



**Philip Secombe  
Police and Crime  
Commissioner  
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## **OPCC PERFORMANCE SCRUTINY**

### **WARWICKSHIRE POLICE**

**January 2021**

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## **FORCE PERFORMANCE SCRUTINY**

### **JANUARY 2021**

#### **SECTION 1: INFORMATION**

The purpose of this report is to formally scrutinise Warwickshire Police's performance during January 2021 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 23<sup>rd</sup> February 2021. 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 PCC's '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 January 2021 (Performance Report).
- **App B** - Warwickshire Police Weekly Performance Summary - Week 6 (At Page 16 of this report).

The comments in the Performance Report regarding the new performance framework that has been introducing to complement 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. Respond and Reassure
- ii. Prevent and Protect
- iii. Effective and Efficient.

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

Not all aspects of performance are commented upon in this scrutiny report, only those areas of particular interest. Where reference is made in to data for Year to Date (YTD) and the 'last four weeks', this is from the latest data available as at the 15/02/2021 in the 'Weekly Performance Summary'. Most percentages in this report have been rounded to the nearest integer for the purpose of ease of presentation.

## **SECTION 2: RESPOND AND REASSURE**

It should be noted that it continues to be challenging to identify performance trends through the use of comparative temporal data, due to the impact of Covid-19 on the profile of crime.

### **1. Outcomes - Total Recorded Crime**

The complexity of Outcomes has been previously explored in the OPCC paper of the same name and also at previous PAMs, as such the issues are well understood.

In January 2021, the proportion of 'Action Taken' Outcomes for Total Recorded Crime (TRC) was 15%. Also, the average rate of Action Taken for 2020/21 (13%) has shown an overall improvement when compared to 2019/20 (11%).

This is clearly a positive development and is indicative of the considerable investment the force has made to improve investigations, achieved through a holistic and systemic approach.

A contributory factor to the current Action Taken rates is also the changing nature of crime during Covid-19, where different crime types have inherently varying prospects for their solvability. This is demonstrated in the Outcome 16<sup>1</sup> rates where the increase in the proportion of Domestic Abuse related crime has consequently increased the overall proportion of TRC that is finalised with this particular Outcome code.

It would be helpful to better understand the position with Action Taken if the Performance Report contained details of the rates for individual crime types that are of particular concern to the public e.g. Rape, Robbery, Burglary Residential, Vehicle Crime etc.

It is understood that A&SI are developing a system for 'weighting' crime reports according to the degree of 'harm' they cause, along the lines of the existing Cambridgeshire Harm Index (CHI). It may be possible to also apply this weighted measure to Action Taken, which would provide a better quantitative measure of the amount of 'harm' that is finalised with Action Taken, rather than the present position of simply counting the number of crimes and treating each with equal weight.

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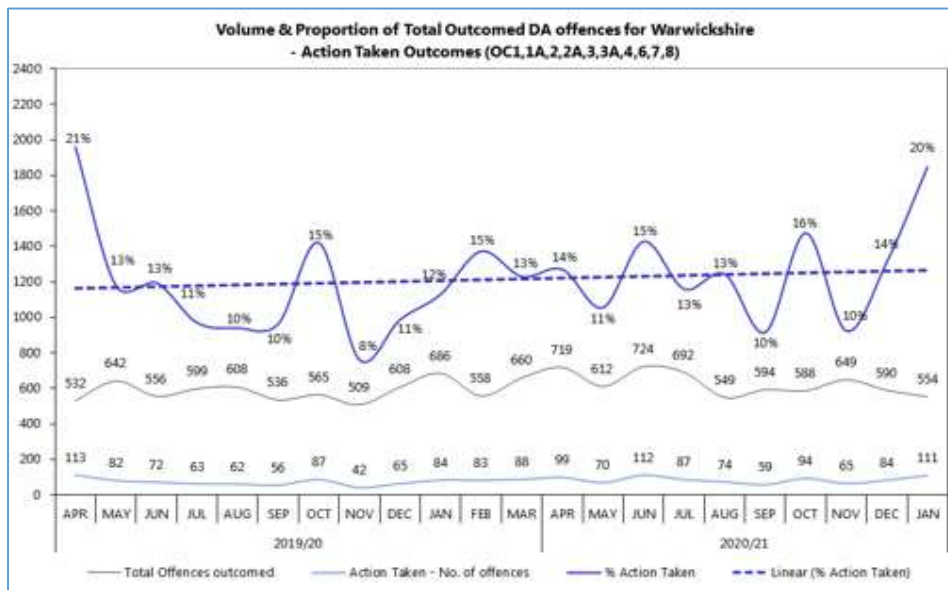
<sup>1</sup> Outcome 16 – A Home Office classification used to describe the finalisation of an investigation where the suspect was identified, but there were evidential difficulties and the victim did not support police action.

Q1a. Could a break-down of Action Taken rates by serious and iconic crime types be provided in future Performance Reports?

Q1b. Would the Head of A&SI be in a position to provide an overview of the CHI concept to the PCC?

### 30. Outcomes - Domestic Abuse

In January 2021, the proportion of Action Taken for Domestic Abuse (DA) related offences was 20%, an increase when compared to December 2020 (14%). These are the highest proportions achieved since April 2019: -



Graph 1. Action Taken rates for Domestic Abuse crime.

The January 2021 level of performance in respect of Action Taken for Domestic Abuse related crime represents a very positive development.

### 31. Victim Satisfaction

For January 2021, the 6-month rolling average for victim satisfaction are shown in the below table: -

CATEGORY	% SATISFIED
Burglary Dwelling	90
Vehicle	80
Violence	76
Hate	73
Domestic Abuse	75

Table 1. Victim Satisfaction Rates.

The comments in the Performance Report are noted, regarding the small sample size for the Hate Crime and DA surveys conducted in January 2021 and that as a consequence the accuracy of the data should be treated with caution. This issue of small sample size was raised at the January 2021 PAM. The force responded that conducting surveys during the Covid-19 with restrictions on movement is challenging, given that the victim may be living with the perpetrator and an approach may put the victim at risk - the safeguarding of the victim is the imperative.

**Q2. Victim satisfaction data previously included a breakdown of the various stages of service delivery from initial report through to finalisation. Is this information still sought in order to better understand the victim's experience of their 'journey', and what action is taken by the force in terms of addressing any issues identified through the surveys in order to better meet the needs of victims and thereby improve service delivery?**

### **32. Operations Communication Center (OCC)**

- i. Emergency 999 Calls** - In January 2021, the proportion of 999 calls answered within 10 seconds (90%) was on target and improved when compared with December 2020 (84%).
- ii. Non-emergency 101 Calls** - In January 2021, a total of 14,278 non-emergency 101 calls were received by the OCC. The average time to answer a 101 call during this period was **40 seconds**, set against a target of 1 minute,
- iii. Un-resourced Incidents** - The data and stable position is noted without further comment

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 2020 meeting. As such, whilst acknowledging its importance to public contact and response, it is not proposed to re-visit this subject again at this time.

It should be noted that maintaining this level of OCC performance is commendable, given the adverse impact and challenges of Covid-19 on both demand and resources during this extended period.

### **33. Emergency Response**

In January 2021, in excess of 8 out of 10 (86%) emergency incidents were attended within 20 minutes, with 97% being attended with 30 minutes. It's reassuring to note that the average response times were quicker than the minimum standard of 20 minutes for all Districts and Boroughs of the county: -

	Nov-20	Dec-20	Jan-21	last 6 months
North Warwickshire	16:36	17:09	15:03	
Nuneaton & Bedworth	12:06	11:17	12:40	
Rugby	12:04	12:39	11:09	
Stratford	10:36	11:03	10:27	
Warwick	15:57	16:03	14:41	
Warwickshire	<b>12:53</b>	<b>13:05</b>	<b>12:34</b>	

Table 2. Emergency Response Average Times

The comments in the Performance Report are noted, regarding the force's Local Policing Directorate commissioning a further piece of work to quality assure this performance measure.

### 34. Use of Force

The January 2021 Performance Report covers the Use of Force (UoF) for the period Q3 2020/21. Evident from the data and of particular concern is the disproportionality in the UoF for Identity Codes IC3 and IC4<sup>2</sup>: -

Measure	IC3 - Black	IC4 - Asian
Warwickshire Population - Census Data	0.8%	3.4%
Use of Force - Q3 2020/21	9.5%	7.5%

Table 3. Warwickshire Population v Use of Force

### 35. Stop and Search

The concern regarding disproportionality in the UoF is amplified by the Stop and Search (S&S) data in the Performance Report, which calculates disproportionality using a rolling 12-month data set from 01/02/2020 to the 31/01/2021, namely: -

- Black citizens are 12.6 times more likely to be stopped and searched than a white citizen.
- Asian citizens are 2.3 times more likely to be stopped and searched than a white citizen.

An 'Annual Disproportionality Report', which explored some of the issues surrounding UoF and S&S disproportionality, has been prepared by the force and scrutinised at the Legitimacy Board. The OPCC are also aware of the A&SI 'Equality, Diversity and Inclusion Report' of November 2020 that benchmarks the current data capture and performance metrics across

<sup>2</sup> Identity Code (IC) 6+1 are codes used by the police based on a visual assessment, as opposed to that individual's self-definition. IC3 corresponds to Black appearance. IC4 corresponds to Asian appearance.

all nine protected characteristics in terms of representativeness and service delivery, revealing some significant gaps that are in the process of being addressed by the force.

In addition, HMICFRS are proposing to release their report into 'Disproportionate Use of Police Powers: A report on stop and search and the use of force'.

The matter of disproportionality has been raised by the OPCC with the force at previous PAMs, including a 'deep-dive' on Equality, Diversity and Inclusion at the September 2020 meeting. The OPCC will nonetheless return to this critical area once the aforementioned HMICFRS report has been published, to ensure that all learning is identified and any recommendations are urgently implemented as a priority.

### **36. Digital Contact**

The increased use by the public of Single Online Home to contact the force is noted, as the figures for January 2021 (n=2122) compare favorably to those January 2020 (n=745) albeit a significant percentage relate to Covid-19 restrictions (n=822).

### **37. Domestic Violence Protection Orders**

For the three months to January 2021, the number of Domestic Violence Protection Orders (DVPO) applications at 26 was the highest three month total since July 2020.

It's positive to note that a 100% of these DVPO applications were granted for the fifth month running, particularly given that the orders represent an important tool in managing ongoing risk to victims of DA.

### **38. Stalking Protection Orders**

Stalking Protection Orders (SPO) are issued under the 'Stalking Protection Act 2019' and are Civil Orders that can be applied for when the threshold for criminal proceedings has not yet been met, or to complement a prosecution for stalking.

In January 2021, there were two SPOs applications of which one was granted. Since January 2020, there have been a total of four SPO applications.

**Q3a. Is there an explanation for the relatively low number of SPO's given the potential serious harm that can arise from stalking?**

**Q3b. Is further guidance and training required for officers to be aware of the use of these orders given the relatively recent introduction of the legislation?**

### **39. Criminal Justice**

During December 2020, a total of 113 cases were submitted to CPS for a charging decision and of these 75 resulted in a charging decision and 39 resulted in a decision of No Further Action

(NFA). This provided a charge to NFA ratio of 1.92, which is below the 2:1 target and when compared to other forces placed Warwickshire Police in 41st position. During this same period, 70 court files were submitted to CPS of which 33% (n=23) were found to have issues.

It is acknowledged that these Key Performance Indicators (KPI) have fluctuated widely during the past year and that December's performance is not entirely representative.

It has been previously suggested by the force that the reason for the low charge to NFA ratio is due to officers proactively and optimistically putting cases to CPS in the hope of a charging decision being reached, particularly in DA cases.

A question arises as to whether the lack of success in achieving a charging decision is actually due to being overly ambitious or, as the 33% error rate for court files may suggest, it's more to do with the quality of evidence being presented to CPS.

**Q4a. Do Warwickshire Police refer a disproportionality high number of cases to CPS for a charging decision, when compared to other like forces?**

**Q4b. What is the current position with establishing the Evidence Review Officers as proposed, with the intention of improving the standard and quality of prosecution files?**

#### **40. Victim Updates**

This is a relatively new performance metric and its introduction into the Performance Report is a positive development. This is particularly so given the importance of victim contact and care to the Police and Crime Plan, Victim's Charter and the Victims Code.

For January 2021, a concern is that of the 3065 victims in open cases a total of 431 (14%) of victim contacts were overdue, with 20% of these being longer than one month. The comments in the Performance Report are noted, regarding the A&SI removing from the data those cases where the complainant is The Crown, and that going forward they will attempt to identify those cases where the victim has opted out of the victim contact contract.

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

### **SECTION 4: EFFECTIVE AND EFFICIENT**

#### **41. Absence Levels**

In January 2021, the police officer absence rates (4.96%) were at similar level as at the same time in 2020 (4.28%).

In January 2021, the police staff absence rates (5.03%) were slightly higher than at the same time in 2019 (4.36%).



Absence levels are of keen interest to the OPCC as the force journeys through the Covid-19 pandemic and the force are to be commended in effectively managing absences and sickness during this extremely challenging period.

#### **42. Assaults on Police**

In January 2021, there were 17 assaults on police officers. This is a welcome decrease on the levels for the previous two months (n=26 and n=20) and below the monthly average of 24 offences. This is a positive development, although potentially influenced by lockdown restrictions and the inclement weather experienced during the month.

This matter of officer safety was previously raised as a question at a PAM and the OPCC are grateful for the force's considered response; in that the recently published Officer and Staff Safety Report (OSSR) has been reviewed by the force and that the majority of recommendations have already been implemented, or are in train. These measures include the use Taser, spit hoods, restraint belts and safety training for 'fast roads'.

#### **43. Force Establishment**

Force establishment is a standing agenda item on the associated Force Governance Board (FGB) and as such is not commented upon further in this report.

### **SECTION 4: RESPOND & REASSURE**

#### **16. Total Recorded Crime (TRC).**

The impact of Covid-19 lockdown restrictions has continued to reduce the YTD volume of acquisitive 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 for the county has reduced by -12.6% YTD and -27% for the last four weeks.

#### **17. Violence with Injury**

In January 2021, the levels were below the lower control limit. Volumes are now at -16% YTD and -34% for the last four weeks.

#### **18. Violence without Injury**

In January 2021, the levels of Harassment and Malicious Communications offences (50% approx. of all Violence without Injury offences) increased when compared to December 2020 and is now moving towards the peaks experienced during first Covid-19 lockdown in Q1. Volumes are now at +11% YTD and +4.5% for the last four weeks.

## **19. Rape**

In January 2021, levels were within the control limits and relatively stable. Volumes are now at -23% YTD and -42% for the last four weeks.

## **20. Other Sexual Offence (OSO)**

In January 2021, levels were exceptionally low and below the lower control limit. Volumes are now at -11% YTD and -40% for the last four weeks. The comment in the Performance Report is noted, regarding this position being almost certainly due to the current national lockdown restrictions.

## **21. Robbery**

In January 2021, a significant decrease in Personal Robbery was achieved (n=17) where levels reduced significantly compared to November 2020 (n=32). Volumes are now at -24% YTD and -35% for the last four weeks.

## **22. Residential Burglary**

In January 2021, levels were exceptionally low and had halved when compared to the previous month, with reductions achieved across all areas of the county. Volumes are now at -45% YTD and -62% for the last four weeks.

## **23. Business and Community Burglary**

In January 2021, levels were within the control limits and relatively stable. Volumes are now at -36% YTD and -32% for the last four weeks.

## **24. Vehicle Crime**

In January 2021, levels were within the control limits and relatively stable. Volumes are now at -32% YTD and -59% for the last four weeks.

## **25. Drug Offences**

In January 2021, levels were within the control limits and relatively stable. Volumes are now at +50% YTD and +4% for the last four weeks. Increased proactive law enforcement during Covid-19 lockdown has been provided as an explanation by the force for this rise in Drug Offences, where such offences usually only come to police attention when actively sought.

## **26. Possession of Weapons**

In January 2021, there were 17 offences recorded representing a decrease when compared to the previous month (n=33) and as a consequence levels were significantly below the lower control limit. Since September 2020, volumes have shown a downward trend and are

currently below the monthly average (n=38). Volumes are now at -5% YTD and -49% for the last four weeks.

### **27. Public Order Offences**

In January 2021, levels were within the control limits and relatively stable following a seasonal rise above the upper control limit during the summer months of Q2. The impact of reported breaches of Covid-19 restrictions on public order volumes has previously been noted. Volumes are now at +27% YTD and -2% for the last four weeks.

### **28. Domestic Abuse (DA)**

In January 2021, levels were near to the lower control limit, presumably as a consequence of the impact of Covid-19 lockdown restrictions given that similar lower levels were experienced during the first lockdown in Q1. Volumes are now at +3% YTD and -1% for the last four weeks. The comments in the Performance Report are noted with concern, regarding DA offences accounting for 17% of all TRC and 43% of all violent crime.

Domestic abuse has previously been subject to 'holding to account' scrutiny and discussed at length, including a 'deep-dive' at the August 2020 PAM. Consequently, whilst acknowledging its scale and its vital importance, it is not proposed to re-visit this subject again at this time.

### **29. Child At Risk (CAR)**

In January 2021, levels were within the control limits and were relatively stable. Volumes are now at +4% YTD and -33% for the last four weeks. It is presumed that this decreased reporting is a consequence of Covid-19 lockdown and the closure of schools.

This issue was raised at the January 2021 PAM, where assurance was sought by the PCC as to the action the force had taken with partner agencies to identify CAR cases during school closures and to ensure that appropriate investigation and safeguarding was being conducted.

The comments in the Performance Report are noted, regarding the force recognising that the application of generic CAR markers does not follow a controlled process and is not an accurate picture of risk. A&SI are therefore working with the force's lead for Vulnerability to create a dashboard of measures to more accurately reflect the risk.

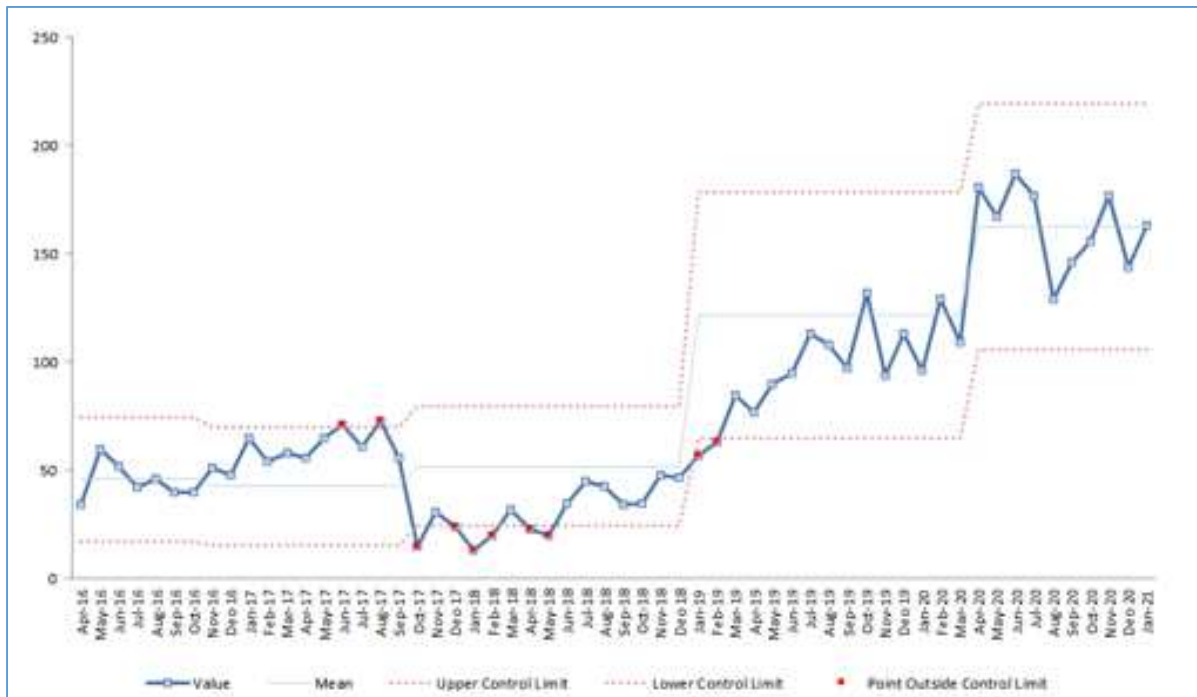
### **30. Hate Crime**

In January 2021, there were 67 Hate Crimes (both Notifiable Crime and Non-Crime Investigations) reported and levels were within the control limits. Volumes are now at +20% YTD and +38% for the last four weeks.

Hate Crime has previously been subject to ‘holding to account’ scrutiny and discussed at length, including a ‘deep-dive’ at the January 2021 PAM. Consequently, whilst acknowledging its importance, it is not proposed to re-visit this subject again at this time.

### 31. Cyber-Crime

As Cyber Crime is being discussed as a ‘deep-dive’ topic at this PAM, the following data has been extracted from the Performance Report for ease of reference and in order to inform debate: -



Graph 2. Cyber / Online Crime Volumes

	Nov-20	Dec-20	Jan-21
Violence Without Injury	126	92	104
8L - Harassment	21	14	13
8Q - Stalking	4	5	6
8R - Malicious Communications	99	72	85
105A - Assault Without Injury	2	1	0
Misc. Crimes Against Society	23	26	23
059 - Threat Or Possess. w/Intent To Commit Crim Dam	1	0	0
086 - Obscene Publications and Protect. Sexual Material	22	26	22
095 - Disclosure, Obstruct, False Or Mislead Statements	0	0	1
Other	149	118	127
<b>Total</b>	<b>177</b>	<b>144</b>	<b>163</b>

Table 4. Offence Types where Cyber / Online Keyword Applied

## **32. Road Safety**

Road safety is reported one month in arrears. In December 2020 there was one fatality. Of note is that since the beginning April 2020, in excess of 28,000 Notice of Intended Prosecutions (NIPs) for speeding offences in the county have been issued.

## **33. Appendixes**

The performance information contained in the graphs of the appendixes is noted without further comment due to the relatively benign nature of the data.

## **SECTION 5: COMMENTS**

### **34. Questions**

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

Q1a. Could a break-down of Action Taken rates by serious and iconic crime types be provided in future Performance Reports?

Q1b. Would the Head of A&SI be in a position to provide an overview of the CHI concept to the PCC?

Q2. Victim satisfaction data previously included a breakdown of the various stages of service delivery from initial report through to finalisation. Is this information still sought in order to better understand the victim's experience of their 'journey', and what action is taken by the force in terms of addressing any issues identified through the surveys in order to better meet the needs of victims and thereby improve service delivery?

Q3a. Is there an explanation for the relatively low number of SPO's given the potential serious harm that can arise from stalking?

Q3b. Is further guidance and training required for officers to be aware of the use of these orders given the relatively recent introduction of the legislation?

Q4a. Do Warwickshire Police refer a disproportionality high number of cases to CPS for a charging decision, when compared to other like forces?

Q4b. What is the current position with establishing the Evidence Review Officers as proposed, with the intention of improving the standard and quality of prosecution files?

### **35. Future Deep-dive Subjects**

Agreement is required as to the selection of 'deep-dive' subjects for future PAMs. For information, the intended schedule is included as Table 5 at the end of this report.

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	Budget
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		OCC / Public Contact
Sep	Aug		E&E		Diversity
Oct	Sep	Q2	P&P	P&P	Domestic Abuse
Nov	Oct		R&R		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

**Table 5. of Scheduled Subjects for Deep-Dive**

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Scrutiny and Performance.

**APPENDIX C**

Weekly Performance Summary 2020/21 - WEEK 6										Last Refreshed on 15/02/2021
	Last week (Mon-Sun) Week No. 6	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	598	805	-25.7%	599	823	-27.2%	18,875	-13.4%	32,341	-12.6%
Homicide	0	0	0	0	0	0	3	-40.0%	6	0.0%
Violence With Injury	64	86	-25.6%	58	89	-34.4%	1965	-17.2%	3466	-16.2%
Violence Without Injury	199	193	3.1%	198	187	4.5%	5482	5.7%	9463	10.7%
Rape	7	11	-36.4%	8	14	-41.8%	228	-23.5%	370	-23.4%
Other Sexual Offences	16	22	-27.3%	14	23	-40.2%	404	-11.0%	724	-11.2%
Business Robbery	1	1	0.0%	0	0	0	16	-46.7%	26	-48.0%
Personal Robbery	2	4	-50.0%	3	5	-35.0%	144	-24.2%	250	-23.8%
Burglary - Residential (dwelling only)	12	22	-45.5%	10	27	-61.7%	479	-46.1%	816	-44.8%
Burglary - Business & Community (incl. Res. no	19	33	-42.4%	21	32	-32.5%	623	-32.4%	1096	-36.1%
Vehicle Offences	30	93	-67.7%	49	119	-58.8%	1717	-32.3%	2845	-32.1%
Theft from Person	4	6	-33.3%	3	6	-56.5%	104	-45.8%	163	-52.8%
Bicycle Theft	2	7	-71.4%	3	7	-62.1%	182	-39.3%	333	-36.6%
Shoplifting	36	66	-45.5%	37	67	-45.1%	1276	-24.8%	2114	-28.7%
All Other Theft Offences	55	84	-34.5%	51	81	-36.5%	1552	-31.4%	2599	-35.2%
Criminal Damage & Arson	58	83	-30.1%	54	70	-23.2%	1820	-10.4%	3106	-13.2%
Drug Offences	27	21	28.6%	23	22	4.5%	654	42.2%	1187	50.3%
Possession of Weapons	9	12	-25.0%	6	12	-48.9%	193	-17.2%	394	-4.8%
Public Order Offences	40	48	-16.7%	47	48	-1.6%	1443	22.2%	2598	27.1%
Misc. Crimes Against Society	17	13	30.8%	17	17	1.5%	410	17.8%	785	28.3%
Burglary - Residential - National	23	29	-20.7%	20	37	-44.9%	779	-41.5%	1,352	-40.8%
Burglary - Business and Community - National	8	26	-69.2%	11	22	-47.7%	323	-32.4%	560	-38.3%

## **CHIEF CONSTABLE'S RESPONSE**

Q1a. Could a break-down of Action Taken rates by serious and iconic crime types be provided in future Performance Reports?

Yes this is possible and will data is already available via the Investigations and Standards performance report. Head of A&SI will confirm with OPCC Performance lead to ensure access and the requirements.

Q1b. Would the Head of A&SI be in a position to provide an overview of the CHI concept to the PCC?

A verbal update on the crime harm index was provided in the meeting by Head of A&SI

Q2. Victim satisfaction data previously included a breakdown of the various stages of service delivery from initial report through to finalisation. Is this information still sought in order to better understand the victim's experience of their 'journey', and what action is taken by the force in terms of addressing any issues identified through the surveys in order to better meet the needs of victims and thereby improve service delivery?

Surveys for all 5 crime types include questions about satisfaction at each stage, plus additional diagnostic questions within each stage. Analysis of satisfaction by stage is available on the force intranet performance dashboard and by request into A&SI. Further, reports have been presented at the **Victim and Witness Experience Board (VWEB)** illustrating how satisfaction varies by stage. We have also used case studies, including survey audio clips, to bring these issues to life.

Several interventions have been undertaken or planned, including: -

- The Harm Hub have updated/developed materials for officers to use when engaging with victims, developed the Initial Victim Needs Assessment, developed and delivered inputs to encourage officers to capture information about victim contact needs and contacts made, as well as the significant changes to management of victims of hate crime with the introduction of Hate Crime Officers.
- Surveys provide opportunities for timely service recovery, which is co-ordinated via the Harm Hub.
- Review of the wording of letters/emails sent to victims.
- Supervisors' dashboard allowing for better management of officers' victim-related system updates.
- Reassurance Training for Resolution Centre staff.
- Initiated engagement with other forces to understand good practice in improving satisfaction with follow-up.



Although the satisfaction levels at each stage is useful to a degree we do believe there are limitation in it usage. VWEB has taken a more bespoke approach looking at specific cases where service recovery is required or where there are issues identified that are a symptom of our processes. We feel in this way we have a far better opportunity to try and understand the victims journey. In addition, and in general, the satisfaction stages have largely remained unchanged with follow up being the key outlier. Via the supervisor dashboard, this has been a key priority for us and will continue to be so.

**Q3a. Is there an explanation for the relatively low number of SPO's given the potential serious harm that can arise from stalking?**

**Q3b. Is further guidance and training required for officers to be aware of the use of these orders given the relatively recent introduction of the legislation?**

These two questions have been taken together: -

The Stalking Protection Act 2019 actually came into force on the 20<sup>th</sup> January 2020, although information was provided by the College of Policing in support of new legislation it was relatively limited. Only in the last few weeks, January 2021, have the Home Office finally published statutory guidance on Stalking Protection Orders to allow forces to fully develop their response. The orders and the administration of them is far more complex than things such as Domestic Violence Protection orders, as the order can have far more draconian prohibitions and requirements attached to an order that need to be carefully thought through.

Once an order has been granted there are reporting requirements placed on the respondent similar to those imposed on sex offenders which require the respondent, for example, to register at a police station. To effectively administer SPOs there needs to be appropriate structures in place to support the process.

Until a change to the Home Office Counting rules that occurred on 1st April 2020, there were relatively few cases of stalking recorded, most of them would have been recorded as harassment instead. On the 1st April 2020 there became a presumption that when harassment occurred as a result of DA it would be recorded as stalking. The rigid application of the HOCR has led to a significant increase in the number of stalking offences recorded, on average 69 offences have been recorded each month over the last three months.

As has been alluded to there has been a small number of SPOs applied for to date and these have been coordinated by the Domestic Abuse Unit. Orders have been applied for in relation to incidents that were perceived to carry the most risk.

In the last few weeks additional police officers have started to land in the Domestic Abuse Unit as a result of the uplift programme to begin to fill some of the investigator vacancies within the team and to fill the DA Safeguarding Officers roles. Once properly embedded the aim is to utilise the skills of a police officer in the Safeguarding Officer role to become more proactive in relation to the use of civil orders such as the SPO, the more widespread use of DVPN/O and DVDS. As part of the Evolve 2 programme there are plans in place to use SafeLives to deliver training to the team. In addition to this,

we will also deliver training around the local procedures that will include raising awareness around SPOs.

Moving forward there will be an expectation that SPOs will be considered in all cases of stalking. Now that the statutory guidance is in place we will look to implement procedures in Warwickshire to ensure that the statutory guidance is being complied with. In relation to stalking in general, a 'bitesize' DA learning package has recently been put together for front line staff that features an input on stalking to raise awareness of the F.O.U.R (fixated, obsessive, unwanted, repeated). As a result of the DA Bill coming into force later this year Refuge have been commissioned by to provide training to professionals that will also no doubt include raising awareness on stalking.

**Q4a. Do Warwickshire Police refer a disproportionality high number of cases to CPS for a charging decision, when compared to other like forces?**

There are 3 elements to this question, but in short No.

We do encourage officers to seek charging decisions on border line case for domestic abuse and those offences that involve vulnerability as far as possible.

Case file review by prosecutors can be subjective, although there is an established escalation route between agencies in order to ensure appropriate charging decisions and referral by Police. Appropriate feedback is provided in order to ensure learning and improve file quality.

File quality is an important factor within case preparation and management and something that we continue to work on. Warwickshire Police have high levels of performance around file quality for the Crown Court, although we continue to seek to improve around Magistrates Court files.

**Q4b. What is the current position with establishing the Evidence Review Officers as proposed, with the intention of improving the standard and quality of prosecution files?**

Evidence Review Officers (ERO's) are part of the newly developed Evolve Policing operating model. We are not expecting to introduce them until the latter part of 21/22 subject to an ongoing review of the demand and resourcing requirements across the force. As new officers are recruited and complete their initial training, we will keep this under constant review in order to balance and prioritise resourcing across operational departments.

Whilst these posts are expected to support improving file quality, ongoing work in respect of officer training and feedback will continue whilst we await these posts to be put in place.