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OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

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FORCE PERFORMANCE SCRUTINY

INFORMATION

The purpose of this report is to formally scrutinise Warwickshire Police's performance during October 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 November 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 for October 2020 (Performance Report).

The comments in the Performance Report regarding the new performance framework that is being introducing to compliment the force's 'Fit for Future Strategy' is noted. It is understood that each month there will be an enhanced set of measures across one of the three pillars of that strategy, namely: -

- i. Prevent and Protect
- ii. Respond and Reassure
- iii. Effective and Efficient.

This month the focus is on Respond and Reassure and a number of additional key performance indicators have newly been introduced into the Performance Report.

It should be noted that it is becoming increasingly difficult to identify performance issues and trends through the use of comparative temporal data due to the impact of Covid-19 on the profile of crime. Where reference is made in this report to data for Year to Date (YTD) and the 'current 28 day period', this is from the latest data available as at the 09/11/2020 in the Weekly Performance Summary 2020 - Week 45.

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

PREVENT & PROTECT

1. Total Recorded Crime (TRC).

The impact of Covid 19 has reduced the YTD volume of acquisitive crime, this was particularly acute in the early stages of 'lockdown' where restricted movement limited the opportunity to commit such crime. Conversely, increases have been experienced in the categories of Domestic Abuse, Public Order and Drug Offences. This position is consistent with the crime profile across other UK police forces.

The net result of this structural change in the crime profile is that TRC has reduced by -7% YTD for the county, comprising of -6% for north Warwickshire and -9% for south Warwickshire. This is consistent with the position at Q2.

CATEGORY	28 days	YTD
TRC	-12%	-7%
Violence with Injury	-23%	-8%
Violence without Injury	+12%	+18%
Personal Robbery	+17%*	-20%
Business Robbery	-20%	-60%
Burglary Residential	-49%	-42%
Burglary Residential - National	-55%	-40%
Vehicle Crime	-28%	-26%

*Significant monthly increase on Q2

2. Violence with Injury

Volumes are within the control limits and are close to the mean value.

3. Violence without Injury

Volumes are above upper control limit. This category continues to experience the greatest increase with levels at +18% YTD. Due to the high volumes (n=6890 YTD) this crime category accounts for 29% of all TRC YTD. Of interest is that in October the sub-category of Stalking and Harassment accounted for 43% of Violence without Injury, with the element of Malicious Communication accounting for 25% of the total.

4. Rape

Volumes are within the control limits and are close to the mean value.

5. Other Sexual Offences

Volumes are within the control limits and are close to the mean value.

6. Robbery

In October there was an increase in personal robbery offences, albeit levels remain below the upper control limit. The comments in the Performance Report are noted, regarding the increase in Rugby District where five offences were committed in Rugby town centre and where four of these are suspected to be linked to Op Spigot.

7. Burglary Residential

Whilst the volumes of Burglary Residential have increased since the Covid-19 restrictions have eased, they have not returned to pre Covid-19 levels. A very positive development for this high harm offence.

8. Burglary Business and Community

Volumes are within the control limits and are close to the mean value. The comments in the Performance report are noted, regarding the monthly average decreasing from 158 to 117 offences per month following 8 months of reductions - a very positive development.

9. Vehicle Crime

Significant reductions continue to be achieved, however an increase has been experienced in North Warwickshire. The comments in the Performance Report are noted, regarding A&SI producing a problem profile for vehicle offences for discussion and tasking.

10. Drug Offences

Whilst the prevalence of drug abuse in society is concerning, these type of offences seldom come to police attention unless they are actively sought out and as such these figures are viewed as a product of increased proactivity and are a positive development. The OPCC are also grateful for the information that was provided by the force in response to the scrutiny questions posed at the Q2 PAM in relation to Op Scorecard that achieved excellent results.

11. Possession of Weapons

A similar position exists with Possession of Weapons where increased proactivity has increased the number of offences. The increase prevalence of 'possession of article with a blade or point' (n=20) is however of concern and will be monitored going forward.

11. Public Order Offences

Public order has now reduced to below the upper control limit. This seasonal effect, as evident from previous years' data, will presumably continue into Q3.

12. Domestic Abuse (DA)

The levels of DA currently remain within the control limits and decreased in October from the higher levels experienced in Q2. Of note is that DA accounted for 36% of all violent crime. The comments in the Performance Report are noted, regarding the monthly average increasing from 922 to 1015 offences after 8 months of above average volumes.

N.B. Domestic abuse has previously been subject to ‘holding to account’ scrutiny and discussed at length at previous PAMs, including a ‘deep-dive’ at the August meeting. Consequently, whilst acknowledging its vital importance, it is not proposed to re-visit this subject again at this time.

14. Child At Risk (CAR)

The levels of CAR continue to remain within the control limits, but are increasing. The comments in the Performance Report are noted, regarding the month on month increases being driven by the re-opening of schools after the lockdown, generating an increase of referrals.

Q1. In the Q2 Performance Report, it was commented that A&SI were working with the force’s lead for Vulnerability to identify the relationship between the level of risk assessment and the different keywords applied to child investigations, with the intention to report back in November 2020. It would be of value to know the outcome of this work.

15. Hate Crime

Volumes are within the control limits and are close to the mean value. Of note, particularly in context with the Equality, Diversity and Inclusion (EDI) agenda, is that racial based offences account for 65% of all hate crime.

16. Cyber-Crime

The volume of Cyber-Crime, identified through Athena keywords, has now reduced to within the control limits but is beginning to increase, presumably as a consequence of the current Covid-19 movement restrictions. The disaggregation of the cyber-crime figures in the Performance Report is illuminating, where in October the largest sub-category by far continues to be sub-category of Malicious Communications that accounted for 60% (n=98) of all cyber-crime.

17. Road Traffic Casualties

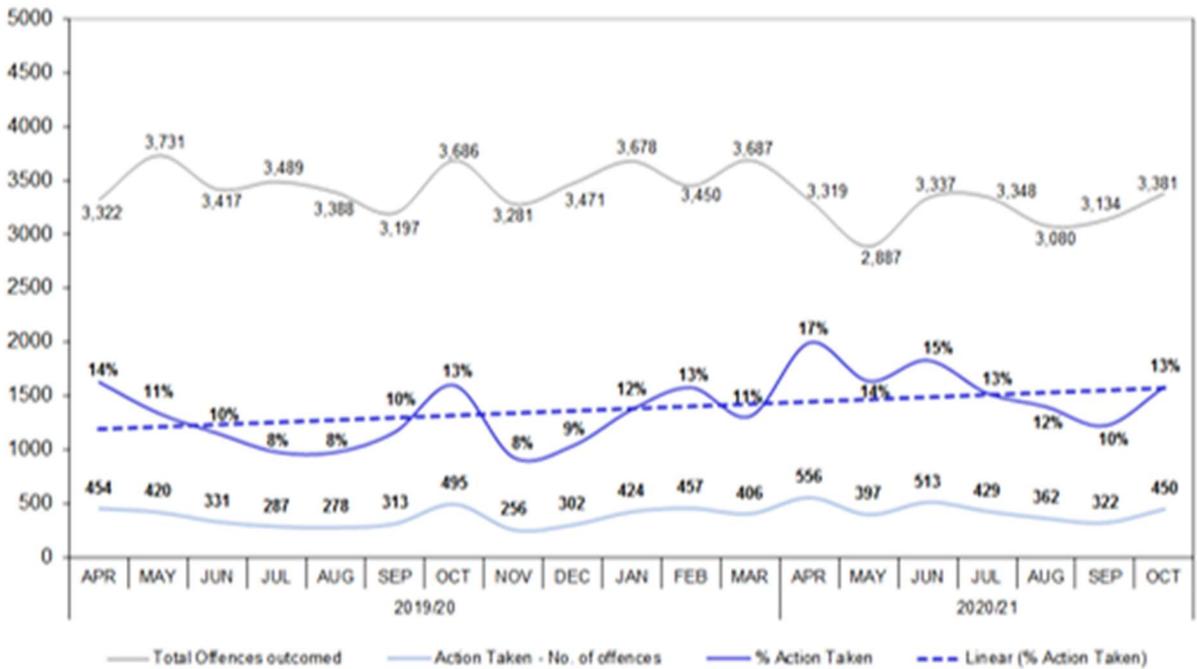
Road traffic data is provided one month in arrears. There was one fatality for the month of September. Of continuing concern is the disproportionate number of two-wheel users in the Killed, Serious Injury (KSI) figures.

Of note is that 16.3k Notice of Intended Prosecutions (NIPs) for speeding offences have been issued since the beginning April 2020. The comments in the Performance Report are noted and welcomed, regarding additional analysis of data within Roads Policing will be published in the next quarterly report.

RESPOND & REASSURE

19. Outcomes TRC

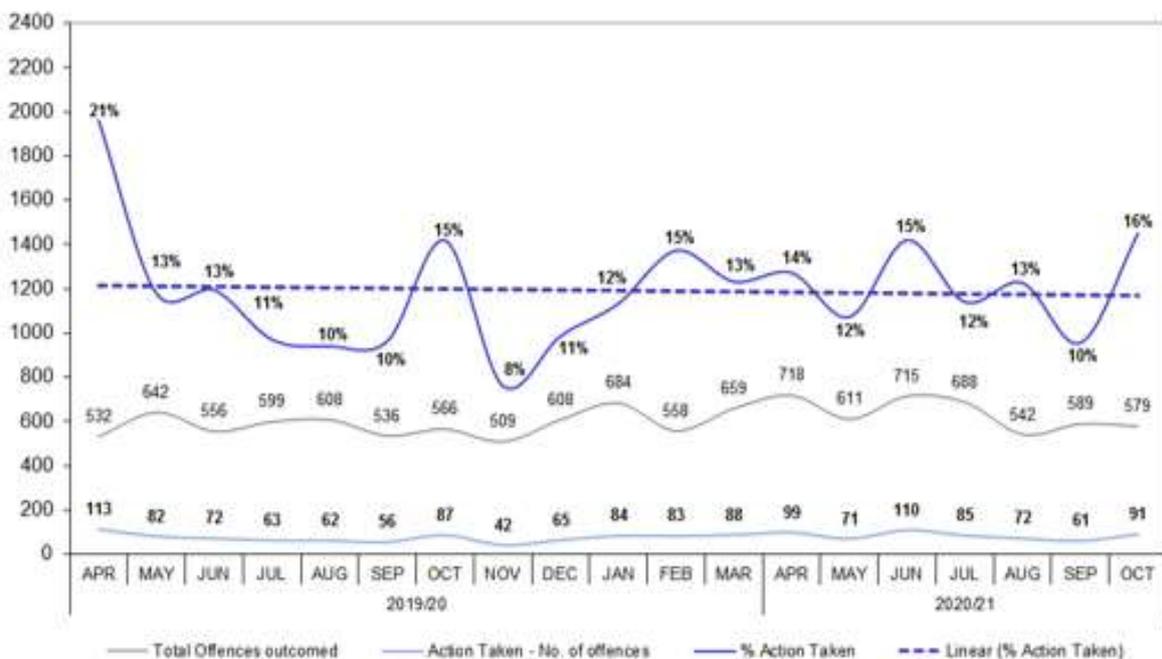
The Action Taken performance remained above the mean for each month of Q1 (17% / 14% / 15%), however there was a decrease in performance throughout Q2 (13% / 12% / 10%). It’s therefore positive to note that there was a recovery in performance in October at 13%, as the below graph illustrates: -



The complexity of Outcomes has been previously explored in the OPCC paper of the same name and at previous PAMs and as such the issues are well understood. It would appear that a contributory factor to the current Action Taken rates is the changing nature of crime during Covid-19, where different crime types have inherently varying prospects for their solvability.

20. Domestic Abuse Outcomes

A similar position for DA Action Taken exists as with TRC Action Taken, where in September the figure was also 10%. It's therefore also positive to note that there was a recovery in performance in October at 16%, representing the highest proportion of Action Taken since April 2019, as the below graph illustrates: -



21. Victim Satisfaction

The October six-month rolling average levels for victim satisfaction are shown in the below table: -

CATEGORY	% SATISFIED
Burglary Dwelling	918
Violence	76
Vehicle	80
Hate	83
Domestic Abuse	80

The comments in the Performance Report in respect of the victim satisfaction rates for DA are noted, where the sample sizes in October remained low, thereby rendering unreliable figures. Also, that processes are being reviewed to improve the sample sizes whilst maintaining robust safeguarding for the victims.

Q2. Given the importance of DA and victim satisfaction, an update is requested regarding the progress of this review of surveying and sample size.

22. Operations Communication Center (OCC)

- i. **Emergency 999 Calls** - In October the proportion of 999 calls answered within 10 seconds (85%) has increased when compared with August (82%). Performance currently remains below the target (90%) and the baseline (86%).
- ii. **Non-emergency 101 Calls** - In October the average time to answer a 101 call was 1 min 7 seconds, against a target of 1 minute. This represents an improvement when compared to September of 1 min 38 seconds.
- iii. **Un-resourced Incidents** - The data and stable position is noted.

N.B. The performance of the OCC has previously been subject to 'holding to account' scrutiny and discussed at length at previous PAMs, including a 'deep-dive' at the January meeting. Consequently, whilst acknowledging its importance, it is not proposed to re-visit this subject again at this time.

23. Emergency Response

In October, 81% of calls were attended with in the 20 minute target, with an average response time of 13:42, in line with the monthly average. All Districts and Boroughs were within the target time, ranging from an average of 11:45 for Stratford to 18:06 for North Warwickshire.

24. Use of Force

There was a significant increase in the UoF for Q2 (n=611) when compared to Q1 (n=496). Of particular concern is the ethnic disproportionality that is evident from the data: -

PERIOD	IC3 %	IC4 %
CENSUS DATA 2011	0.8	3.4

Q2 2020/21	10.5	4.6
Q1 202/21	8.5	5.6
Q4 2019/20	9.0	4.2
Q3 2019/20	9.6	6.0

This concern is amplified by the following extract from the Q2 Performance Scrutiny Report regarding Stop and Search: -

Stop and Search

In September, a total of 203 Stop & Searches were conducted and this level of activity is within the control limits and approaching the mean, with a positive success rate of some 30%. This figure represents a significant decrease on the high levels of Stop and Search conducted in May and June 2020 during a period of intensified proactivity.

Of concern is the racial disproportionality that is evident in the rolling 12 month figures: -

- *Black citizens are 13.1 times more likely to be stopped and searched than a white citizen.*
- *Mixed citizens are 3.4 times more likely to be stopped and searched than a white citizen.*
- *Other citizens are 2.4 times more likely to be stopped and searched than a white citizen.*
- *Asian citizens are 2.1 times more likely to be stopped and searched than a white citizen.*

N.B. *The comment in the Performance Report that the Annual Disproportionality Report, which explores some of the issues surrounding stop & search disproportionality, will be presented at the Legitimacy Board in October is noted. Undoubtedly the OPCC will return to this subject once that report has been considered.*

In addition, the OPCC are aware of the A&SI Equality, Diversity and Inclusion Report of November 2020 that benchmarks the current data capture and performance metrics across all nine protected characteristics in terms of representativeness and service delivery, which revealed some significant gaps.

Q3. *The OPCC are aware that these disproportionality matters are to be further considered at the Service Quality and Performance Board on the 10th December 2020, however it would be of value for the PCC to be cognisant of these concerns and have a better understating of the Chief Constables views and position on the action that needs to be taken.*

25. Digital Contact

The increased use by the public of Single Online Home is noted, where comparing October 2020 (n=821) when compared to October 2019 (n=180), albeit a significant number related to Covid-19 (n=256). The comments in the Performance Report are noted, regarding further work will be undertaken to develop the KPIs linked to digital contact

26. Domestic Violence Protection Orders (DVPO)

The number of DVPO applications for the three months to October 2020 was the lowest three month total since February 2019 (n=21). It is noted that 100% of the applications were granted for the third month running. The comments in the Performance Report are noted, regarding the measure still being developed with A&SI.

Q4. Is there an explanation for the recent lower number of DVPOs, particularly in light of the increase in DA during Covid-19 and the forthcoming festive period during which rates of DA have historically increased?

27. Criminal Justice

The comments in the Performance Report are noted, regarding the force being in the process of finalising meaningful KPIs for criminal justice and that it is anticipated that data will be reported next month.

28. Public Confidence.

The CWEW data for March 2020 placed the force at 6th in the MSG, with public confidence in the police at 75.2%.

The comments in the Performance Report are noted, regarding the methodology and sample size for the CSEW was changed over the COVID period. The Home Office are therefore not able to provide a quarterly update on a number of measures, including public confidence, for the period to June 2020.

29. Victim Updates.

The inclusion of this performance metric is a welcome development given the importance of victim contact to the Police and Crime Plan, Victim's Charter and the Victims Code. Of concern is that 11% (605) of victim updates are overdue with 25% of those being over one month overdue. The comments in the Performance Report are noted, regarding the measure is still being developed by A&SI to ensure the most meaningful KPI.

N.B. It is anticipated that the OPCC will return to this subject once those KPI's and meaningful data have been further developed.

EFFECTIVE AND EFFICIENT

30. Absence Levels

Absence levels are of keen interest to the OPCC as the force journeys through the Covid-19 pandemic. In October 2020 the police officer absence rates (3.94%) are at similar level as at the same time in 2019 (3.96%). In October 2020 the police staff absence rates (4.34%) are lower than at the same time in 2019 (5.28%).

31. Assaults on Police

The increase in Assaults on Officers during October is of concern (n=30). This matter was previously raised question at the Q2 PAM and the OPCC are grateful for the force's considered response to the question posed, namely: -

What action is the force taken to provide officers with appropriate training and equipment to minimise the risk of physical harm to both the officers and the public.

In addition, the comments in the Performance Report are noted, regarding the recently published Officer and Staff Safety Report (OSSR) being reviewed in force and that a majority of recommendations have already previously been completed or are already in train. These include the use of spit hoods, restraint belts, deployable Tasers and faster roads training. It is also reassuring to note that the force are committed to reviewing and implementing all relevant recommendations in the report.

COMMENTS

In summary, It's requested that the Chief Constable provides his professional judgement to the Police and Crime Commissioner regarding the key challenges with force performance, particularly in respect of the question posed in this report namely: -

Q1. In the Q2 Performance Report, it was commented that A&SI were working with the force's lead for Vulnerability to identify the relationship between the level of risk assessment and the different keywords applied to child investigations, with the intention to report back in November 2020. It would be of value to know the outcome of this work.

Q2. Given the importance of DA and victim satisfaction, an update is requested regarding the progress of this review of surveying and sample size.

Q3. The OPCC are aware that these disproportionality matters are to be further considered at the Service Quality and Performance Board on the 10th December 2020, however it would be of value for the PCC to be cognisant of these concerns and have a better understating of the Chief Constables views and position on the action that needs to be taken.

Q4. Is there an explanation for the recent lower number of DVPOs, particularly in light of the increase in DA during Covid-19 and the forthcoming festive period during which rates of DA have historically increased?

N.B. As the Q2 OPCC Performance Scrutiny Report was not discussed at the 24/10/2020 PAM, it is proposed to re-introduce it into the 27/11/2020 PAM for discussion to ensure that the performance issues identified are subject to appropriate scrutiny.

Proposed Deep-dive Subjects

Agreement is required as to the proposed 'deep-dive' subjects for additional scrutiny, and the following report is appended for discussion: -

- **App B** - A&SI paper 'Supporting OPCC Holding to Account'.

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Scrutiny and Performance.