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OPCC PERFORMANCE SCRUTINY
Of
WARWICKSHIRE POLICE
April 2021

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FORCE PERFORMANCE SCRUTINY

APRIL 2021

SECTION 1: INFORMATION

The purpose of this report is to formally scrutinise Warwickshire Police's performance during April 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 25th May 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 April 2021 (Performance Report).
- **App B** - Weekly Performance Summary Week 19 (Page 15 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.

The focus for this month is on 'Respond and Reassure' 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.

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 17/05/2021 in the 'Weekly Performance Summary'.

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. 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. Action Taken Outcomes

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 April 2021, the proportion of 'Action Taken' Outcomes for Total Recorded Crime (TRC) was 16%. 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 evident in the Outcome 16¹ rates that have fluctuated throughout 2020/21 as the various phases of the response to the pandemic have taken effect.

It was noted in the PAM in February 2021 that 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. It's very positive

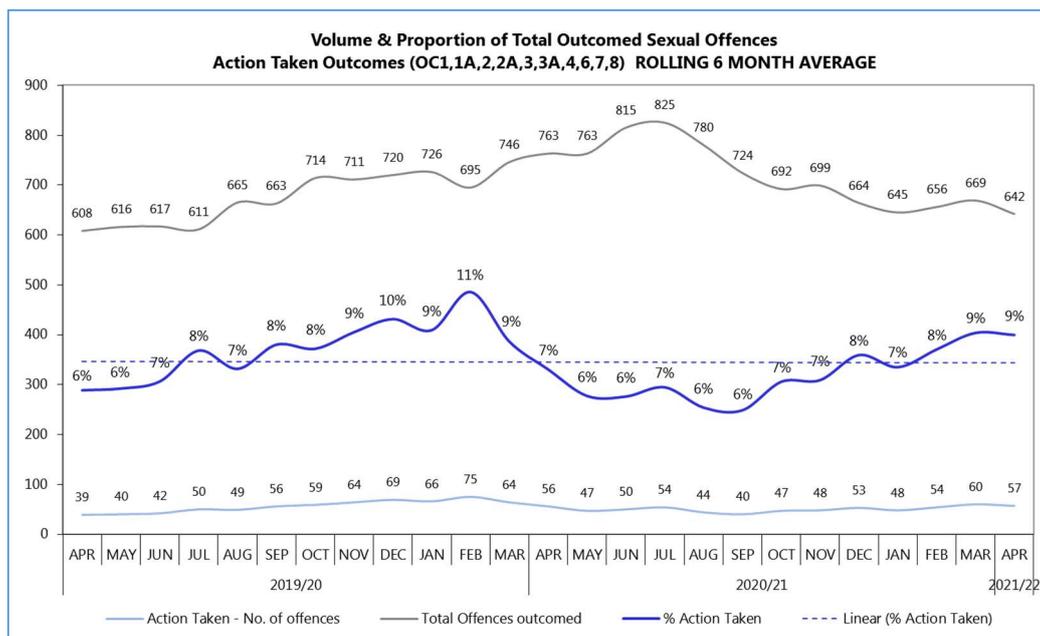
¹ Outcome 16 - A Home Office classification used to describe the finalisation of an investigation where the suspect was identified, but there were evidential difficulties and the victim did not support police action.

to note that this performance data is now included in the Performance Report and will be monitored going forward: -

ACTION TAKEN OUTCOME			
CATEGORY	APRIL 2021	RANGE APRIL 2019 TO MAY 2021	TREND LINE
Domestic Abuse	16%	8% – 21%	Improving
Burglary	4%	3% - 7%	Static
Vehicle Crime	5%	1% - 8%	Sharply Improving
Violence	13%	10% - 13%	Improving
Sexual Offences	9%	6% - 11%	Declining

Table 1 - Action Taken Rates for Specific Crime Categories

The Action Taken rates for Sexual Offences is a concern and at a national level is subject to increasing public disquiet, particularly in respect of Rape offences.

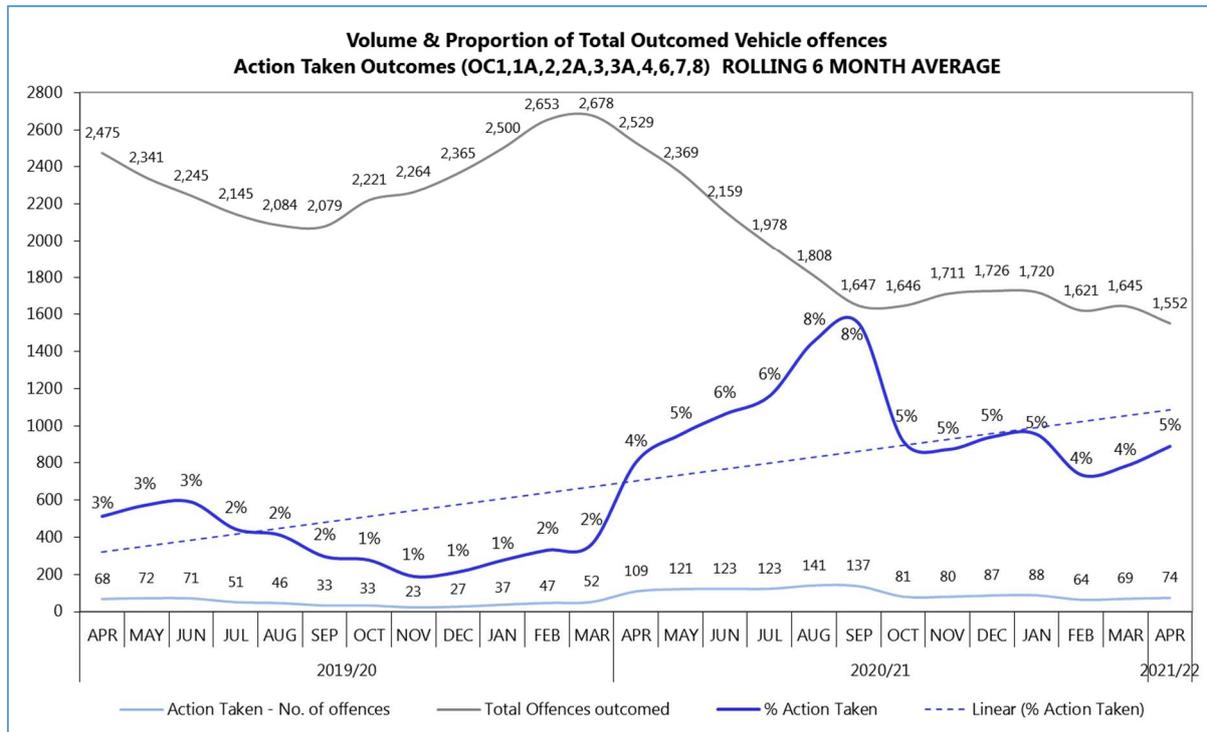


Graph 1 - Action Taken Rates for Sexual Offences

Q1. What measure are proposed to improve Warwickshire Police’s position in respect of Action Taken rates for offences of Rape and other Sexual Offences?

Conversely, the Action Taken rates for Vehicle Crime showed a sharp increase once the Vehicle Crime Teams became established, resulting in a significant decrease in the volume of offences being committed. This is a very positive development and

demonstrates what can be achieved when additional capacity, capability and focus is applied to a particular issue.



Graph 2 - Volumes and Action Taken Rates for Vehicle Crime

2. Victim Satisfaction

The 6-month rolling average for victim satisfaction levels are shown in the below table:

CATEGORY	% SATISFIED
Burglary Dwelling	> 86%
Vehicle	>74%
Violence	=76
Hate	>67%
Domestic Abuse	<81%

Table 2 - Victim Satisfaction Rates.

The improvement in the DA victim satisfaction rates is a positive development, as is the increase in the same size (36 / 50 target). Conversely, the declining position with Hate Crime remains a concern. However, following the deep-dive on this issue at the PAM in January 2021 and discussion at the PAM in April 2021, it is not proposed to re-visit this subject at this time but it will be monitored going forward.

3. Operations Communication Center (OCC)

Following the introduction of the new shift pattern in in the OCC, the levels of performance achieved during the week ending 16th May 2021 are very good given the increase in demand following the imminent exit from some of the Covid-19 restrictions:

- i. **Emergency 999 Calls** - The proportion of 999 calls answered within 10 seconds was 91% despite a high level of demand and consequently above the target of 90%. Also, the average wait time was just 3 seconds
- ii. **Non-emergency 101 Calls** - The average time to answer a 101 call was 36 seconds, set against a target of 1 minute.
- iii. **Un-resourced Incidents** - The data and stable position is noted without further comment.

4. Emergency Response

In April 2021, 84% of emergency incidents were attended within 20 minutes in the last month and 96% were 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, although the comments in the Performance Report are noted regarding that It is highly likely that the response times will increase in the upcoming months as incident demand increases following the further easing of Covid-19 lockdown restrictions.

5. Use of Force

The April 2021, Performance Report covers the Use of Force (UoF) for the period Q4 2020/21. Evident from the data and of particular concern is the continued disproportionality in the UoF for Identity Codes IC3 and IC4²: -

Measure	IC3 - Black	IC4 - Asian
Census Data 2011	0.8%	3.4%
Use of Force - Q4 2020/21	6.7%	7.4%

Table 3. Warwickshire Population v Use of Force

6. 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 01/05/2020 to the 3/04/2021, namely: -

² 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.

- Black citizens are 12.7 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 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 have fairly recently released their report into 'Disproportionate Use of Police Powers: A report on stop and search and the use of force'. The OPCC are aware that a 'Police Powers Board' (chaired by the C.Supt Local Policing), at which the OPCC represented, has been convened to further explore these issues to ensure that all learning is identified and any recommendations are urgently implemented as a priority.

7. Digital Contact

The fluctuating rate of Digital Contact with the force, predominantly due to the reduced volume reports of Covid-19 breach reports, is noted: -

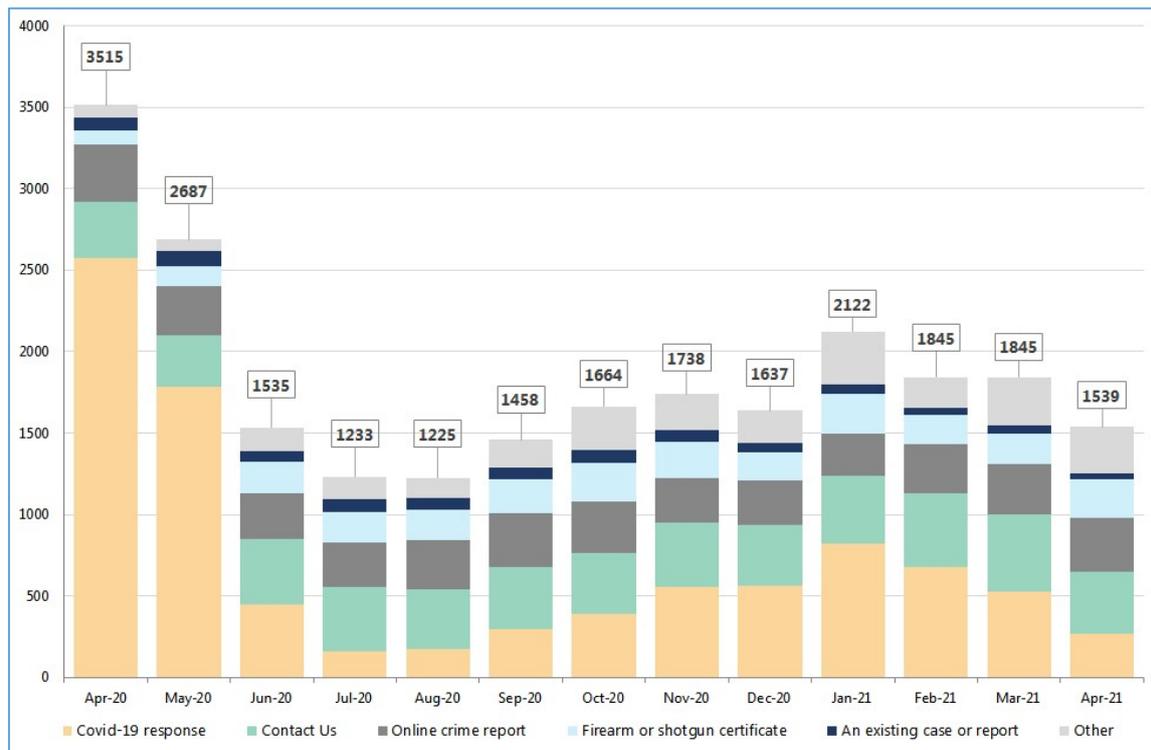


Chart 1 - Volumes of Digital Contact

8. Domestic Violence Protection Orders

In Q4 2020/21, there were 45 DVPO applications representing an increase of 19 from Q3. In addition, in March and April 2021 there have been the highest monthly totals for applications since April 2019.

It's positive to note that since August 2020 all DVPO applications, with the exception of one application due to a non-related custodial sentence, have been granted.

9. 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.

10. Criminal Justice

The subject of Criminal Justice is subject to a deep-dive at the PAM and the following information is provided in order to inform discussion: -

	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Total PCD cases advised to charge	60	66	73	71	59	62	111	102	75	79	99	162
Number of PCD cases resulting in no prosecution	40	37	50	51	27	32	39	37	39	56	33	56
Charge to no-prosecution ratio	1.50	1.78	1.46	1.39	2.19	1.94	2.85	2.76	1.92	1.41	3.00	1.89

Table 4 – Charge to NFA Ratio

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21
Files Without Issues	95	118	68	47	77	65
Files With Issues	6	17	17	21	22	14
Total cases (MIS)	101	135	85	82	99	79
% of Files With Issues	5.9%	12.6%	20.0%	25.6%	22.2%	17.7%

Table 5 - File Quality

The main issues identified by CPS lawyers leading to the above NFA decisions are: -

- i. Key evidence missing - statements, experts, medical, and forensic.
- ii. Undermining evidence received or evidence likely to be ruled inadmissible.
- iii. Unreliable / lack of identification of defendant.
- iv. Victim refuses to give evidence/inappropriate to compel.

Q2. Criminal Justice Deep-Dive Areas of Focus

- i. Liaison and Diversion referrals are down in custody, may not be enough for a trend yet but it does follow a pattern of diversion referrals to and from partners being down since the pandemic. Any plans to try and re-strengthen these pathways?
- ii. Disproportionality in Stop & Search and Use of Force. There was a lot of work being done on this by PS Chris Kitson – that post has been lost (he has been assigned elsewhere). An update report on what the plans are to address this apparent gap.
- iii. Out of Court Disposals. OOCDC Scrutiny Panel raised concerns that there may be a loss of training / understanding of OOCDC pathways and how to effectively refer due to transfers and large numbers of new officers. Is this being gripped / dealt with?
- iv. Concerns have been raised about Warwickshire magistrates courts still not being available for criminal hearings. How is this impacting rates of attendance and what discussions are ongoing with HMCTS about return to normal operations?
- v. What measures are being implemented to improve file quality and charge to NFA rates given that the ERO posts in the model will not be in filled in the short-term?

11. 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.

Of concern is that at the 3rd May 2021, of the 2930 victims in open cases a total of 788 (21%) of victim contacts were overdue with 49% of these being longer than one month. However, the comments in the Performance Report are noted regarding 966 (33%) of the 2930 victims opting out of victim contact.

Q3. Clarification is sought regarding the Victim Update data as to whether the overdue figures are inclusive or exclusive of the opt-out cohort of victims?

It is anticipated that the OPCC will return to this subject once the KPI data provided is better understood.

SECTION 3: EFFECTIVE AND EFFICIENT

12. Sickness

In April 2021, the sickness absence levels for police officers of 4.09% is above that achieved at the same time in 2020 of 3.25%.

In April 2021, the sickness absence levels for police staff of 3.86% compares favourably with that of the same period last year of 4.18%

Given the impact of Covid-19, these sickness absence levels represent a positive position.

13. Police Officer Assaults

In April 2021, there were 17 Assaults on Officers with 71% of these being Assaults without Injury. It is reassuring to see that volumes have decreased from the February 2021 high of 36 assaults and are now below the monthly average of 25 assaults.

14. 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: PREVENT & PROTECT

15. Total Recorded Crime (TRC).

The impact of Covid-19 has continued to effect the YTD volumes of crime categories when compared to the extraordinary period 2020/21. As such, the use of a 'last week' weighted baseline in the Weekly Performance Report that excludes this period is of value.

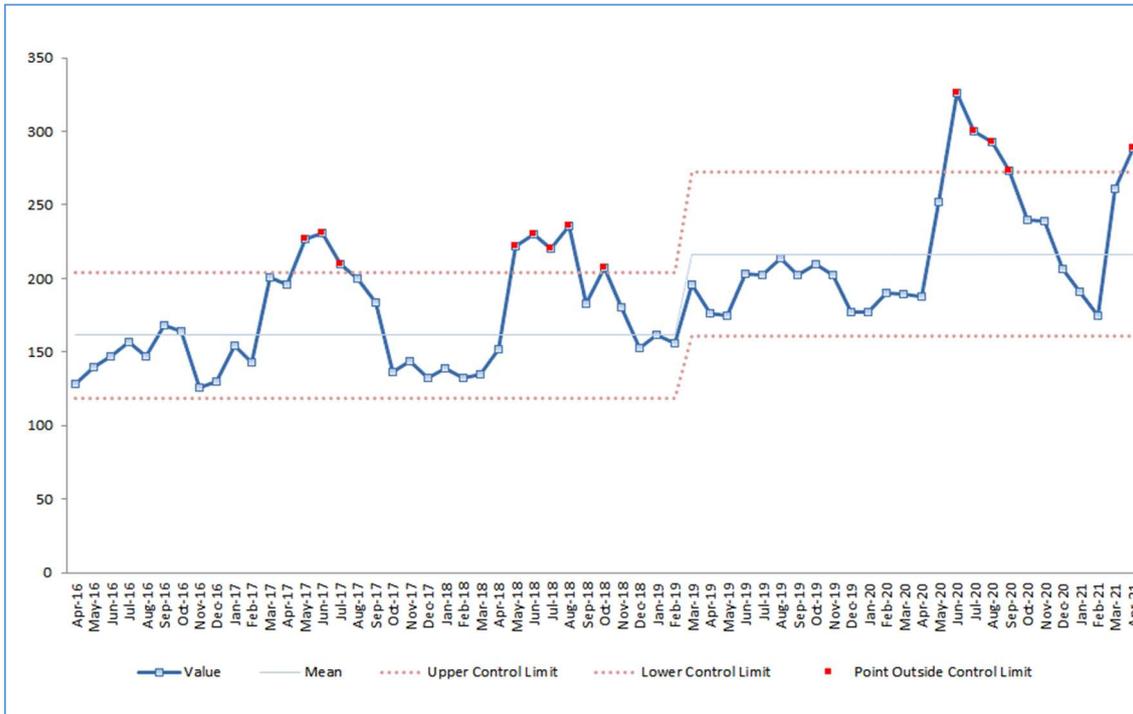
The data for April 2021 illustrates that crime volumes for many categories remain comfortably within the control limits and the weighted baseline shows a continuing significant decrease in acquisitive crime. As such, these categories are not commented upon further, however the categories that have shown a significant 'last week' increase are: -

- Violence without Injury + 56%
- Drugs + 61%
- Offensive weapons +25%
- Public Order +116%

These increases are somewhat predictable as we emerge from the Covid-19 restrictions on the Govt's road map to 'normality', a situation that maybe compounded by the recurrent seasonal rise in crime rates. These general issues were raised at the PAM in March 2021 and as such are not explored on this occasion.

16. Public Order

The significant increase in Public Order in April 2021 above the upper control limit is of concern, and from the 'last week' data is continuing to rise: -



Graph 3 - Volumes of Public Order

The comments in the Performance Report are noted, regarding the Force wide increases being driven by an uplift in offences across all districts with exceptional volumes seen in Stratford district for a second month.

17. Hate Crime

In April 2021, Hate Crime has risen (n=115) when compared to the previous two months (n=60 and 87) and are now above the upper control limit. The comments in the Performance Report are noted, regarding the exceptional volumes in Stratford upon Avon: -

	Feb-21	Mar-21	Apr-21	last 6 months
North Warwickshire	8	8	12	
Nuneaton & Bedworth	12	24	32	
Rugby	13	20	21	
Stratford	17	13	22	
Warwick	10	19	23	
Warwickshire	60	84	110	

Graph 4 - Hate Crime Volumes

Q4. Is there an explanation for Stratford upon Avon being an outlier in terms of the current volumes of Public Order and Hate Crime, and if so what measures are proposed to address these issues?

18. Road Traffic Casualties

Of note is that in March 2021 there was one road death in the county.

SECTION 5: COMMENTS

19. Future Deep-dive Subjects

Agreement is required as to the selection of 'deep-dive' subjects for future PAMs: -

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 6 - Schedule of Deep-Dive Subjects

20. Questions

It's requested that the Chief Constable provides his 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: -

Q1. What measure are proposed to improve Warwickshire Police's position in respect of Action Taken rates for offences of Rape and other Sexual Offences?

Q2. Criminal Justice Deep-Dive Areas of Focus

- i. Liaison and Diversion referrals are down in custody, may not be enough for a trend yet but it does follow a pattern of diversion referrals to and from partners being down since the pandemic. Any plans to try and re-strengthen these pathways?
- ii. Disproportionality in Stop & Search and Use of Force. There was a lot of work being done on this by PS Chris Kitson – that post has been lost (he has been assigned elsewhere). An update report on what the plans are to address this apparent gap.
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Q3. Clarification is sought regarding the Victim Update data as to whether the overdue figures are inclusive or exclusive of the opt-out cohort of victims?

Q4. Is there an explanation for Stratford upon Avon being an outlier in terms of the current volumes of Public Order and Hate Crime, and if so what measures are proposed to address these issues?

David Patterson.

OPCC Development and Policy Lead
Scrutiny and Performance.

APPENDIX B

Weekly Performance Summary 2021/22 – Week 19

	Last week (Mon-Sun) Week No. 19	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	795	792	0.4%	729	646	12.9%	16,741	-17.0%	4,664	13.3%
Homicide	0	1	-100.0%	0	0	0	4	0.0%	2	100.0%
Violence With Injury	81	95	-14.7%	80	71	11.9%	1749	-21.6%	528	15.6%
Violence Without Injury	265	170	55.9%	230	175	31.2%	4941	-0.1%	1425	26.1%
Rape	4	13	-69.2%	9	7	42.3%	213	-17.1%	63	65.8%
Other Sexual Offences	14	16	-12.5%	20	12	62.5%	403	-14.8%	112	36.6%
Business Robbery	0	0	0.0%	1	0	0	16	0.0%	5	
Personal Robbery	3	8	-62.5%	3	4	-28.6%	121	-24.8%	29	7.4%
Burglary - Residential (dwelling only)	22	35	-37.1%	16	19	-16.9%	367	-47.8%	98	-17.6%
Burglary – Business & Community (incl. Res. no	15	36	-58.3%	15	27	-45.4%	537	-37.8%	109	-36.3%
Vehicle Offences	74	90	-17.8%	55	61	-10.7%	1496	-38.7%	345	-11.1%
Theft from Person	4	14	-71.4%	4	4	0.0%	61	-60.1%	20	-16.7%
Bicycle Theft	4	16	-75.0%	8	8	-3.1%	164	-13.2%	55	19.6%
Shoplifting	49	73	-32.9%	36	40	-10.1%	1044	-31.0%	230	-12.9%
All Other Theft Offences	72	80	-10.0%	60	53	12.2%	1410	-29.4%	400	18.0%
Criminal Damage & Arson	72	78	-7.7%	75	60	26.1%	1583	-16.8%	499	33.4%
Drug Offences	21	13	61.5%	26	32	-19.7%	647	19.6%	146	-23.6%
Possession of Weapons	10	8	25.0%	11	11	0.0%	187	-26.1%	61	-6.2%
Public Order Offences	78	36	116.7%	71	44	59.9%	1357	20.8%	451	57.7%
Misc. Crimes Against Society	7	10	-30.0%	14	19	-29.9%	441	10.8%	88	-23.5%
Burglary - Residential - National	31	48	-35.4%	22	34	-34.1%	605	-44.0%	136	-34.6%
Burglary - Business and Community - National	6	23	-73.9%	9	13	-32.0%	299	-38.6%	71	-13.4%