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Police and Crime
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OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

August 2020

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FORCE PERFORMANCE SCRUTINY

1. INFORMATION

The purpose of this report is to formally scrutinise Warwickshire Police's performance during August 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 29th September 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 August 2020.
- **App B** - Weekly Performance Summary 2020 - Week 38.

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

2. PREVENT & PROTECT

- **Total Recorded Crime (TRC).**

The impact of Covid 19 has reduced the volume of acquisitive crime. The net result is that TRC has reduced by -6% YTD for the county, comprising of -4.5% for north Warwickshire and -8% for south Warwickshire. It is noted that Domestic Abuse (DA) accounted for 19% of all offences for the month. As shown in the below table, significant reductions continue to be achieved in personal robbery, burglary residential and vehicle crime: -

CATEGORY	4 WEEKS	YTD
TRC	-6%	-6%
Violence with Injury	+7%	-6%

Violence without Injury	+12%	+21%
Personal Robbery	-43%	-23%
Burglary Residential	-41%	-40%
Burglary Residential - National	-42%	-37%
Vehicle Crime	-55%	-38%
Rape	+3%	-15%

- **Violence without Injury**

This category continues to experience the greatest increase in % terms and due to the high volumes it accounts for 29% of all TRC YTD. Of interest is that 45% of all Violence without Injury crime falls within the sub-category of Stalking and Harassment, with Malicious Communication accounting for 53% (267 offences) of this sub-category.

- **Personal Robbery**

Of note is that after 8 months of below average volumes, the monthly average has decreased from 38 to 26 offences per month – whilst the volumes are low this is a very positive development in respect of this high harm offence.

- **Proactivity**

Proactive work, including the use of ‘stop and search’ has continued to drive performance in the following categories that are of particular public interest and concern: -

CATEGORY	4 WEEKS	YTD
Drug Offences	+62%	+67%
Offensive Weapons	-27%	+11%

- **Cyber Crime**

Cyber Crime, identified through Athena keywords, has taken a notable dip from the high levels above the upper control limit that were experienced in August 2020. The commentary in the Performance Summary is noted: -

‘We have seen a decrease in the application of the cyber-crime keyword in August. Scanning MOs shows no clear pattern and consultation with IMU has not identified a clear rationale. It is recommended this is discussed in departmental performance meetings and any feedback sent to ASI.’

- **Public Order**

Public order offences continues to remain high and above the upper control limit. Presumably this seasonal effect will now start to decline as we approach Q3.

- **Hate Crime**

It is reassuring to see the levels of hate crime reduce to below the upper control limit and the intention to provide an analytical product of hate offences for October’s Legitimacy Board is noted.

- **Adult Protection**

The levels of Adult Protection has now returned to below the upper control limit. The reduction in August has predominately been driven by Non-Crime Investigations. It is noted that the force’s Vulnerability team are currently assessing the recording of adult protection and mental health classifications in Athena.

- **Road Traffic casualties**

Road traffic data is provided one month in arrears. There was one fatality for the month of July, a pedestrian in south Warwickshire. Of note is that 10,488 NIPs for speeding offences have been issued since the beginning of 2020/2021.

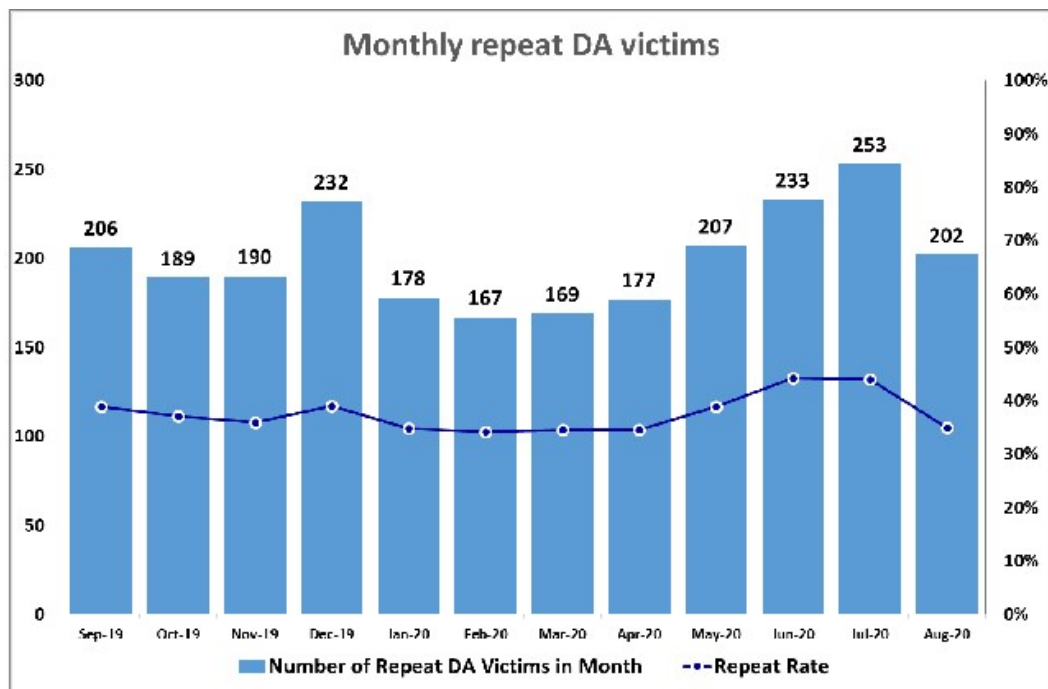
3. RESPOND & REASSURE

- **Domestic Abuse Outcomes**

The proportion of ‘Action Taken’ outcomes for DA offences was 13% in August, a decrease compared to July (12%) and June (15%).

- **DA Repeat Victims**

In July 2020, 44% of all DA victims were repeat DA victims (253), which represented the highest volume and repeat rate on record. As can be seen from the below graph, the rate has now decreased to 35% for August 2020 and is viewed as a positive development.



- **Outcomes**

The Action Taken performance remained above the mean for each month of Q1 (17% / 14% / 16% respectively), there has now been a decrease from the 13% achieved in July to 11% for August 2020. The changing nature of crime during Covid-19 has clearly affected the Outcome rates, which appear to be now stabilising and returning to pre-lockdown levels.

Q1. An overview is requested of the current position in respect of the HMICFRS ‘causes for concern’ regarding investigations, together with an understanding of what action is being taken to address any remaining areas that present a barrier to improved performance. In addition, a summary of the preparations that are being made for the forthcoming re-inspection by HMICFRS would be of value.

- **Satisfaction Rates**

The August 2020 six-month rolling average levels for victim satisfaction are shown in the below table: -

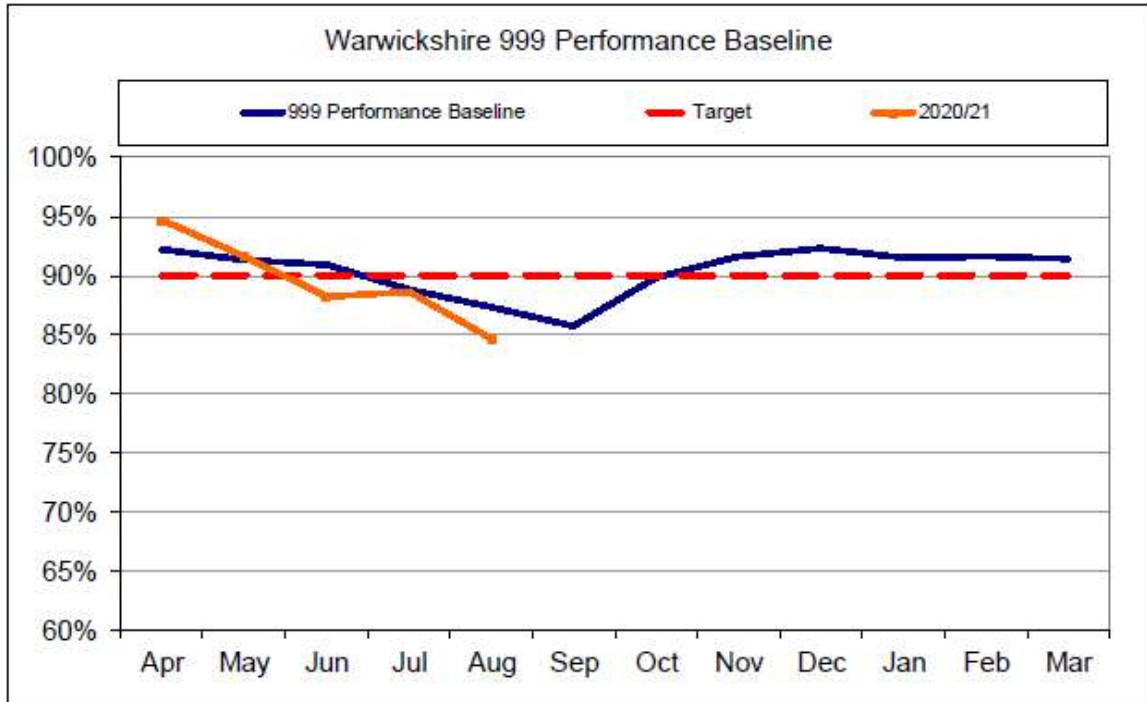
CATEGORY	% SATISFIED
Burglary Dwelling	86
Violence	76
Vehicle	74
Hate	84
Domestic Abuse	44

The comments in the Performance Summary in respect of the DA figure are noted: -

‘The sample size was also very low (9, against a target of 50/month), rendering this an unreliable figure. It is important to focus on the 6-month figure which gives a much more reliable picture (satisfaction has remained stable at 86%). Action taken to ensure appropriate safeguarding may have led to this smaller sample for DA; processes are being reviewed to improve the sample sizes whilst maintaining robust safeguarding.’

- **Emergency 999 Calls**

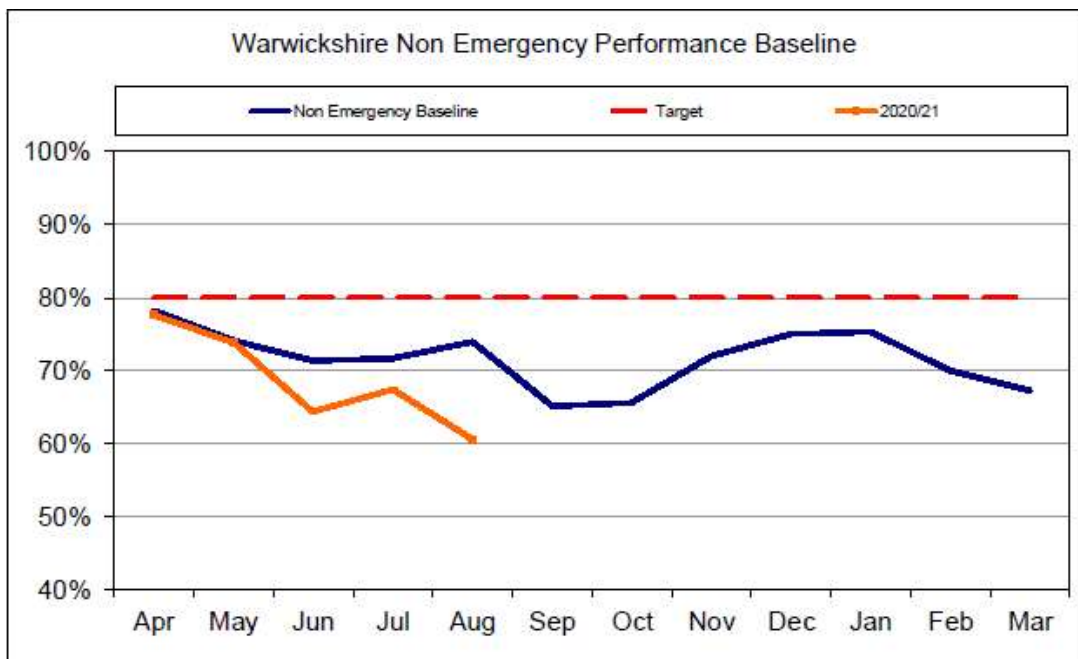
The proportion of 999 calls answered within 10 seconds in August (85%) has decreased when compared with July (89%). Performance is now below the target (90%) and the baseline (87%). The 10% increase in the volume of 999 calls in August when compared to July is noted and is no doubt a contributory factor.



- **Non-Emergency 101 Call.**

A similar position to the 999 calls exists with the non-emergency 101 calls, where in August 61% were answered within 30 seconds. Performance is below the target (80%) and the baseline (74%).

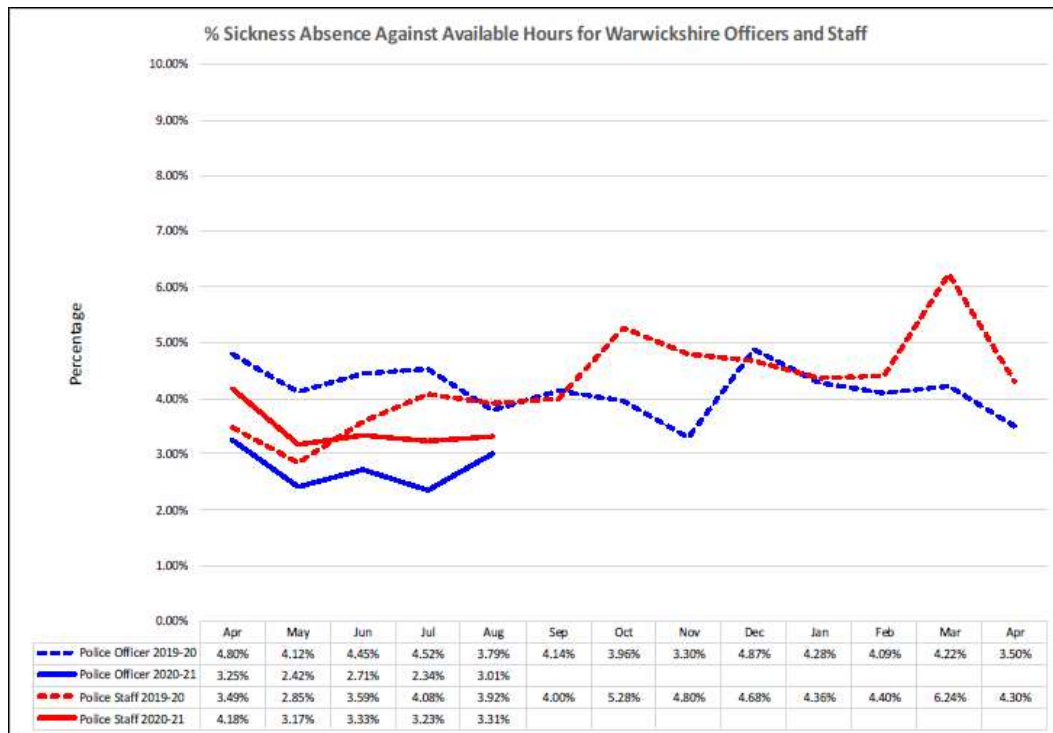
As at week end 20th September 2020, the current wait time is 1 min 34 sec, with an abandonment rate of 16%.



4. EFFECTIVE & EFFICIENT

- **Absence Levels**

Absence levels are of interest as the force journey through the Covid-19 pandemic, but it is reassuring that levels for both officers and police staff remain relatively low and are currently below those experienced during the same period in 2019.



5. 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 over the short term to medium term, particularly in respect of the question posed: -

Q1. An overview is requested of the current position in respect of the HMICFRS 'causes for concern' regarding investigations, together with an understanding of what action is being taken to address any remaining areas that present a barrier to improved performance. In addition, a summary of the preparations that are being made for the forthcoming re-inspection by HMICFRS would be of value.

- **Deep-dive Subjects**

Subject to agreement, it is proposed that the PAM deep-dive subjects for additional scrutiny are: -

- i. September - Equality, Diversity and Inclusion.
- ii. October Q2 - Roads Policing.
- iii. November - Health and Wellbeing.
- iv. December - TBA

David Patterson.

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Scrutiny and Performance.