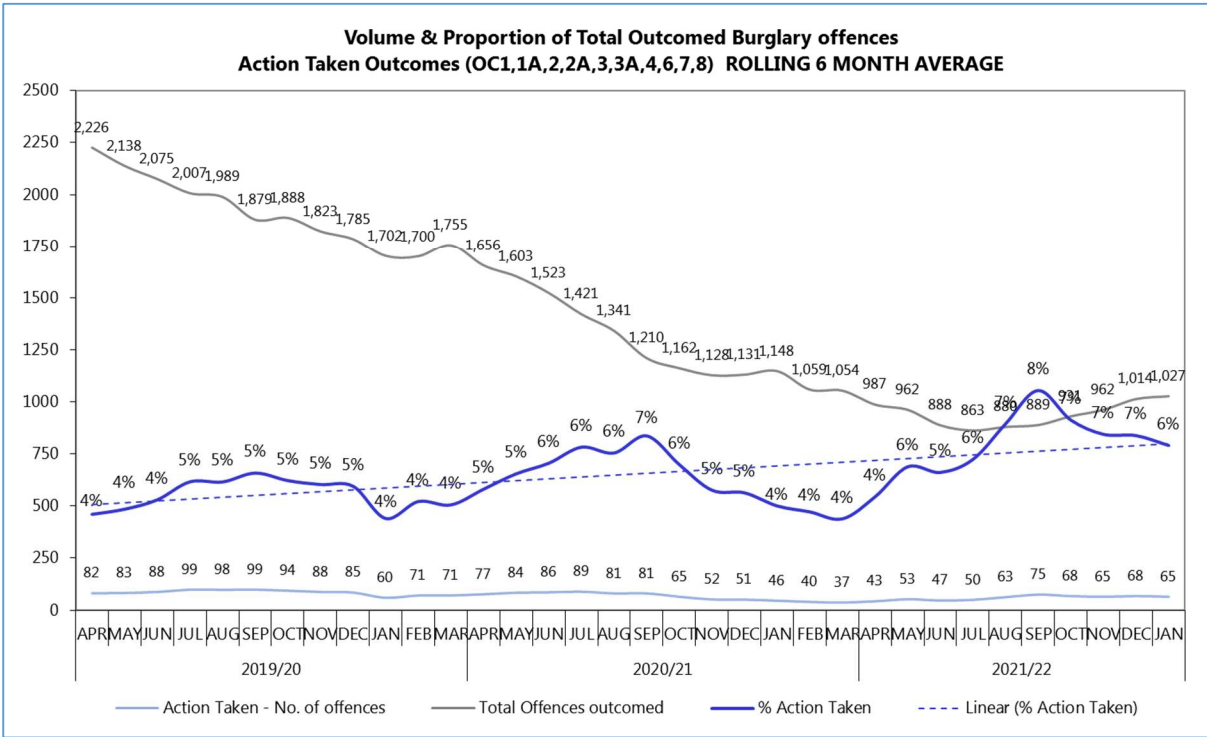
Graph 2 – Domestic Abuse and Action Taken

Of further note is that in January 2022 the DA Outcome 16 rate was at 69%, representing the highest figure since April 2019 and continuing an upward trend that is particularly evident during the previous six months.

5. Outcomes - Burglary and Vehicle Crime

In January 2022, the proportion of 'Action Taken' outcomes for Burglary was at 6%. Whilst this represents a small decrease when compared to the previous month, the below graph illustrates the very significant decrease in Burglary offences that has been experienced since April 2019, together with the improvements achieved in the Action Taken rate in Q2 and Q3 of 2021/22 - a positive development.

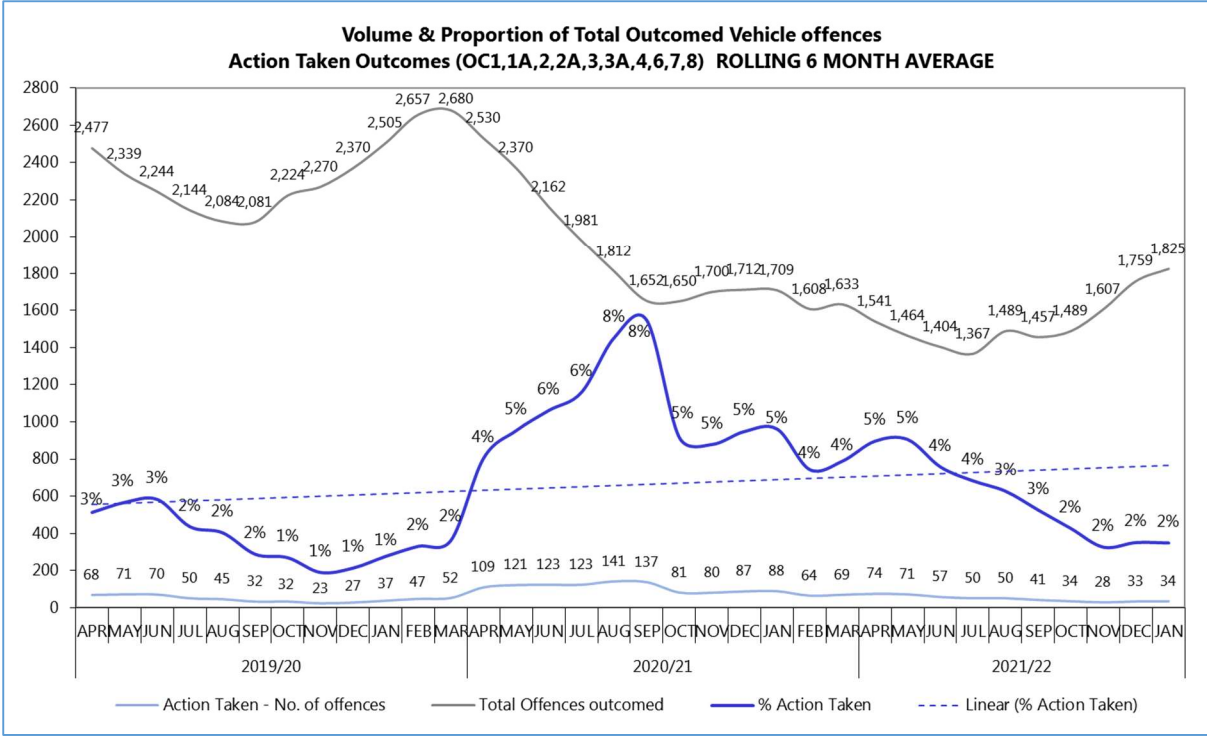
¹ **Outcome 16** – Named suspect identified: evidential difficulties prevent further action; victim does not support (or has withdrawn support from) police action.



Graph 3 - Burglary Volumes and Action Taken

Vehicle Crime

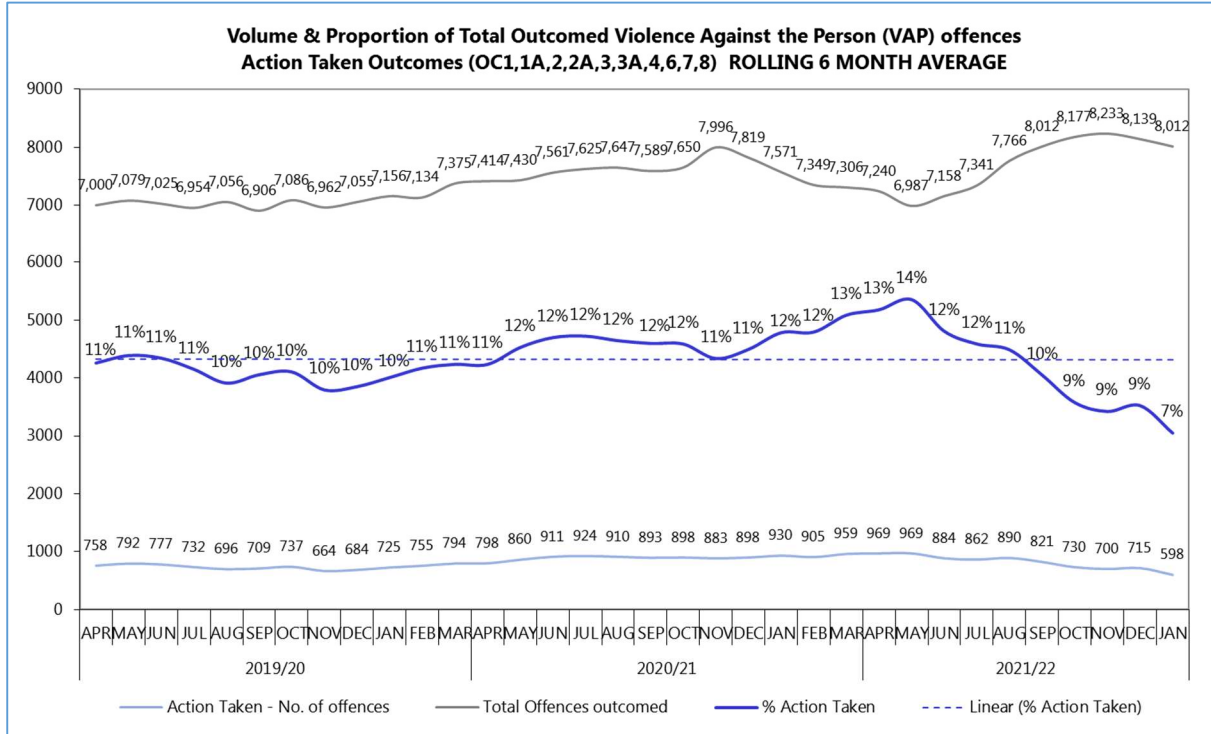
In January 2022, the proportion of 'Action Taken' outcomes for Vehicle Crime was at 2% with volumes continuing to steadily rise, as the below graph illustrates:



Graph 4 - Vehicle Crime and Action Taken

6. Outcomes - Violence and Sexual Offences

In January 2022, the proportion of 'Action Taken' outcomes for Violence Against the Person was at 7%. This represents a significant decrease when compared to the higher levels achieved in Q1 of circa 13%. The significant increase in the volumes of offences experienced during Q2 and Q3 is noted, as the below graph illustrates:

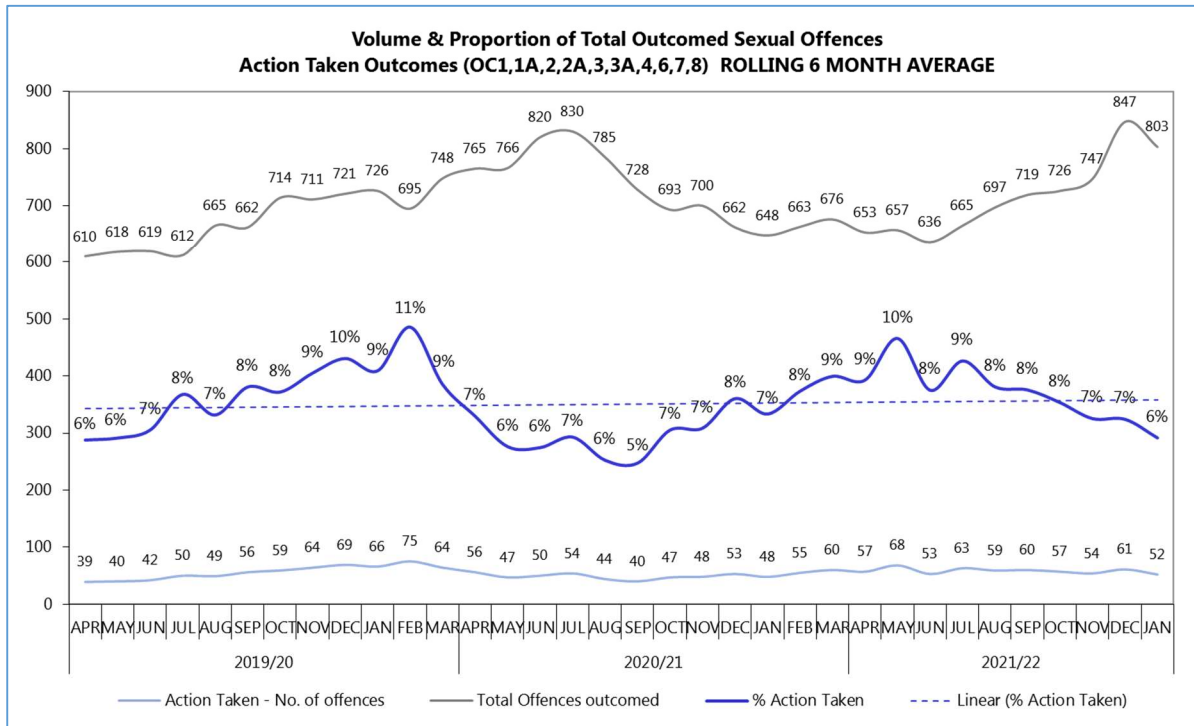


Graph 5 - Violent Crime and Action Taken

Sexual Offences

In January 2022, the proportion of 'Action Taken' outcomes for Sexual Offences was at 6% representing a small decrease when compared to the previous month. Of note is that in January 2021, the six-month rolling average of Sexual Offences (n=598) finalised with an Action Taken Outcome was the lowest since April 2019, as the below graph illustrates:

The matter of Violence Against Women and Girls (VAWG) was raised as the spotlight subject at the PAM in September 2021. In addition, the force's new VAWG strategy is to be presented at this PAM by the Detective Chief Superintendent for Protective Service. This will provide an opportunity for a better understanding of this important subject area and allow deeper scrutiny of the force's proposals to support the ambitions of the Police and Crime Plan 2021-2022.



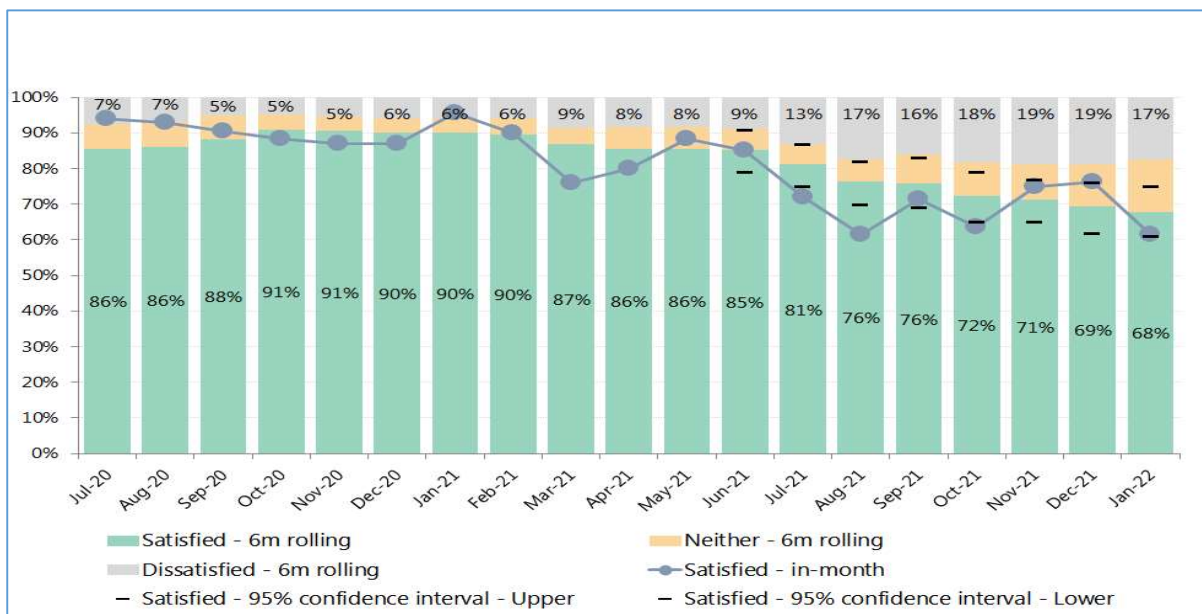
Graph 6 - Sexual Offences and Action Taken

7. Victim Satisfaction - Neighbourhood Crime

In January 2022, the six-moth rolling average rates for victim satisfaction were at:

Crime Type	Monthly %	Six-Month Av %
Burglary	62	68
Vehicle Crime	68	70
Violence	76	67

The figure for victim satisfaction for Burglary is particularly concerning given that it appears to be a continuing downward trend, as the below graph illustrates:



Graph 7 – Victim Satisfaction for Burglary

This issue of the decline in satisfaction rates (particularly Burglary) was raised with the Chief Constable at the PAM in November 2021. As such, it is not proposed to re-visit this matter at this time, but performance will continue to be monitored.

8. Victim Satisfaction - Vulnerability

In January 2022, the six-month rolling average rates for victim satisfaction were at:

- Hate Crime 60%
- Domestic Abuse 75%

Following the question raised at the PAM in January 2022 in respect of Hate Crime, the improvement in the monthly figure when compared to the low of the previous month is a positive development.

9. Operations Communication Centre - 999

In January 2022, OCC performance for emergency calls stood at 90% for 7.4k calls, with an average answer time of 3 seconds. This is against the target to answer 90% of 999 emergency calls within the 10 seconds.

This position represents a significant improvement when compared to the previous month's figure of 85% for 8.1k calls, with an average answer time of 5 seconds.

10. Operations Communication Centre - 101

In January 2022, OCC performance for 101 non-emergency calls stood at 2 minutes 9 seconds for 13.5k calls, with an abandonment rate of 17%. This is against the target to answer calls within one minute.

This position represents a significant improvement when compared to the previous month's figure of 2 minutes 40 seconds for 12.8k calls, with an abandonment rate of 19%.

The subject of OCC performance and public contact was explored as the spotlight subject at the PAM in September 2021, 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 demand and resource pressure that Warwickshire Police has been experiencing throughout 2021/22.

12. Emergency Response

The comments in the Performance Report are noted, regarding the technical issues that has impacted on the date for December 2021 and January 2022 and as such no further comment is made.

13. Emergency Response

In January 2022, the average response times for emergency incidents was 14 mins 22 seconds. With the exception of North Warwickshire (20 mins 2 seconds) all Districts and Boroughs were beneath the 20 minute target time.

14. Use of Force

In Q3 2021/22, a total of 568 Use of Force forms were submitted, representing a small decrease when compared to the previous two quarters. The tactics were effective in 73% of cases.

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, and a question to the Chief Constable was formally posed on this subject at the PAM in November 2021. As such, it is not proposed to re-visit this matter at this time, but performance will continue to be monitored.

15. Stop and Search

In January 2022, the volume of Stop and Search were below the mean(n=113). Of note is the continuing disproportionality involving Black and Asian citizens.

This issue of disproportionality in the use of the police powers was recently explored as a 'deep-dive' subject at the PAM in June 2021, and a question to the Chief Constable was formally posed on this subject at the PAM in November 2021. As such, it is not proposed to re-visit this matter at this time, but performance will continue to be monitored.

16. Digital Contact

In January 2022, the predicted reduction in the Covid 19 related Digital Contact is noted, as is the increase in the online crime reporting (n=470). 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.

17. Protection Orders

In January 2022, a total of four Domestic Violence Protection Orders were applied for, all were granted. Of note, 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 as referred to in the Police and Crime Plan, Victim's Charter, and the Victims Code.

In January 2022, there were 3,404 victims in open investigations. Of these 76% opted-in for victim contact. The comments in the Performance Report are noted, regarding that these figures are likely to improve as more users update Athena correctly to comply with the changes in victim contact recording practices.

Of further note is the information on the Victims Code provided in Force Orders (1 February 2022) reminding officers of their obligations under the Code and the launch of new victim contact cards – a positive development.

3. Effective and Efficient

20. Sickness

In January 2022, the sickness rate for police officers was at 7.67%, representing a decrease from the previous month's figure of 8.97%.

In January 2022, the sickness rate for police staff was at 8.82%, representing an increase from the previous month's figure of 7.91%.

Absence rates are closely monitored by the force as part of the Covid-19 management arrangements and as such no further comment is made at this time, but performance will continue to be monitored.

21. Assaults on Officers

In January 2022, assaults on officers (n=20) were beginning to rise again following the low (n=11) achieved in November 2021 but were still below the monthly average of 26 assaults.

4. Prevent & Protect

22. Total Recorded Crime

In January 2022, Total Recorded Crime (TRC) was below the forecast at -180 (n=3,144), and below the 2017-2020 average.

23. Violence with Injury

In January 2022, levels were above the forecast at +9 (n=328). It is reassuring to note that, as predicted, levels are continuing to decrease during Q4 from the seasonal high levels experienced in Q1 and Q2.

24. Violence without Injury

In January 2022, levels were below the forecast at -35 (n=900) but have continued to remain significantly above the 2017-2020 average throughout 2021/22. The two largest sub-categories of Assault without Injury accounted for 48% of the total and Malicious Communications 22% of the total. These figures are consistent with previous months.

Although Violence without Injury accounted for 28% of TRC for the month, this category predominately consists of high volume / low harm offences.

25. Rape

In January 2022, levels were above the forecast at +4 (n=40) and consistent with previous months. The question of the force's capacity and capability to effectively investigate Rape and Other Sexual Offences was raised with the Chief Constable at the PAM in June 2021, where reassurance was provided.

In addition, the subject of the force's new Violence Against Women and Girls (VAWG) Strategy is to be included in the spotlight subject for this month's PAM and therefore, whilst recognising that not all violence and sexual offences are perpetrated against females, it is not proposed to raise formal questions on this subject at this time.

26. Other Sexual Offences

In January 2022, levels were above the forecast at +47 (n=81) and consistent with the 2017-2020 average.

27. Robbery

In January 2022, levels were above the forecast at +1 (n=30), but below the monthly average of 35 offences per month and significantly below the 2017-2020 average.

28. Burglary - Residential

In January 2022, levels were below the forecast at -50 (n=114). The significant reductions that have occurred when compared to the 2017-2020 average have previously been favourably commented upon in earlier Performance Scrutiny reports.

29. Burglary - Business & Commercial

In January 2022, levels were below the forecast at -3 (n=67). Although levels have been steadily rising towards the forecast during the last three months (presumably due to the increasing return to 'normality' following the lifting of Covid-19 restrictions) there have been significant reductions when compared to the 2017-2020 average.

30. Vehicle Crime

In January 2022, levels were below the forecast at -74 (n=317). As with Burglary Residential and Burglary Business and Commercial these significant reductions are a very positive development.

31. Drug Offences

In January 2022, levels were below the forecast at -33 (n=58) and significantly below the high of 150 offences experienced in March 2021.

Q1. Given that Drug Offences frequently only come to police attention when proactively sought, is a reduction in volumes considered to be a negative or positive development – what does 'good' look like for this performance metric?

32. Possession of Weapons

In January 2022, levels were below the forecast at -9 (n=30) and significantly below the high of 60 offences experienced in November 2021, but consistent with the 2017-2020 average.

Q2. As with Drug Offences, proactivity can influence the levels of Possession of Weapons – particularly in respect of Stop and Search. Is there a case for more nuanced performance data to be presented in the corporate KPI's to provide a better insight into the nature of the items found during Stop and Search and the influence of proactivity on these two categories of crime that cause fear of crime and are of great concern to Warwickshire's communities?

33. Public Order Offences

The significant and extraordinary increases in Public Order experienced throughout 2021/22 have, as predicted, continued to fall in recent months following a seasonal pattern. However, in January 2021 levels were above the forecast at +44 (n=248) and remain significantly above the 2017-2020 average.

34. Domestic Abuse (DA)

In January 2022, crimes allocated a Domestic Abuse (DA) keyword were below the forecast at -27 (n=465) and slightly above the 2017-2020 average. The comments in the Performance Report are noted regarding DA accounting for 15% of all TRC.

Of note is that a total of 927 crime and non-crime DA investigations were undertaken during the month, indicative of the high volume of DA demand that does not meet the criteria for a notifiable crime report to be raised.

35. Hate Crime

In January 2022, levels were at above the forecast +25 (n=86) and continue to remain significantly above the 2017-2020 average, although this figure represents a decrease on previous months. Race continues to remain the predominant element of Hate Crime accounting for 63% 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 2021 and again in January 2022 and as such it is not proposed to revisit this subject at this time, but performance will continue to be monitored.

36. Road Traffic Casualties

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

Of note, is that 49k 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 was the spotlight subject for the PAM in November 2021 and as such no further comments is made at this time, but performance will continue to be monitored.

37. Appendix

The performance information contained in the graphs of the appendix are noted without further comment as all remain within the control limits

5. Comments

It is 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.

5.1 Summary of Questions

- **Drug Offences**

Q1. Given that Drug Offences frequently only come to police attention when proactively sought, is a reduction in volumes considered to be a negative or positive development – what does ‘good’ look like for this performance metric?

- **Possession of Weapons**

Q2. As with Drug Offences, proactivity can influence the levels of Possession of Weapons – particularly in respect of Stop and Search. Is there a case for more nuanced performance data to be presented in the corporate KPI’s to provide a better insight into the nature of the items found during Stop and Search and the influence of proactivity on these two categories of crime that cause fear of crime and are of great concern to Warwickshire’s communities?

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 Pillar	Spotlight Topic
Jan 2021	Dec	Q3	P&P	Hate Crime
Feb	Jan		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	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	VAWG
Nov	Oct		R&R	Road Safety
Dec	Nov		E&E	Strategic Assessment
Jan 2022	Dec	Q3	P&P	Sustainability
Feb	Jan		R&R	VAWG Strategy / Investigation and Outcomes
Mar	Feb		E&E	Budget
Apr	Mar	Q4	P&P	Crime Profiles

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APPENDIX B

Weekly Performance Summary - Week 7

Weekly Performance Summary 2021/22 - WEEK 7

Last Refreshed on 21/02/2022

	Last week (Mon-Sun) Week No. 7	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	724	837	-13.5%	736	597	23.3%	20,099	7.8%	35,435	8.0%
Homicide	0	0	0	0	0	0	5	66.7%	11	120.0%
Violence With Injury	67	77	-13.0%	73	56	28.9%	2268	15.1%	3968	13.0%
Violence Without Injury	226	170	32.9%	214	184	16.1%	5831	7.0%	10504	9.7%
Rape	15	10	50.0%	13	7	85.7%	278	23.6%	543	46.4%
Other Sexual Offences	23	25	-8.0%	18	15	21.7%	479	20.4%	892	22.4%
Business Robbery	0	1	-100.0%	0	0	-100.0%	12	-25.0%	26	0.0%
Personal Robbery	10	6	66.7%	7	4	93.3%	160	10.3%	284	11.8%
Burglary - Residential (dwelling only)	17	26	-34.6%	16	11	50.0%	513	6.7%	842	2.1%
Burglary – Business & Community (incl. Res. no	18	53	-66.0%	25	21	17.6%	517	-16.7%	904	-18.6%
Vehicle Offences	71	127	-44.1%	71	52	36.2%	1830	6.8%	2961	2.0%
Theft from Person	1	4	-75.0%	2	3	-18.2%	118	13.5%	171	3.6%
Bicycle Theft	7	10	-30.0%	7	3	163.6%	189	3.8%	355	5.7%
Shoplifting	40	56	-28.6%	41	37	10.7%	1095	-14.3%	1876	-13.0%
All Other Theft Offences	69	85	-18.8%	76	49	56.4%	1788	15.1%	3123	18.5%
Criminal Damage & Arson	58	85	-31.8%	67	56	19.1%	2037	11.9%	3524	11.5%
Drug Offences	18	19	-5.3%	15	26	-44.2%	509	-21.8%	938	-22.3%
Possession of Weapons	7	8	-12.5%	10	8	32.3%	274	43.5%	443	10.2%
Public Order Offences	57	44	29.5%	59	46	28.3%	1776	23.2%	3305	25.6%
Misc. Crimes Against Society	20	30	-33.3%	22	19	13.0%	420	3.7%	765	-4.0%
Burglary - Residential - National	29	46	-37.0%	26	21	25.0%	723	-7.4%	1,218	-11.1%
Burglary - Business and Community - National	6	34	-82.4%	15	11	34.9%	307	-4.4%	528	-6.5%