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# OPCC

## Performance Scrutiny Report

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Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

# Force Performance Scrutiny – September 2021

## 1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during September 2021 and in doing so allow informed discussion between the Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming 'Performance Accountability Meeting' (PAM) on Tuesday 26 October 2021. This aim is coherent with the PCC's statutory responsibilities to: -

- To 'hold to account' the Chief Constable for the performance of Warwickshire Police.
- 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 PCC's 'Police and Crime Plan 2016 - 2021', namely: -

1. Putting Victims and Survivors First.
2. Ensuring an Effective and Efficient Police Service.
3. Preventing and Reducing Crime.
4. Protecting People from Harm.

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

- Appendix A - Warwickshire Police Performance Report September 2021 (Performance Report).
- Appendix B - Weekly Performance Summary Week 41 (Page 14).

The commentary in the Performance Report is noted, regarding the performance framework that has been introduced to complement the force's 'Fit for Future Strategy'. Each month there is an enhanced set of performance measures across one of the three pillars of that strategy, namely: -

- Respond and Reassure
- Prevent and Protect
- Effective and Efficient.

The focus for this month is on 'Prevent and Protect' and a number of additional key performance indicators have been introduced into the Performance Report. This is a very positive development as it provides a superior insight into areas of business that have not previously been reported upon, thereby enabling improved scrutiny of force performance and a deeper appreciation of the broader health of Warwickshire Police as a large and intricate organisation.

For ease of cross-reference, the numbering of the sub-paragraphs in this report corresponds to the number of the pertinent slide of the Performance Report. Not all aspects of performance are commented upon in depth, only those areas of particular interest.

The new method of displaying the data in the Performance Report is noted, where both the current levels and three year average 2017-2020 (excluding 2020/21 due to Covid-19 distortion) is displayed, together with a 'forecast' that is based on the Force Management Statement and professional judgement.

## **2. Prevent & Protect**

### **3. Total Recorded Crime**

In September 2021, Total Recorded Crime (TRC) was -246 (n=3,440) below the forecast. Of note are the comments in the Performance Report regarding the 10% reduction in crime in the Warwick District contrasted with the 12% increase in Nuneaton and Bedworth, when compared to the previous month. This disparity will continue to be monitored going forward.

### **4. Violence with Injury**

In September 2021, levels were +49 (n=410) above the forecast, representing a small decrease from the relatively high figure of the previous month and hopefully indicative of a return to more acceptable levels throughout Q3 and Q4.

### **5. Violence without Injury**

In September 2021, levels were +88 (n=1047) above the forecast and have so far continued to remain above the forecast throughout 2021/22. Of note are the comments in the Performance Report regarding assessing the situation for another month prior to action being taken. This position will also be monitored by the OPCC going forward

Of interest is that the sub-categories of Assault without Injury accounted for 46% of the total and Malicious Communications 26% of the total. Although Violence without Injury accounted for 31% of TRC for the month, this category predominately consists of high volume / low harm offences.

### **6. Rape**

In September 2021, levels were +8 (n=50) above the forecast. The extraordinary high levels experienced in July 2021 are explained by the activity generated by Operation Mawse, which the Commissioner is already aware of. These matters, regarding the force's capacity and capability to investigate both Rape and Other Sexual Offences, were raised with the Chief Constable at the PAM in June 2021 and reassurance was provided.

The 'spotlight' subject for this month's PAM is Violence Against Women and Girls (VAWG) and this subject will undoubtedly be explored in further detail during those discussions.

### **7. Other Sexual Offences**

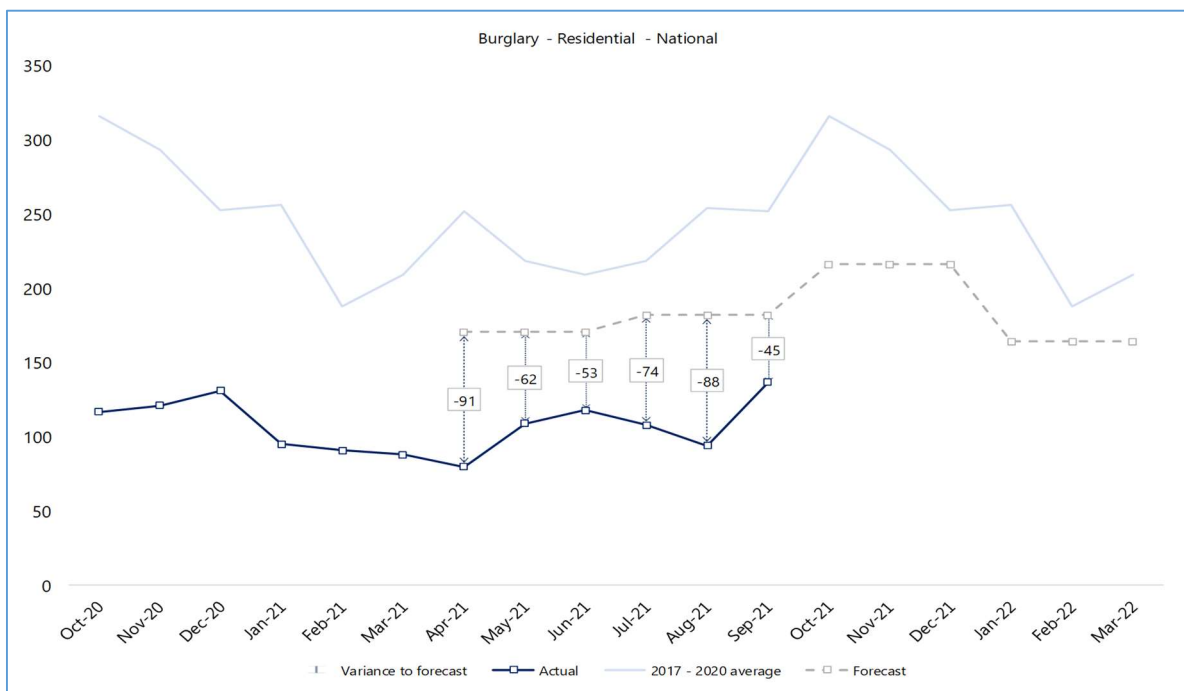
In September 2021, levels were +11 (n=88) above the forecast. The comments in the Performance Report are noted, regarding the higher levels being driven by a return to school. This position will be monitored going forward.

## 8. Robbery

In September 2021, levels were -9 below the forecast (n=22). Reductions were seen in all Districts and Boroughs, with the exception of Nuneaton and Bedworth. The reduction Robbery offences experienced during Q2 (n=39 / 33 / 22 respectively) is a positive development for this low volume / high harm offence

## 9. Burglary - Residential

In September 2021, levels were -45 (n=137) below the forecast. What this figure does not demonstrate however is the significant reductions that have occurred when compared to the 2017-2020 average, representing a very positive as illustrated in the below graph: -



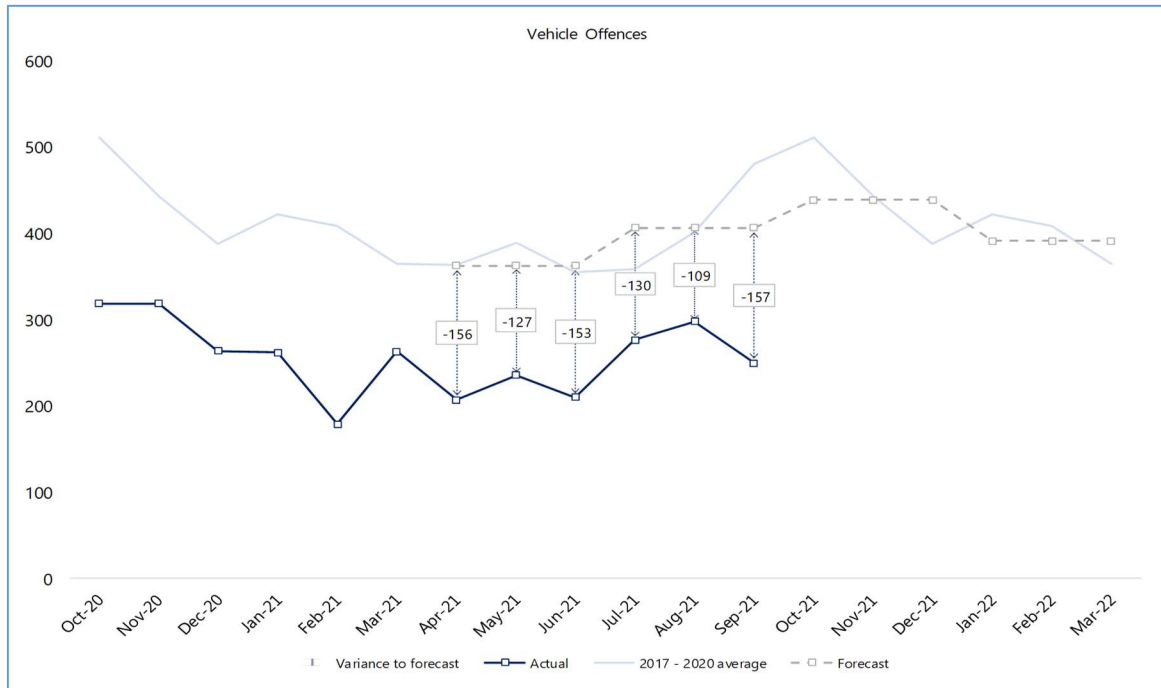
Graph 1 – Burglary Residential Volumes

## 10. Burglary - Business & Commercial

In September 2021, levels were -37 (n=35) below the forecast. As with Burglary Residential, there have been significant reductions when compared to the 2017-2020 average.

## 11. Vehicle Crime

In September 2021, levels were -157 (n=250) below the forecast. As with Burglary Residential and also Burglary Business and Commercial there have been significant reductions when compared to the 2017-2020 average, representing a very positive position as the below graph illustrates: -



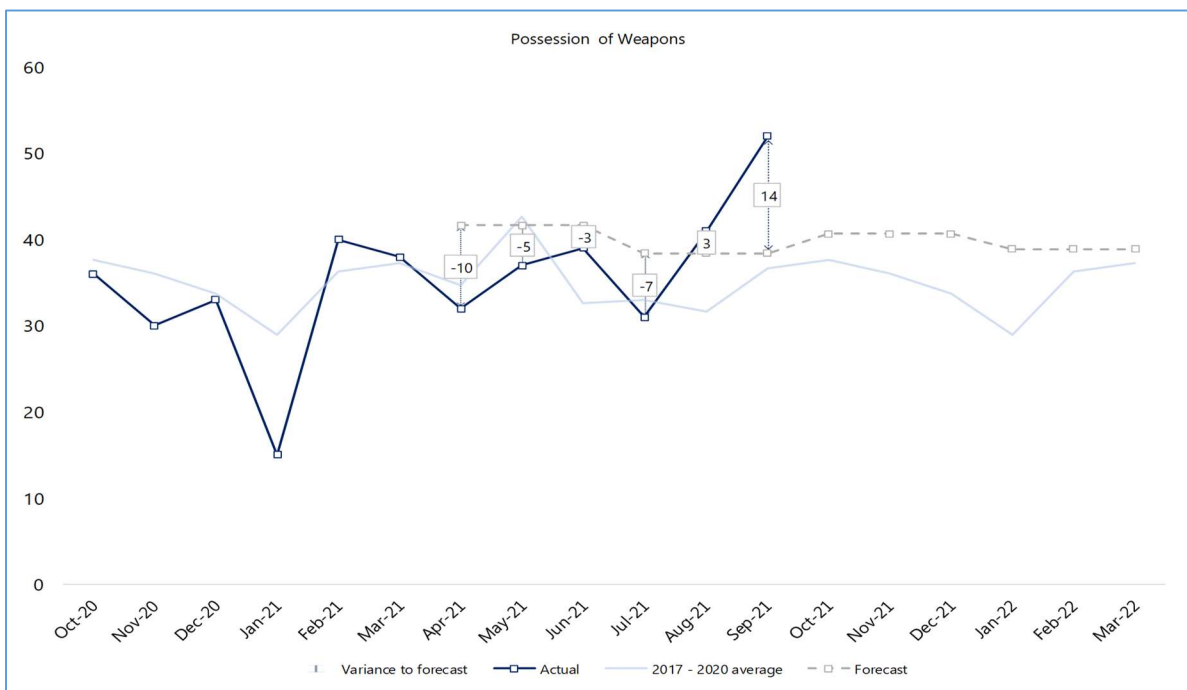
Graph 2 – Vehicle Crime Volumes

## 12. Drug Offences

In September 2021, levels were -8 (n=79) below the forecast. Noted without further comment.

## 13. Possession of Weapons

In September 2021, levels were above the forecast at +14 (n=54), representing a significant increase when compared to the previous two months (n=31 and 41 respectively), as the below graph illustrates: -



Graph 3 – Possession of Weapons Volumes

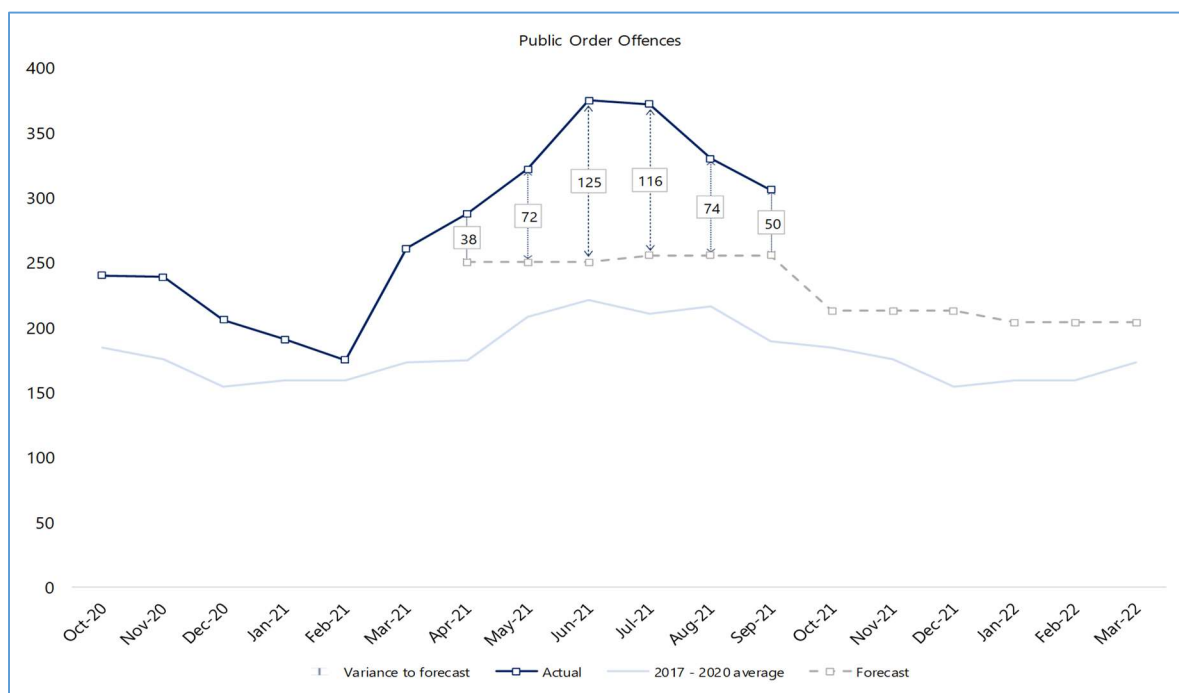
Of particular concern is the rise seen in September 2021 in the sub-category of Possession of Firearms with Intent (n=8), representing 15% of the total. Also, disconcerting is the increase seen in Stratford District rising from 2 crimes in July 2021 to 15 crimes in September 2021.

The comments in the Performance Report are noted, regarding these increases being unlikely to be the result of increases Stop and Search, given that they have decreased during the month.

**Q1. Can an explanation be provided for the increases seen in Firearms offences, and also the increases experienced in Stratford District? What detail is known about the offences and the demographics of the offenders and what action is proposed to prevent and reduce such offences?**

## 14. Public Order Offences

The significant increases in Public Order experienced in the Q1 have continued throughout Q2 and have consequently been above the forecast throughout, as the below graph illustrates: -



*Graph 4 – Public Order Offences Volumes*

There has however been a reduction in September 2021 (n=306) when compared to the previous month (n=330) and hopefully this is a foreshadow of the seasonal reduction anticipated in Q3 and Q4.

This matter was raised with the Chief Constable at the PAM in June 2021 and additional reassurance was provided regarding the force’s capacity to manage these high levels of public order demand. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

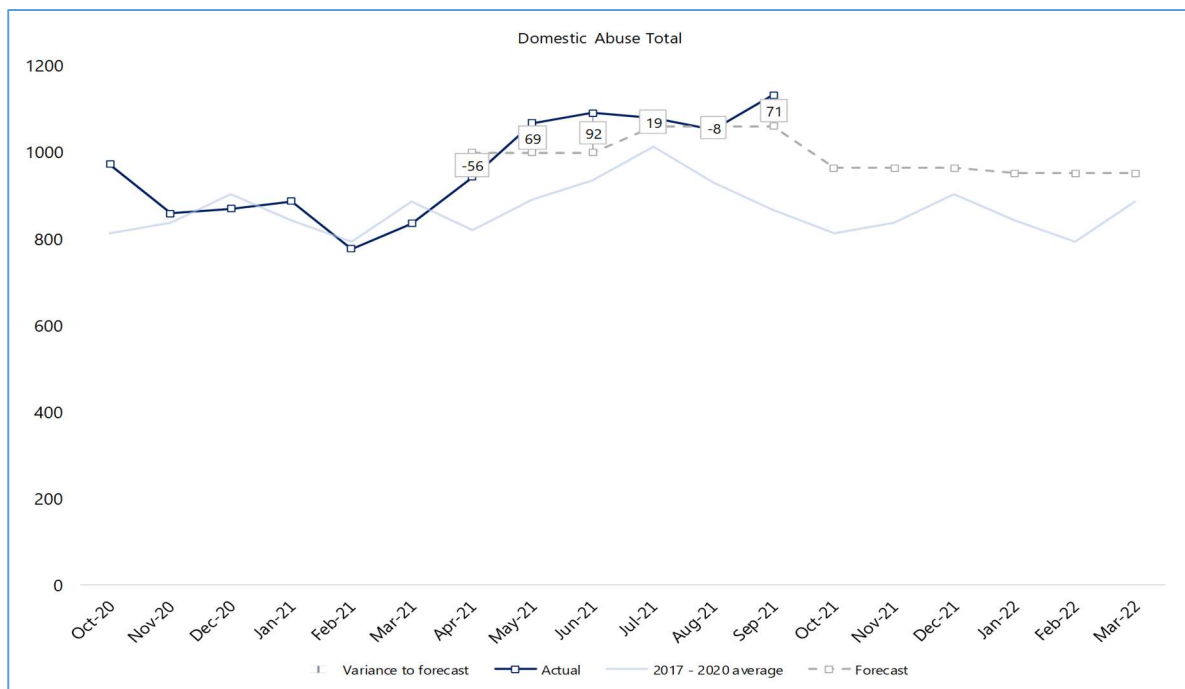
## 15. Road Traffic Casualties

Road safety is reported one month in arrears. In August 2021, there were two fatalities on Warwickshire' roads, both car divers in the north of the county. Of note is that in the same month 22% of all Killed, Serious Injury (KSI) casualties were motorcyclists. These statistics again serve to demonstrate the vulnerability of two-wheel road users and consequently the disproportionality seen in the number of road traffic casualties.

Of note, is that nearly 24.5k Notice of Intended Prosecutions (NIPs) have been issued since the beginning of the financial year for speeding offences in the county.

## 16. Domestic Abuse

In September 2021, levels were above the forecast at +71 (n=542) and have remained above the 2017-2020 three year average since the beginning of 2021/22, as the below graph illustrates: -



Graph 5 – Domestic Abuse Volumes

Of note is that domestic abuse accounted for 39% of all violent crime and 15% of TRC.

Q2. The spotlight subject for this month's PAM is Violence Against Women and Girls (VAWG), where Domestic Abuse (DA) is a significant component of this wider agenda. Therefore, what are the drivers that have caused the increases seen in DA this year and what action is proposed to prevent and reduce DA, particularly as we approach the festive period that has historically resulted in increased levels of DA?

## 17. Child At Risk

In September 2021, levels were slightly above the mean (n=833). Of note is that Child At Risk (CAR) is identified by the application of Athena keywords, the force has

recognised that the application of generic markers does not follow a controlled process and as a consequence is not an accurate reflection of risk. It is therefore a positive development that ASI have created a dashboard of measures to more accurately reflect that risk.

## **18. Hate**

In September 2021, levels continue to remain above the forecast at +33 (n=106), although this represents a decrease on the previous month (n=115). Race is the predominant element of Hate Crime accounting for 66% of the total.

The subject of Hate Crime has already been explored in depth at previous PAMs and a question was posed to the Chief Constable at the PAM in July, as such it is not proposed to revisit this subject at this time but performance will continue to be monitored.

## **19. Cyber Crime**

In September 2021, there was an increase in Cyber-Crime (n=178) when compared to the previous month (n=116), but levels still remains near to the mean. Of note is that the sub-category of Malicious Communications accounted for 52% of the total, with a number of victims under the age of 18.

## **20. Intelligence**

In September 2021, there has been a slight increase in the submission of intelligence reports (n=1,589) when compared to the previous month (n=1,510). However, the commentary in the Performance Report regarding a downward trend since April 2021 is noted. This effect maybe indicative of increased demand elsewhere, where officers have less time and opportunity to gather and submit intelligence.

## **21. Serious and Organised Crime**

The data provided in the Performance Report is noted, however it is difficult to provide comment given the complexity of tackling Serious and Organised Crime (SOC) where qualitative information and narrative is critical to allow a meaningful understanding of the issues.

Of note is that there are currently 13 active Organised Crime Groups (OCG) and 14 County-lines operating in Warwickshire. Also, that six adults and two children were safeguarded during Q2.

County-lines constitutes a significant element of SOC and this subject was discussed as a spotlight subject at the PAM in July 2021 and as such it not proposed to revisit this subject at this time.

## **22. Modern Slavery and Human Trafficking**

The inclusion of Modern Slavery and Human Trafficking (MSHT) in the Performance Report is a positive development and the commentary is noted regarding the national assessment that MSHT offences are likely to increase within industries affected by labour shortages, including hospitality and logistics.



Also noted are the comments regarding increased information sharing between Warwickshire Police and key premises and the continuation of force wide and regional multi-agency operations to tackle this crime type.

Of further interest is that the force are seeking to obtain a Slavery and Trafficking Risk Orders (STRO) in support of a British Transport Police operation in Stratford upon Avon.<sup>1</sup>

## 23. Repeat Victimization

In September 2021, the percentage of repeat victims for DA at 33% was the lowest since June 2019 and as such represents an improving position.

This subject has been explored in greater depth at previous PAMs, where the force's focus has been on identifying the small cohort of victims who are subject to repeat victimisation and where there are often significant and complex social and economic factors involved requiring coordinated multi-agency support to reduce occurrences, mitigate the effects and safeguard the individual.

## 3. Respond and Reassure

### 24. Outcomes - Total Recorded Crime (TRC)

In September 2021, the proportion of 'Action Taken' outcomes for TRC was at 9%, representing a 1% decrease from the previous month. A contributory factor to fluctuating TRC Action Taken rates is the changing nature of crime, particularly due to the continued influence of Covid-19, where different crime types inherently have varying prospects for their solvability. This effect is evident in the higher Outcome 16<sup>2</sup> rates experienced since the beginning of this financial year, which are now at now at a near high of 32%.

Given the complexity of Outcome rates and the investigative processes and procedures involved, including capacity and capability issues, the subject is scheduled to be explored in depth as a 'spotlight' subject at the PAM in November 2021 and as such it is not further commented upon at this time.

### 25. Outcomes - Domestic Abuse

In September 2021, a very similar position to TRC was experienced for Domestic Abuse where the proportion of 'Action Taken' was at 8%, representing a 1% decrease from the previous month.

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<sup>1</sup> **STROs** are aimed at individuals who have not been convicted of a slavery or human trafficking offence, in order to protect a person from harm caused by the commission of slavery or human trafficking offences.

<sup>2</sup> **Outcome 16** – Named suspect identified: evidential difficulties prevent further action; victim does not support (or has withdrawn support form) police action.

Of note is that in September 2021 the Outcome 16 rate for DA offences was at 66% representing the highest figure since April 2021 and continuing an upward trend, particularly evident during the last four months.

**Q3. What are the drivers that affect the relatively low Action Taken rates for DA and the contributory high Outcome 16 rates and what action is to be taken to improve this position?**

## **26. Victim Satisfaction - Neighbourhood Crime**

In September 2021, the six-month rolling average rates for victim satisfaction were: -

- Burglary 76%
- Vehicle Crime 74%
- Violence 66%

Whilst these figures have remained relatively static from the previous month, the decline in satisfaction rates (particularly Burglary) was raised with the Chief Constable at the PAM in August 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## **27. Victim Satisfaction - Vulnerability**

In September 2021, the six-month rolling average rates for victim satisfaction were: -

- Hate Crime 76%
- Domestic Abuse 76%

The monthly September 2021 victim satisfaction rate for Hate Crime represents a 7% increase from that attained in April 2021 and continues a recent upward trend. This improvement is a very positive development and would appear to be the product of the new and improved arrangements that the force's Harm Hub has employed to drive service improvement, and as a consequence victim satisfaction.

In respect of DA, of note are the comments in the Performance Report regarding the very small sample size for September 2021 (n=17), which has the potential to skew the data. Nonetheless the DA victim satisfaction rate of 59% for the month is the lowest since August 2020.

**Q4. In the context of Q3, is the declining DA victim satisfaction rate symptomatic of systemic issues with the quality of service delivery to DA victims?**

## **28. Operations Communication Centre**

In September 2021, the OCC performance to answer 999 emergency calls within the 10 seconds target stood at 72% against a target of 90%. Demand for the month was at 8k calls.

In September 2021, the OCC performance to answer 101 non-emergency calls within the 1 minute target stood at 3 minutes 2 seconds. Demand for the month was at 15.5k calls.

Of note, is the comments in the Performance Report regarding OCC data being presented to senior officers on a weekly basis, so that any risk arising as a consequence of sub-optimal performance can be effectively managed.

The subject of OCC performance and public contact was explored as the spotlight subject at the PAM in September 2021 and as such it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## **4. Effective and Efficient**

### **29. Sickness**

In September 2021, the sickness absence levels for police officers of 6.78% represents an increase on the August 2021 figure of 6.26%.

In September 2021, the sickness absence levels for police staff of 7.26% represents an increase on the August 2021 figure of 6.84.

The issue of rising sickness rates was questioned at the PAM in September 2021 and as such it is not proposed to re-visit this matter at this time but performance will continue to be monitored

### **30. Assault Police**

In September 2021, there was an increase in Assault Police (n=32) when compared to the previous month (n=24) and levels were consequently above the monthly average of 26.

The issue of Assaults on Police and the associated matter of expired Office Safety Training and First Aid accreditation was again raised at the PAM in August 2021 and as such it is not proposed to re-visit this matter at this time but performance will continue to be monitored

### **31. Appendix**

The performance information contained in the graphs of the appendix are noted without further comment.

## **5. Comments**

### **5.1 Summary of questions**

It's requested that the Chief Constable provides her professional judgement to the Police and Crime Commissioner regarding the key challenges and opportunities that exist with force performance in the short to medium term, particularly in respect of the question posed in this report: -

- **Possession of Offensive Weapons**

Q1. Can an explanation be provided for the increases seen in Firearms offences, and also the increases experienced in Stratford District? What detail is known about the offences and the demographics of the offenders and what action is proposed to prevent and reduce such offences?

- **Domestic Abuse**

Q2. The spotlight subject for this month's PAM is Violence Against Women and Girls (VAWG), where Domestic Abuse (DA) is a significant component of this wider agenda. Therefore, what are the drivers that have caused the increases seen in DA this year and what action is proposed to prevent and reduce DA, particularly as we approach the festive period that has historically resulted in increased levels of DA?

Q3. What are the drivers that affect the relatively low Action Taken rates for DA and the contributory high Outcome 16 rates and what action is to be taken to improve this position?

Q4. In the context of Q3, is the declining DA victim satisfaction rate symptomatic of systemic issues with the quality of service delivery to DA victims?

## **5.2 VAWG Spotlight**

The following questions have been provided separately to the force in advance of the PAM: -

1. How is Violence Against Women and Girls (VAWG) owned, scrutinised and overseen by the force?
2. Given the serious nature of VAWG, how are such crimes allocated for investigation?
3. How compliant is the force in relation to the Victims Code in respect to VAWG crimes? How does the force monitor this on a day to day basis?
4. To what extent is the Chief Constable satisfied with the current quality and timeliness of investigations into Rape and Serious Sexual Offences, Domestic Abuse and Stalking?
5. What activity is the force taking to improve charge and prosecution rates in relation to Rape and Serious Sexual Offences, Domestic Abuse and Stalking?
6. The Government has recently identified that between April 2020 and March 2021, Warwickshire Police applied for fewer than one Stalking Protection Order (SPO) per 100,000 people, placing them as an outlier in comparison to other forces. What activity is the force taking in response to this?
7. What are the current vetting arrangements for Warwickshire Police Officers? How frequently are they fully vetted and to what level/extent?
8. When allegations are made that a Police Officer has committed an act of violence against a women, or a lower-level offence that may be a precursor to a more serious sexual or violent offence in the future, how are such crimes allocated for investigation?
9. Beyond vetting and responding to reports, what proactive steps does the force take to identify activity by officers/staff that may potentially raise concerns regarding VAWG?
10. In the context of VAWG, to what extent is the Chief Constable confident that if concerns arose in the workforce regarding a colleague's behaviour, that

individuals would feel sufficiently confident in reporting this to senior management and/or Professional Standards?

### 5.3 Schedule of Spotlight Subjects

Agreement is required as to the selection of 'spotlight' subjects for future PAMs. The schedule is as below: -

PAM Month	Performance Month		Performance Focus	OPCC Publish	Deep Dive Topic
Oct 2020	Sept	Q2	P&P	P&P	Road Safety
Nov	Oct		R&R		Nil
Dec	Nov		E&E		Nil
Jan 2021	Dec	Q3	P&P		Hate Crime
Feb	Jan		R&R	R&R	Digital Cyber
Mar	Feb		E&E		Change Management
Apr	Mar	Q4	P&P		Repeat Victims
May	Apr		R&R		Criminal Justice
Jun	May		E&E	E&E	Diversity
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		Evolve Programme
Sep	Aug		E&E		OCC / Public Contact
<b>Oct</b>	<b>Sep</b>	<b>Q2</b>	<b>P&amp;P</b>	<b>P&amp;P</b>	<b>VAWG</b>
Nov	Oct		R&R		Investigation and Outcomes
Dec	Nov		E&E		Sustainability
Jan 2022	Dec	Q3	P&P		Roads Policing
Feb	Jan		R&R	R&R	Stop & Search / U of F
Mar	Feb		E&E		Budget
Apr	Mar	Q4	P&P		Crime Profiles

OFFICIAL

APPENDIX B

Weekly Performance Summary – Week 41

Weekly Performance Summary 2021/22 - WEEK 41										Last Refreshed on 18/10/2021
	Last week (Mon-Sun) Week No. 41	Weighted Baseline	Weighted Baseline % Change	Last 4 Weeks Average	Last 4 Weeks Average LY	Last 4 Weeks % Change	Last 6 Months	Last 6 Months % Change	Year to Date	Year to Date % Change
Total Recorded Crime	804	870	-7.6%	804	775	3.7%	19,974	3.0%	21,961	3.4%
Homicide	0	0	0	0	0	0	9	125.0%	9	125.0%
Violence With Injury	83	95	-12.6%	86	82	5.2%	2320	6.6%	2519	5.9%
Violence Without Injury	267	195	36.9%	236	229	3.3%	6091	9.3%	6698	9.2%
Rape	8	14	-42.9%	13	8	64.5%	314	49.5%	344	50.9%
Other Sexual Offences	25	20	25.0%	23	15	54.2%	507	16.0%	561	18.1%
Business Robbery	0	1	-100.0%	0	0	0.0%	16	33.3%	16	33.3%
Personal Robbery	7	5	40.0%	5	5	0.0%	156	6.8%	171	8.2%
Burglary - Residential (dwelling only)	20	38	-47.4%	21	22	-1.2%	459	-9.8%	511	-8.1%
Burglary – Business & Community (incl. Res. no	15	40	-62.5%	17	24	-29.8%	454	-30.2%	491	-30.7%
Vehicle Offences	58	118	-50.8%	56	71	-21.1%	1478	-7.7%	1612	-9.3%
Theft from Person	5	4	25.0%	5	7	-30.8%	87	-13.9%	95	-16.7%
Bicycle Theft	4	17	-76.5%	8	10	-24.4%	209	-10.3%	229	-9.1%
Shoplifting	32	65	-50.8%	42	48	-12.1%	1021	-16.6%	1123	-16.4%
All Other Theft Offences	63	94	-33.0%	63	66	-4.9%	1702	11.5%	1857	10.5%
Criminal Damage & Arson	71	79	-10.1%	85	75	12.3%	1972	3.5%	2174	4.6%
Drug Offences	37	17	117.6%	26	28	-9.7%	567	-19.7%	637	-17.4%
Possession of Weapons	15	5	200.0%	16	10	59.0%	232	-11.1%	272	-2.9%
Public Order Offences	74	52	42.3%	86	59	46.0%	1994	22.1%	2207	24.7%
Misc. Crimes Against Society	20	11	81.8%	19	19	4.1%	386	-19.2%	435	-16.0%
Burglary - Residential - National	29	59	-50.8%	29	32	-7.9%	645	-23.6%	714	-21.6%
Burglary - Business and Community - National	6	19	-68.4%	9	13	-35.8%	268	-14.9%	288	-18.6%