



**Philip Seccombe
Police and Crime
Commissioner
for Warwickshire**

OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

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AUTHOR	David Patterson - OPCC
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FORCE PERFORMANCE SCRUTINY

The purpose of this report is to formally scrutinise Warwickshire Police's performance during February 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 24th March 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.

It 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. Protecting People from Harm.
- III. Preventing and Reducing Crime.
- IV. Ensuring an Effective and Efficient Police Service

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

- App A - OPCC report 'Victims'
- App B - Warwickshire Police Performance Summary -February 2020.
- App C - Warwickshire Police Weekly Performance Dashboard - 16/03/2020.
- App D - Warwickshire Public Contact Scorecard – February 2020.

Not all aspects of performance are commented upon, only those areas of particular interest and note.

PUTTING VICTIMS AND SURVIVORS FIRST

- **Victims**

This issue of victim satisfaction rates has been raised on a number of occasions at previous PCC / CC performance meetings, most laterly at the Q3 2019/20 PAM. Given the critical importance of this issue the subject of 'Victim Services' has been selected as the 'deep-dive' subject for scrutiny at this PAM. There is a particular interest in the function and performance of the force's Harm Hub and its interoperability with the victim services commissioned by the PCC, most notably Victim Support that the OPCC wishes to explore in some depth at the PAM.

In order to assist informed discussion and additional context, an OPCC report entitled 'Victims' is appended at **App A** that explores the topics of Victim Services, Victim Satisfaction and Repeat Victims. Other than the below observations on the February performance data, these matters are therefore not discussed further in this report: -

- I. **Aggregate Victim Satisfaction.**

The February 2020 figure of 75% of victims being 'satisfied' with their whole experience represents a stable position given that rates have plateaued during 2019/20. This level of performance should however be considered in context with the force's ambition for 90% of victims to be satisfied with the overall service provided and is also considerable below the high point of 86% that was achieved in September 2017.

II. Domestic Abuse (DA) Victim Satisfaction.

The February 2020 figure of 85% of domestic abuse victims being satisfied with the whole experience is stable when compared to the previous two months, as is the 94% of victims who would recommend 'contacting the police to others in a similar situation'. The 'follow-up' element of victim satisfaction at 65% is an enduring weakness in the process.

III. Hate Crime Victim Satisfaction

The February 2020 figures of 74% of Hate Crime victims being 'satisfied' with their whole experience also represents a stable position given that rates have plateaued during 2019/20, as has the rate of dissatisfied at 21%.

Whilst it is recognised that the size of the Hate Crime survey sample is relatively small and therefore subject to wide fluctuations, the current position represents a disappointing position given the potential vulnerability of the victims of hate crime.

IV. Repeat Victims.

The February 2020 volume of 660 (27%) victims being repeat victims represents a stable position when compared to the previous month. A total of 19 victims were also a repeat victim in each of the last three months.

V. Domestic Abuse Repeat Victims.

The February 2020 figure of 170 (34%) of DA victims being repeat victims of DA represents a stable position when compared to the previous month. A total of 14 DA victims were also a repeat DA victim in each of the last three months.

PROTECTING PEOPLE FROM HARM

The following categories are not included in the Performance Summary: -

- I. **Missing Persons.**
- II. **Road Traffic Casualties.**
- III. **Serious and Organised Crime** - Deep dive topic for Q1 2020/21

The following categories have recorded No Exceptional Volumes (NEV) and remain within their control limits, they are therefore not commented upon further: -

- I. **Hate Crime** - Volumes below the monthly average 58 / 71 av.
- II. **Domestic Abuse** - Volumes below the monthly average 870 / 887 av.
- III. **Rape** - Volumes below the monthly average 45 / 49 av.
- IV. **Rape** - Non-recent offences account for 61% of reports.
- V. **Child Sexual Exploitation** - Volumes below the monthly average 12 / 24 av.

- **Other Sexual Offences (OSO)**

The February 2020 volumes are above the monthly average (99 / 79 av). Of note is that the 'spike' of 54 offences experienced in south Warwickshire is principally due to one victim reporting 15 non-recent offences.

- **Child at Risk (CAR)**

The February 2020 volumes are significantly above the monthly average across both policing areas (881 / 648 av). The commentary in the Performance Summary regarding the increase in referrals being primarily driven by CAR training delivered to student officers is noted, together with the remarks regarding the consequential impact the increased demand has placed on the Harm Assessment Unit (HAU).

- Reassurance is sought that the HAU are in a position to meet this increased CAR referral demand.

PREVENT & REDUCE CRIME

The following categories are not included in the Performance Summary: -

- i. **Violence with Injury**
- ii. **Robbery**
- iii. **Residential Burglary Dwelling**
- iv. **Business Crime**
- v. **Rural Crime**
- vi. **Cyber Crime**
- vii. **Criminal justice File Quality** - Deep dive topic for Q1 2020/21
 - **Total Recorded Crime (TRC)** - +1.5% YTD
 - **Violence without Injury**

The February 2020 volumes are above the monthly average (833 / 857av). Of note is that this crime category accounts for 23% of all TRC and there has been a 13% increase YTD. It is this crime type that appears to be largely driving the +1.5% in TRC and it detracts from the notable reductions achieved in lower volume crime categories, for example Burglary Dwelling at minus - 19.3%.

- **TRC Outcomes.**

The April 2019 to February 2020 figure of 2,979 crimes (8.8%) for Action Taken for TRC is noted and represents a declining position when compared to the same period in 2018/19 of 3,369 crimes (9.6%). Upon further examination the data from the Performance Summary for the period April to December 2019 showed that 2,135 crimes (7.9%) were finalised as Action Taken. This represents an average of 237 crimes per month over this 9 month period.

The data for January 2020 shows that 415 crimes (11.6%) were assigned Action Taken during the month, resulting in an improvement to 8.3% YTD.

The data for February 2020 shows that 429 crimes (13.2%) were assigned Action Taken during the month, resulting in an improvement to 8.8% YTD.

This position over the last two months therefore represents a marked increase in both the volume and % of Action Taken when compared to the monthly average for April to December 2019. This upturn in performance is hopefully an early sign of an improving picture as a consequence of the work that has been conducted by force in addressing the concerns of both the HMICFRS and the PCC in this regard.

- **Outcome 14¹** - Decrease to 6.8%
- **Outcome 15** - Stable at circa 12%
- **Outcome 16** - Stable at circa 21%

- **Possession of Offensive Weapons.**

The February 2020 volumes are significantly above the monthly average (47 / 33 av). Of note is that 69% involved a bladed weapon and over half of these were committed in a public place. Also, that 29% of such offences were identified during a search.

It is positive to note that the force has taken a proactive approach to detecting these offences, but the prevalence of such crimes remains a concern of public interest.

- Reassurance is sought that the force are taking action to address the concerns regarding knife crime.

- **Vehicle Offences.**

The February 2020 volumes are significantly above the monthly average (529 / 400 av). Of note is that exceptional volumes were experienced in north Warwickshire (318 / 224 av).

The commentary in the Performance Summary regarding the increase in theft of catalytic convertors and the Problem Solving Plan that has been created to address this specific issue is a positive position. Also, the comment regarding the necessity to now re-crime 61 detected offences from 2014 is noted.

- **Anti-Social Behaviour (ASB)** -

The February 2020 volumes are significantly below the monthly average of (760 / 1132 av) and C.Insp Karl Faulkner is be congratulated on winning the Professional Development category at the College of Policing Awards on the March 11th 2020. The problem solving approach developed by both Karl and the force has achieved exceptional results in reducing ASB to levels of minus - 24.2% YTD.

The effect of this approach when transferred to other areas of business, e.g. Serious and Organised Crime, Repeat Victimization is awaited with interest

EFFECTIVE & EFFICIENT POLICE SERVICE

The following categories are not included in the Performance Summary: -

- i. **Intelligence Reports**
 - ii. **Response Times**
 - iii. **Police Complaints**
- **Sickness.**

¹ Outcome 14 - 'Evidential Difficulties Victim Based – Named suspect not identified: The crime is confirmed but the victim either declines/ or is unable to support further police investigation to identify the offender'

The February 2020 figures shows a police officer sickness rate of 4.38%, compared to 5.37% at the same point in 2019. Similarly, the police staff sickness rate of 4.7% is an improvement on the levels of last year of 4.88%. Whilst these current figures represents an improvement, this position will be monitored closely as COVID-19 begins to take effect.

- **Emergency Calls.**

The latest 'Warwickshire Police Public Contact Balance Scorecard' for February 2020 shows a figure of 91.8% (90.58% YTD) for 999 calls answered within the 10 seconds, and is therefore above the target of 90%.

- **Non-Emergency Calls.**

The issue of 101 performance has previously been raised by the PCC with the CC and was subject to a deep-dive at the PAM on the 28th January 2020. It is therefore reassuring to note that performance for February 2020 is continuing to improve with an average wait time at 38 seconds and 73.8% answered within 30 seconds, against the target of 80%.

COMMENTS

It's requested that the Chief Constable provides his professional judgement to the Police and Crime Commissioner regarding the key challenges with force performance over the short to medium term, particularly in respect of the highlighted areas of concern: -

1. [Victims Services as a deep-dive topic for discussion.](#)
2. [Reassurance that the force are taking action to address the concerns regarding knife crime.](#)
3. [Reassurance that the HAU are in a position to meet this increased CAR referral demand.](#)

Subject to agreement, it is proposed that the PAM deep-dive subjects for Q1 2020/21 are: -

- April - Serious and Organised Crime
- May - Criminal Justice Performance
- June - Learning and Development

David Patterson.

OPCC Development and Policy Lead – Performance.