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Commissioner
for Warwickshire

OPCC Performance Scrutiny Report

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Report Prepared for	Performance Accountability Meeting 25 January 2022
Date	14 January 2022
Version	v1

Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

Force Performance Scrutiny – December 2021

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during December 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 25 January 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 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 December 2021 (Performance Report).
- Appendix B - Weekly Performance Summary Week 2 (Page 14).

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 'Prevent and Protect' and a number of additional key performance indicators have been introduced into the Performance Report. This is viewed as 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 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 Covid-19 distortion) is displayed, together with a 'forecast' that is based on the Force Management Statement and professional judgement.

2. Prevent & Protect

3. Total Recorded Crime

In December 2021, Total Recorded Crime (TRC) was -471 (n=3,192) below the forecast, representing a 9.7% decrease on the previous month. The reduction in crime occurred across all crime types with the exception of Violence with Injury, Theft from Person and Drug Offences.

The comments in the Performance Report are noted, regarding the emergence of the Covid-19 Omicron variant in late November 2021 being the likely cause of this reduction, where citizens behaviour altered to home working and limiting interactions with others.

4. Violence with Injury

In December 2021, levels were -8 (n=362) below the forecast, representing a very small and insignificant increase when compared to the previous month. Violence with Injury comprised 28% of all violent crime.

5. Violence without Injury

In December 2021, levels were -55 (n=938) below the forecast but remained significantly above the 2017 - 2020 levels.

Of interest is that the sub-categories of Malicious Communications accounted for 28%, and Assault without Injury 46%, of the total. Although Violence without Injury accounted for 29% of TRC for the month, this category predominately consists of high volume / low harm offences.

6. Rape

In December 2021, levels were +5 (n=45) above the forecast and continuing to move towards both the forecast and the 2017 - 2020 levels. The extraordinary high levels experienced in July 2021 are explained by the activity generated by Operation Mawse, which the Commissioner is already aware of.

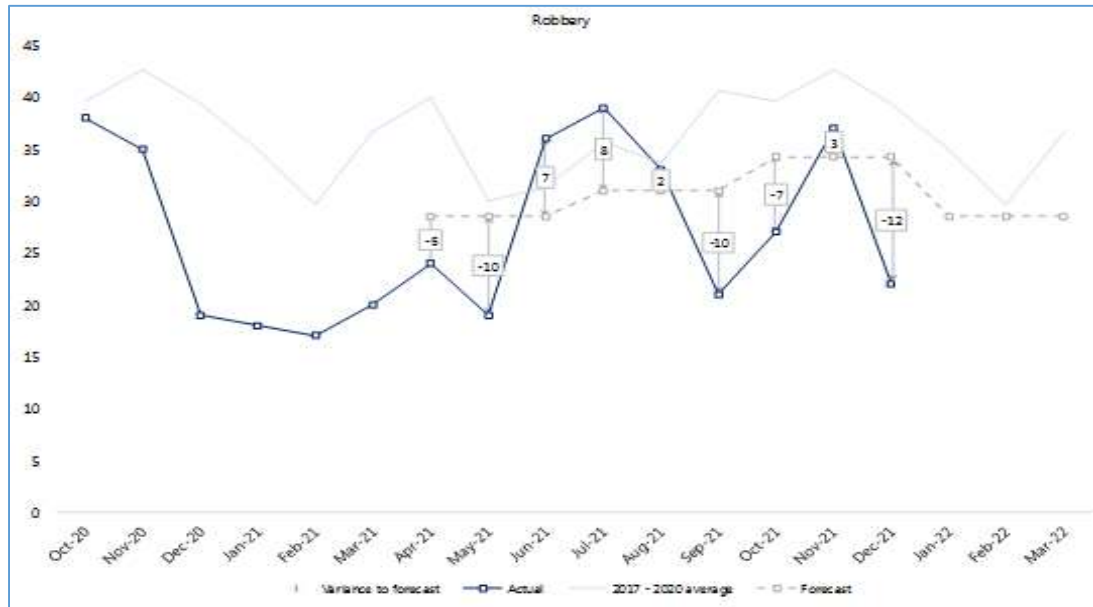
These matters, regarding the force's capacity and capability to investigate both Rape and Other Sexual Offences, were raised with the Chief Constable at the PAM in June 2021, where reassurance was provided. In addition, the 'spotlight' subject for the PAM in October 2021 was Violence Against Women and Girls (VAWG). As such, it is not proposed to revisit this subject again at this time but performance will continue to be monitored.

7. Other Sexual Offences

In December 2021, levels were -8 (n=66) below the forecast. This position will be monitored going forward.

8. Robbery

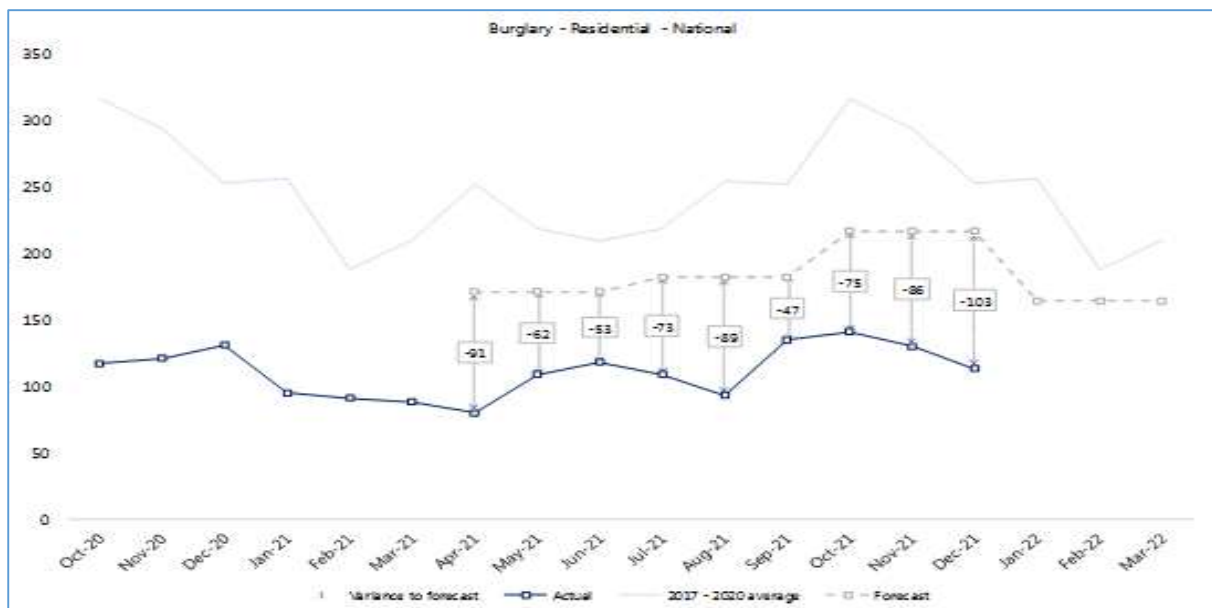
In December 2021, levels were -12 (n=22) below the forecast and volumes remained below the monthly average of 39 offences. Nuneaton and Bedworth remained the outlier in terms of volumes (n=12). The reduction in Robbery offences from the spike seen from July to August 2021 is a positive development for this low volume / high harm offence, as the below graph illustrates: -



Graph 1 - Robbery Volumes

9. Burglary - Residential

In December 2021, levels were -103 (n=113) below the forecast. However, what this figure does not fully demonstrate is the significant reductions that have continued to occur when compared to the 2017 - 2020 average, representing a very positive position, as the below graph illustrates: -



Graph 2 - Burglary Residential Volumes

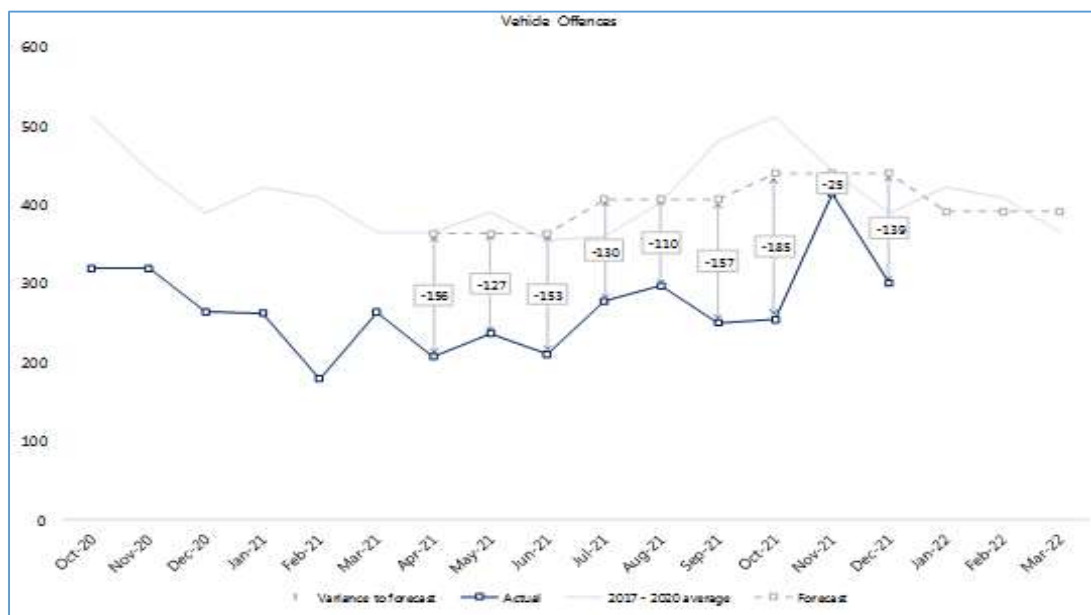
10. Burglary - Business & Commercial

In December 2021, levels were -14 (n=53) below the forecast. As with Burglary Residential, there have been very significant reductions when compared to the 2017 - 2020 average.

11. Vehicle Crime

In December 2021, levels were -139 (n=300) below the forecast, representing a significant reduction when compared to the previous month, which caused some concern regarding the spike in offences.

As with Burglary Residential, and also Burglary Business and Commercial, there have been significant reductions when compared to the 2017 - 2020 average, representing a very positive position, as the below graph illustrates: -



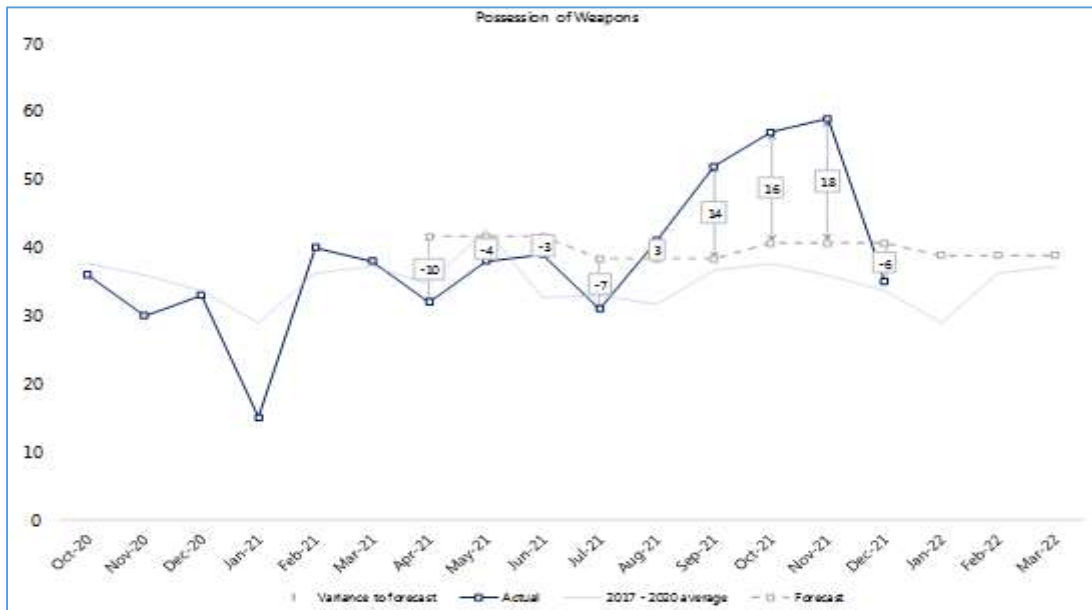
Graph 3 - Vehicle Crime Volumes

12. Drug Offences

In December 2021, levels were +8 (n=79) above the forecast, representing a relatively stable position when compared to the previous month and towards the 2017 - 2020 average. Noted without further comment.

13. Possession of Weapons

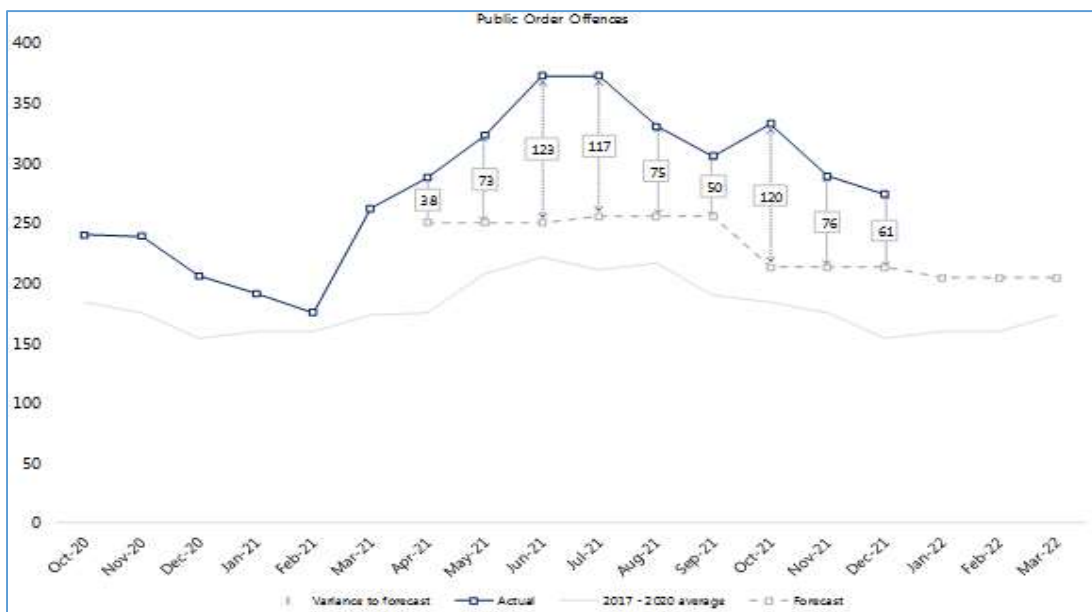
In December 2021, levels were -6 (n=35) below the forecast, representing a significant decrease when compared to the previous four months, as the below graph illustrates: -



Graph 3 - Possession of Weapons Volumes

14. Public Order Offences

In December 2021, the significant increase in Public Order offences that have been experienced throughout 2021/22 have continued, albeit levels have been steadily declining during Q2 and Q3, as the below graph illustrates: -



Graph 4 - Public Order Offences Volumes

At the PAM in October 2021, it was noted that the reductions seen in September 2021 were hopefully a foreshadow of the seasonal reduction anticipated to occur in Q3 and Q4. It's positive to note that this does appear to be the case.

This matter was also raised with the Chief Constable at the PAM in June 2021 and additional reassurance was provided regarding the force's capacity to manage these high levels of public order demand. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

15. Road Traffic Casualties

Road safety is reported one month in arrears. In November 2021, there were two fatalities on Warwickshire' roads, both car divers.

Of note is that in August 2021 of all the Killed, Serious Injury (KSI) casualties some 22% were motorcyclists, which demonstrated the vulnerability of two-wheel road users and consequently the disproportionality seen in the number of road traffic casualties. It's positive to note that in November 2021 this figure fell to 4%, representing a more proportionate position.

Of note, is that nearly 40.5k Notice of Intended Prosecutions (NIPs) have been issued since the beginning of the financial year for speeding offences in the county.

Q1. What are the results of the force's 'Christmas Drink Drive' campaign and can any inference be drawn from the results regarding changes in driver behaviour?

What is the position with a performance framework for the Road Policing Unit and how are its assets being best utilised to provide visibility and reassurance on the county's roads?

16. Domestic Abuse

In December 2021, levels were -50 (n=913) below the forecast and towards the 2017 - 2020 average, of which 75% fell within the classification of Violence without Injury. Of note is that domestic abuse remained at 39% of all violent crime. It also appears that Nuneaton and Bedworth continued to be an outlier, as the below table illustrates: -

Domestic Abuse: Notifiable Crime & Non-Crime Investigations By District				
	Oct-21	Nov-21	Dec-21	Last 6 months
North Warwickshire	102	86	88	
Nuneaton & Bedworth	322	310	301	
Rugby	203	180	187	
Stratford	158	117	152	
Warwick	231	187	185	
Warwickshire	1016	880	913	

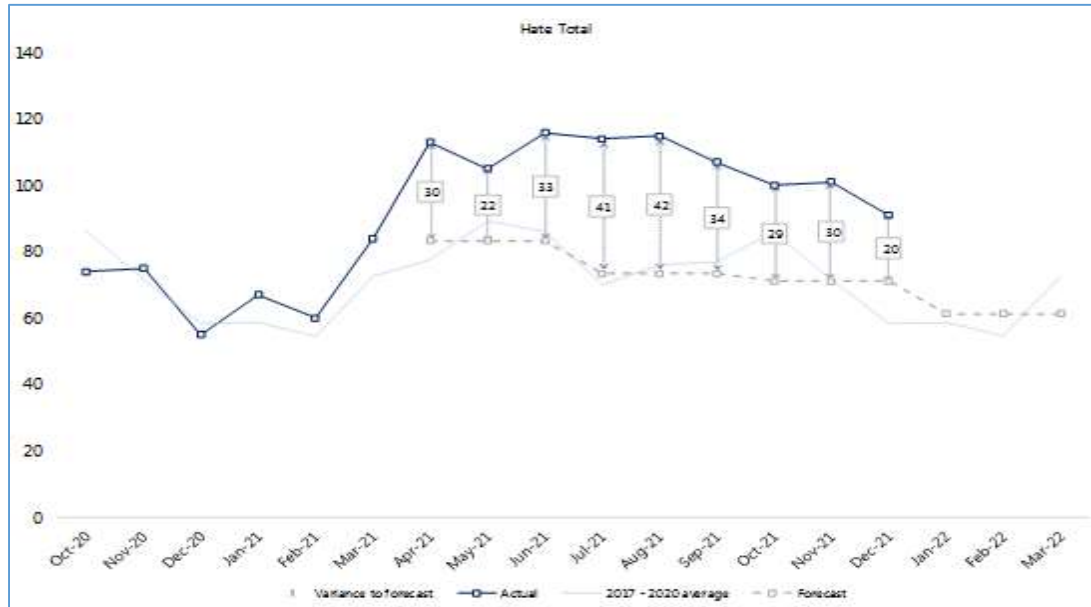
Table 1 - Domestic Abuse Volumes by District and Borough

Q2. Given the seemingly disproportionately high rates of Domestic Abuse in Nuneaton and Bedworth, is there a case for A&SI reporting such data as 'per 1,000 population'?

If disproportionality does exist, are the causes understood and is there a proposal for targeted action to address this position?

17. Hate Crime

In December 2021, levels continue to remain above the forecast at +20 (n=91), albeit this represents a decrease on the previous month (n=101). Race continued to remain as the predominant element of Hate Crime, accounting for 76% of the total.



Graph 5 - Hate Crime and Non Crime Incidents

The subject of Hate Crime has already been explored in depth at previous PAMs and a question on the subject was posed to the Chief Constable at the PAM in July 2021. At the PAM In October 2021, concerns were noted but it was not proposed to revisit the subject at that time but performance would continue to be monitored.

Q3. Since the aforementioned earlier scrutiny, Hate Crime has continued to remain significantly above both the forecast and the 2017 - 2020 average. Can assurance be provided that the causes of these high levels of Hate Crime are well understood and is there a proposal for specific action to address this position?

18. Intelligence

In December 2021, the volume of submission of intelligence reports (n=1,496) remained stable when compared to the previous month. The comments in the Performance Report are noted, regarding a downward trend since April 2021 and also in the last Quarter. This effect maybe indicative of increased overall demand, resulting in officers have less time and opportunity to gather and submit intelligence.

19. Serious and Organised Crime

The data provided in the Performance Report is noted, however it is difficult to provide comment given the complexity of tackling Serious and Organised Crime (SOC) where qualitative information and narrative is critical to allow a meaningfully understanding of the issues.

Of note is that in December 2021 there were 11 active Organised Crime Groups (OCG) operating in Warwickshire, representing a reduction when compared to the 13 OCGs in September 2021. Also, that eight adults were safeguarded during Q3.

County-lines constitutes a significant element of SOC and this subject was discussed as a spotlight subject at the PAM in July 2021, as such it not proposed to revisit this subject again at this time.

20. Modern Slavery and Human Trafficking

The inclusion of Modern Slavery and Human Trafficking (MSHT) in the Performance Report is a positive development and the commentary is noted regarding the national assessment that MSHT offences are likely to increase within industries affected by labour shortages, including hospitality and logistics.

Also noted are the comments regarding increased information sharing between Warwickshire Police and key premises and the continuation of force wide and regional multi-agency operations to tackle this crime type. In addition, Warwickshire Police supporting countywide efforts by local authorities & partner agencies to build an effective single countywide MSHT response pathway in order to provide a more consistent service to victims outside of a police response. Of further interest is the reference to ongoing enquiries in respect of Operation Mitata and Operation Mawes.

In December 2021, there were five Modern Slavery and Human Trafficking offences record of which four were in Nuneaton and Bedworth.

Q4. It would be informative to have a better understanding of the nature of these five Modern Slavery and Human Trafficking offences, given the wide spectrum of activity that falls within this classification. Can this information be provided?

21. Repeat Victimization

The rate of Repeat Victims has remained between 27% and 31% since July 2020. 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.

3. Respond and Reassure

22. Outcomes - Total Recorded Crime (TRC)

In December 2021, the proportion of 'Action Taken' outcomes for TRC was at 89%, representing a stable position when compared to the previous month.

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 February 2022 and as such it is not further commented upon at this time.

23. Outcomes - Domestic Abuse

In December 2021, a very similar position to TRC was experienced for Domestic Abuse (DA) where the proportion of 'Action Taken' remained stable at 10%.

A question was posed at the PAM in October 2021 regarding what action was to be taken to improve this position with the DA Action Taken rates, as such it not proposed to revisit this subject again at this time but performance will continue to be monitored.

24. Victim Satisfaction - Neighbourhood Crime

In December 2021, the rates for victim satisfaction were: -

Crime Type	Monthly %	Six-Month Av %
Burglary	76	69
Vehicle Crime	88	71
Violence	67	66

The comments in the Performance Report are noted, regarding caution to be exercised with drawing conclusions from the data as the sample sizes for the month was extremely low compared to previous months. Therefore, noted without further comment but performance will continue to be monitored.

25. Victim Satisfaction - Vulnerability

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

- Hate Crime 69%
- Domestic Abuse 76%

The comments in the Performance Report are noted, regarding the six-month satisfaction for Hate Crime falling to the lowest figure since April 2021. Also, that the in-month figure substantially declined to only 25%, although the sample size was very small at eight cases and so caution should be exercised in drawing conclusions.

In respect of DA the comments in the Performance Report are noted, regarding the increase in in-month figure increasing to 88% from the 72% achieved in November 2021, representing the highest in-month figure since May 2021.

Q5. In respect of the low victim satisfaction rates for Hate Crime, what is known of the eight cases that were surveyed and have the causes for dissatisfaction been identified and remedied?

What systemic measures are to be implemented to improve this position and prevent reoccurrence?

26. Operations Communication Centre - Emergency

In December 2021, OCC performance for emergency calls stood at 85% for 8.1k calls, with an average answer time of 5 seconds. This is against the target to answer 90% of 999 emergency calls within the 10 seconds.

27. Operations Communication Centre - 101 Calls

In December 2021, the OCC performance to answer 101 non-emergency calls within the 1 minute target stood at 2 minutes 4 seconds. Demand for the month was at 12.7k calls. Of continued concern is the high abandonment rate of 20%.

The comments in the Performance Report are noted, 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.

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.

4. Effective and Efficient

28. Sickness

In December 2021, the sickness absence levels for police officers of 8.97% represented an increase from the previous month's figure of 7.63%.

In December 2021, the sickness absence levels for police staff of 7.91% represented an increase on the previous month's figure of 6.68%.

The issue of rising sickness rates in the context of Covid-19 is considered at the PAM as a standing agenda item, as such the subject is not further commented upon in this report.

29. Assault Police

In December 2021, there were 19 assaults on officers representing an increase when compared to the previous month (n=11) but still below the monthly average of 26 offences – a positive development!

The issue of Assaults on Police and the associated matter of expired Office Safety Training and First Aid accreditation was raised 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

30. Appendix

The performance information contained in the graphs of the appendices at slide 30 to 32 are noted without further comment.

5. Comments

It's requested that the Chief Constable Tedds 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

- **Road Traffic Casualties**

Q1. What are the results of the force's 'Christmas Drink Drive' campaign and can any inference be drawn from the results regarding changes in driver behaviour?

What is the position with a performance framework for the Road Policing Unit and how are its assets being best utilised to provide visibility and reassurance on the county's roads?

- **Domestic Abuse**

Q2. Given the seemingly disproportionately high rates of Domestic Abuse in Nuneaton and Bedworth, is there a case for A&SI reporting such data as 'per 1,000 population'?

If disproportionality does exist, are the causes understood and is there a proposal for targeted action to address this position?

- **Hate Crime**

Q3. Since the aforementioned earlier scrutiny, Hate Crime has continued to remain significantly above both the forecast and the 2017 - 2020 average. Can assurance be provided that the causes of these high levels of Hate Crime are well understood and is there a proposal for specific action to address this position?

- **Modern Slavery and Human Trafficking**

Q4. It would be informative to have a better understanding of the nature of these five Modern Slavery and Human Trafficking offences, given the wide spectrum of activity that falls within this classification. Can this information be provided?

- **Victim Satisfaction - Hate Crime**

Q5. In respect of the low victim satisfaction rates for Hate Crime, what is known of the eight cases that were surveyed and have the causes for dissatisfaction been identified and remedied?

What systemic measures are to be implemented to improve this position and prevent reoccurrence?

5.3 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		Strategic Assessment
Jan 2022	Dec	Q3	P&P		Sustainability
Feb	Jan		R&R	R&R	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 2 (17/01/2022)

	Last week (Mon-Sun) Week No. 2	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	701	770	-9.0%	667	563	18.4%	20,547	4.5%	31,797	6.5%
Homicide	0	0	0	0	0	0	5	25.0%	9	80.0%
Violence With Injury	69	74	-6.8%	79	63	25.6%	2348	10.6%	3610	11.7%
Violence Without Injury	205	177	15.8%	197	169	16.4%	6045	6.2%	9465	9.5%
Rape	9	14	-35.7%	8	8	3.2%	323	41.7%	484	44.9%
Other Sexual Offences	21	20	5.0%	14	12	16.3%	485	11.8%	802	21.7%
Business Robbery	3	1	200.0%	1	1	-25.0%	14	-22.2%	25	0.0%
Personal Robbery	8	6	33.3%	5	4	42.9%	165	3.8%	247	4.2%
Burglary - Residential (dwelling only)	8	40	-80.0%	13	12	4.2%	515	-3.2%	758	-2.4%
Burglary – Business & Community (incl. Res. no	33	41	-19.5%	25	20	25.6%	495	-20.3%	784	-21.8%
Vehicle Offences	67	88	-23.9%	57	60	-5.0%	1791	2.0%	2590	-2.0%
Theft from Person	2	3	-33.3%	3	2	57.1%	116	4.5%	168	3.3%
Bicycle Theft	10	10	0.0%	7	4	81.3%	182	-13.3%	314	-2.5%
Shoplifting	40	58	-31.0%	34	36	-4.9%	1122	-16.2%	1678	-14.6%
All Other Theft Offences	60	76	-21.1%	61	42	44.9%	1787	12.6%	2751	15.0%
Criminal Damage & Arson	74	83	-10.8%	78	56	40.1%	2022	3.3%	3195	10.7%
Drug Offences	14	19	-26.3%	13	24	-46.8%	528	-21.0%	865	-20.6%
Possession of Weapons	5	6	-16.7%	5	3	75.0%	275	22.2%	304	7.9%
Public Order Offences	62	38	63.2%	54	39	39.1%	1903	22.6%	3016	25.5%
Misc. Crimes Against Society	11	16	-31.3%	16	12	31.3%	426	-1.8%	652	-8.0%
Burglary - Residential - National	21	56	-62.5%	25	23	8.9%	721	-12.6%	1,086	-14.6%
Burglary - Business and Community - National	20	25	-20.0%	13	9	38.9%	289	-11.9%	456	-10.4%