



PERFORMANCE SCRUTINY
WARWICKSHIRE POLICE
SEPTEMBER - Q2 2019/20

Force Response

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Introduction

This report is provided in response to the Office of the Police Crime Commissioner performance scrutiny report dated 21st October. It provides commentary in relation to the specific areas raised in that scrutiny report.

Hate Crime Victim Satisfaction Rates

For the last 12 months, hate crime satisfaction rates have remained largely stable in Warwickshire with around 85% of those surveyed reporting that they are either satisfied or not dissatisfied. This represents a good level of performance with over 8 out of 10 people satisfied with the service that they are receiving.

It is acknowledged, however, that over the last three months there has been a deterioration down to 81% satisfied or not dissatisfied. The force has taken immediate steps to investigate this deterioration, reviewing its current processes, and putting in additional scrutiny to ensure staff are meeting the high standards expected in any hate crime investigation.

As the OPCC have alluded to, survey numbers for hate crime victims are low which can lead to large swings in performance but, irrespective of this, the force will assure itself that all policies and guidance are being robustly followed in respect of hate crime.

Domestic Abuse - Repeat Victim Rates

A significant amount of work has been done by the force in the last 18 months to improve its response to domestic abuse. The arrest rate for DA offences has increased, the positive outcome rate has increased, and the use of outcome 16 (where the victim withdraws support) has decreased. The force also makes significant and effective use of civil protection orders such as Domestic Violence Protection Orders. All of these areas reflect positive progress and this was duly recognised by HMICFRS in their recent inspection report who graded the force as 'Good' in this area.

A significant amount of scrutiny is given to repeat victims to ensure that the force's response is as effective as it can be, and all avenues are explored to support the victim and protect them from future abuse. Although the number of repeat victims is important and the force is keen to reduce these to a minimum, what is more important is ensuring our response is as good as it can be in each and every instance.

The force will continue to prioritise domestic abuse and, with the creation of the new vulnerability command, sitting within the newly formed Warwickshire Protective Services, the force will be well placed to continue to drive improvements in this area.

Child at Risk - The disparity in the levels between the south and north of the county

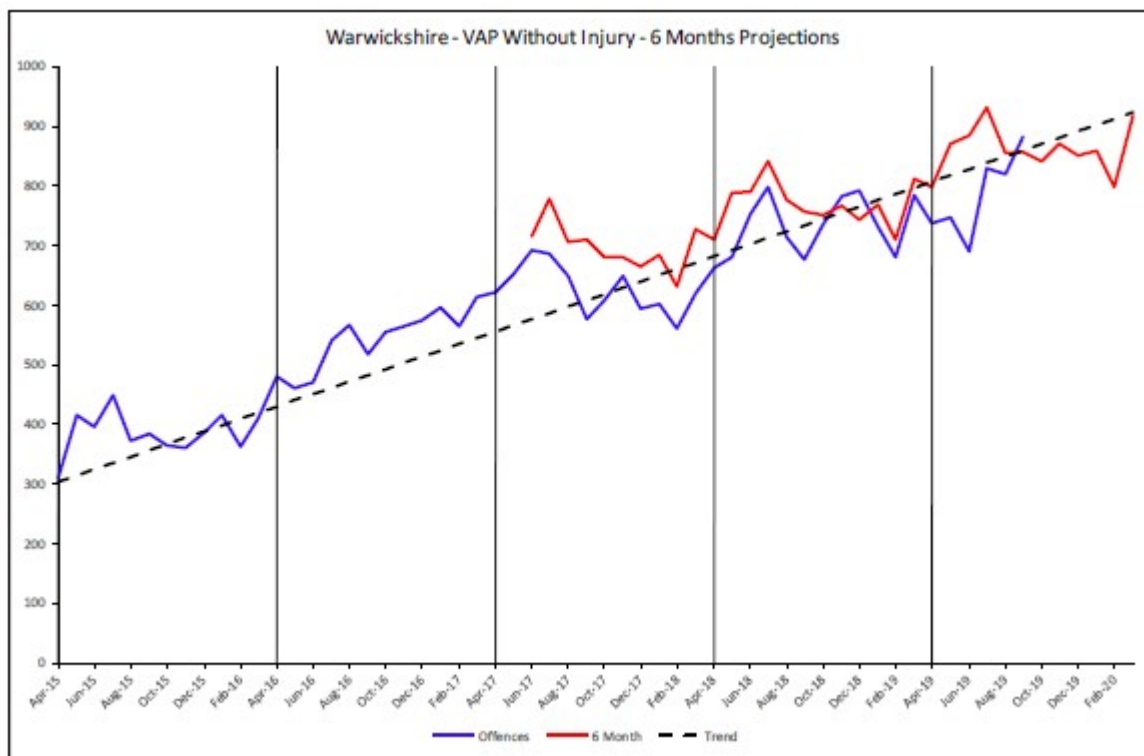
Child at risk has seen a greater proportion in the north relative to the south in the past 3 months. Looking back over a further period of time (April to Oct) it can be seen that there is always a slight disparity between the two halves of the county. Following further exploration and discussion with staff within the Vulnerability command, there are no identifiable concerns or

issues that have been identified. It should however be noted that the ASI department have seen an increasing trend for child at risk total numbers which is believed due to improved use of the Athena key word search. This topic will continue to be monitored by the force.

COMBINED	APR	MAY	JUN	JUL	AUG	SEP	OCT
North Warwickshire	58%	58%	59%	58%	64%	64%	68%
South Warwickshire	42%	42%	41%	42%	36%	36%	32%

Violence without Injury - Increased levels of crime

Violence without injury is a broad category and includes a number of different crime types. There have also been changes to the category which mean more crime types are incorporated into this. Therefore, without a lengthy piece of analytical work, it is often difficult to know exactly what is driving increases. Of note, the force has been tracking below projections for most of the year and has only just crept above the projection line within the last month. We would expect, in line with projections, that volumes will begin to fall and then stabilise as we move through the remainder of 2019 and into the early part of the year.



The below table is also of relevance as the projected annual change for violence without injury was a 19.7% increase. The force’s aim is to deliver performance that beats this projection. Current increases are at 9.8%, so the force is well on track to achieve this.

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Total Recorded Crime	↗ 6.5%	21044	20912	↔ -0.6%
Violence With Injury	↗ 5.1%	2278	2331	↗ 2.3%
Violence Without Injury	↘ 19.7%	4289	4709	↗ 9.8%

The force will monitor performance in this area and if volumes do not begin to drop in the next two months, some further analytical work will then be commissioned.

Business Crime – Potential disparity in the levels between the south and north of the county

Analysis has taken place and it is clear that the proportions have remained pretty consistent i.e. the increase is the same across both the north and the south of the county. September's performance is in fact the same as trends at the start of the year.

	APR	MAY	JUN	JUL	AUG	SEP	OCT
North	54%	55%	50%	53%	55%	55%	51%
South	46%	45%	50%	47%	45%	45%	49%

Criminal Justice Performance

The range of data available to forces to track criminal justice performance is broad and at times conflicting. Some of it reflects a poorer picture such as the charge to NFA ratio and some of it reflects a more positive picture such as the Transforming Summary Justice (TSJ) Data, which comments:

Of significant note and consideration of the Police only is an improvement in average days from charge to first court hearing and Police charge discontinuance rate and identification of Guilty plea at first hearing.

In terms of specific areas though:

The force continues to work with CPS to understand how improvements can be made in the charge to NFA arena. The area that accounts for the largest area of discontinuances is where the victim fails to attend court, but Warwickshire, as a force area, still has one of the highest rates of victim attendance at court.

The overall discontinuance rate is acceptable at 9% but clearly further improvements can be made.

The 'released under investigation' numbers remain of concern but there is a clear plan in place now to reduce these down to accurate numbers and the OPCC is sighted on this plan.

As the OPCC alludes to in its scrutiny report, the Investigations, Standards and Outcomes Board has taken a root and branch approach to resetting all aspects of crime investigation,

victim management, and case file submission and the force fully expects this to begin to make a significant difference by the end of the 4th quarter.

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