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Police and Crime
Commissioner
for Warwickshire**

OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

April 2020

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FORCE PERFORMANCE SCRUTINY

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during April 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 26th May 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 primarily been prepared through scrutiny of the performance data provided in the following reports: -

- App A - Warwickshire Monthly Performance Report April 2020.
- App B - Warwickshire Police Weekly Performance Dashboard - 18/05/2020.
- App C - OCC Weekly Report 17.05.2020.

The commentary provided by the force regarding the impact of Covid 19 on the availability and presentation of performance data is noted and understood. Not all aspects of performance are commented upon in this report, only those areas of particular interest and note.

2. Public Confidence.

In March 2019, the survey conducted by the Office for National Statistics (ONS) found a level of public confidence in Warwickshire Police at 78.6%. This figure was above the average for its Most Similar Group (MSG) of forces and placed it 2nd in the MSG.

The latest available survey results from December 2019, reveals that the level of public confidence in Warwickshire Police has now fallen to 73.7%, which is below the national and MSG average and places the force 7th in the MSG.

3. Outcomes.

The April 2020 figure of 17% of offences resulting in an 'action taken' outcome is excellent development and follows an upturn in performance that was noted at the beginning of 2020. A similar

position also exists for Domestic Abuse (DA) 'action taken' with a figure of 16% for April 2020, compared to 13% the previous month and continuing the upward trend seen in DA since November 2019.

This good work has clearly continued into the Covid 19 period despite the challenges faced in conducting safe and efficient investigations. The level of performance achieved also pays testament to the ongoing commitment of the force in addressing the recommendations in HMICFRS 'cause for concern', which were identified during the Integrated Peel Assessment (IPA) in 2019. This progress has principally been conducted through the Investigations, Standards and Outcomes Board (ISO) and overseen by Assurance Board. It is proposed to consider this matter in greater depth at a future Force Governance Board (FGB) when DCC Moore, as the chair of the Assurance Board, is available.

4. Road Safety.

The two fatalities that occurred in March 2020 continues to illustrate the critical importance of improving road safety and it's reassuring to note that speed enforcement activity has continued throughout April 2020 despite the challenges faced through Covid 19.

5. Recorded Crime.

The latest performance data available (18/05/2020) at the time of report shows that Total Recorded Crime (TRC) has decreased by -21.7% YTD. There have been very significant reduction in almost all crime categories, of particular note are Burglary Residential (-45.9%), Vehicle Offence (-31.2%) and Personal Robbery (-58.5%).

The exception to this positive position is Violence without Injury (+0.4%), particularly in North Warwickshire (+4.8%). As this crime category accounts for some 25% of all TRC it significantly impacts on the TRC figure and can detract from the outstanding gains made in the other serious and iconic crime categories.

The reduction in TRC over the last seven day period of -16.2% would appear to be indicative of an increasing return to 'normality' as Stay Home transitions into the Stay Alert phase of Covid 19 and the lock-down begins to ease.

6. Vulnerability.

From the latest performance data available, it is pleasing to note that Hate Crime reports have decreased by 17.2% YTD, as have CSE offences (-59.6%). As anticipated, both DA (+16.6%) and Vulnerable Adult offences (+79.2%) have notably increased during the last seven days as we move into the Stay Alert phase of Covid 19.

7. Anti-Social Behaviour.

From the latest performance data available, due to Covid 19 activity the volume of ASB reports continues to be high (+55% YTD). It is however noted that this has reduced during the last seven day period (+26.5%) and hopefully will continue to decline with the implementation of Stay Alert.

8. Operations Communication Centre.

From the latest performance data available, the current performance for 999 emergency calls is 92% of calls answered within 10 seconds against a target of 90%. The current performance for non-emergency 101 calls is 75% answered within 30 seconds against a target of 80%, with an average wait time of 34 seconds. However, it should be noted that this compares to 55% and 83 seconds respectively for 101 calls during the same period in 2019.

The performance of the OCC in terms of both emergency and non-emergency calls therefore continues to be relatively strong, despite the reduced OCC resources available due to Covid 19 self-isolation and the changes in facilities and processes required through social-distancing in the OCC.

9. 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. Public Confidence.
2. Road Safety.
3. Crime Rates.
4. Vulnerability.

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

- June - Criminal Justice
- July - Learning and Development
- August - Covid Secure arrangements and Adherence

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