

OPCC

Performance Scrutiny Report

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Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

Force Performance Scrutiny - February 2022

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during February 2022 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 29 March 2022. 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 five key priorities of the PCC's 'Police and Crime Plan 2021- 2025', namely:

- 1. Fight crime and reduce reoffending.**
- 2. Deliver visible and effective policing.**
- 3. Keep people safe and reduce harm.**
- 4. Strengthen communities.**
- 5. Deliver better Justice for all**

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

- Appendix A - Warwickshire Police Performance Report February 2022 (Performance Report).
- Appendix B - Weekly Performance Summary Week 11 (Page 13 of report).

The commentary in the Performance Report is noted, regarding the performance framework that has been introduced to complement the force's 'Fit for the 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 'Effective and Efficient' and several additional key performance indicators have been introduced into the Performance Report. This is a 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 correspond 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 or concern.

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 the distortion effect of Covid-19) is displayed, together with a 'forecast' that is based on the Force Management Statement and professional judgement.

2. Effective and Efficient

3. Sickness

In February 2022, the sickness rate for police officers was at 6.3% representing a decrease from the previous month's figure.

In February 2022, the sickness rate for police staff was at 6% representing a decrease from the previous month's figure.

4. Assaults on Officers

In February 2022, there were 20 assaults on officers representing a decrease on the previous month's figure and below the monthly average of 26 assaults.

5. Establishment

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

6. Employee Turnover

Employee turnover is also discussed at the FGB and as such is not further commented upon in this report, other than to note the comments in the Performance Report regarding the remodelling of the turnover rates for police officers resulting in a revised recruitment plan.

7. Staff Personal Development Reviews (PDR)

The relatively low rate of completed PDRs at 50% for February 2022 is noted, as are the comments in the Performance Report regarding the Executive Board agreeing a revised approach to improve the completion of PDRs and the reporting mechanisms that have been established to monitor compliance. Performance will be monitored with the expectation that there will shortly be an improvement in this position.

8. Staff Diversity Profile

Awaiting performance data. However, this subject was discussed in depth at the PAM in December 2021 and it is not anticipated that there have been significant changes since that time.

9. Learning and Development - OST

The issue of significant numbers of officers with expired Officer Safety Training (OST) accreditation has been discussed in depth at previous PAMs and the necessity to have a robust plan in place to reduce those numbers.

It's therefore reassuring to note the improvement that has been made, particularly in the public facing Communities and Response officers (Tier1), which has reduced to 12% in February 2022. The comments in the Performance Report are noted

regarding the number of expiries in Tier 1 and Tier 3 being at their lowest for the last 6-months.

10. Learning and Development - FASP

The situation with First Aid Skills Police (FASP) training remains a concern where 47.5% (n=391) of officers have expired accreditation, particularly in Communities and Response that has the highest number of expiries. This issue has also raised at previous PAMs, and performance will be monitored.

11. Health and Safety

In Q3 2021/22, the number of H&S incidents (n=72) has remained stable when compared to the previous three Quarters. Of note is that the largest proportion of reports are for 'no injury near-misses' (30%) indicative that a healthy reporting system exists to identify issues before harm is caused.

12. Professional Standards Department (PSD)

In February 2022, the total number of complaints (n=51) represents an increase when compared to the previous month but remained below the monthly average of 60 complaints.

The PCC has a meeting scheduled with the Head of PSD on Wednesday 23 March 2022 where performance will be discussed in greater depth, as such it is not further expanded upon in this report.

13. Contracts and Procurement

The comments in the Performance Report are noted regarding adherence to financial regulations and demonstrating financial prudence. Substantial savings have been made, particular in respect of the recent savings in ICT software and the reduction in costs for utilities.

14. Digital Services

The comments in the Performance Report are noted regarding KPI data for Digital Services being under development as the force consolidates its position following separation from the shared ICT with West Mercia Police.

15. Freedom of Information (FOI)

It was noted in the September 2021 Scrutiny Report that the reporting of FOI performance data was a new and positive development. However, the number of FOI requests awaiting conclusion in August 2021 was significantly large (n=131).

In November 2021, a total of 152 FOI requests remained open with only 45% (n=40) of the cases closed that month completed in the 20-day time limit, representing the lowest percentage since February 2021. A pertinent question was consequently posed at the PAM in December 2021, namely:

'The situation with the volume of FOI requests awaiting processing, together with the low proportion of those completed within the required 20-day time limit is a cause for concern. How is this risk being effectively managed and what are the time scales for significant improvement to be made and full compliance with legislated timeframes to be achieved?'

Since this time the number of FIOs awaiting completion has increased, where in February 2022 the figure stood at 178 FIOs with 44% (n=73) of the cases closed that month completed in the 20-day time limit. The comments in the Performance Report are noted, regarding the five-point action plan that has been implemented to address this position, particularly in respect of the Information Commissioners Office (ICO) recommendations.

Q1. Can the ICO recommendations be shared with the OPCC? What are the time scales for an acceptable level of FIO performance to be realised, and what does 'good' look like?

3.Prevent & Protect

16. Total Recorded Crime

In February 2022, Total Recorded Crime (TRC) was below the forecast at -347 (n=2,977), and also below the 2017-2020 average.

17. Violence with Injury

In February 2022, levels were below the forecast at -1 (n=318). It is reassuring to note that, as predicted, levels are continuing to decrease during Q4 from the seasonal high levels experienced in Q2 and Q3.

18. Violence without Injury

In February 2022, levels were below the forecast at -60 (n=875) but have continued to remain significantly above the 2017-2020 average throughout 2021/22. The two largest sub-categories of Assault without Injury accounted for 44% of the total and Malicious Communications 26% of the total. These figures are consistent with previous months.

Although Violence without Injury accounted for 29% of TRC for the month, this category predominately consists of high volume / low harm offences.

19. Rape

In February 2022, levels were above the forecast at +16 (n=54) representing an increase from the levels experienced during the previous six-months and a 38% increase on the previous month's figure. The comments in the Performance Report are noted regarding there being no specific trends or identifiable factors to account for this increase.

The question of the force's capacity and capability to effectively investigate Rape and Other Sexual Offences has already been raised with the Chief Constable at previous PAMs. In addition, the subject of the force's Violence Against Women and Girls (VAWG) strategy was explored as the 'spotlight' topic for the PAM in February 2022. It is therefore not proposed to raise formal questions on this subject at this time, but performance will continue to be closely monitored.

20. Other Sexual Offences

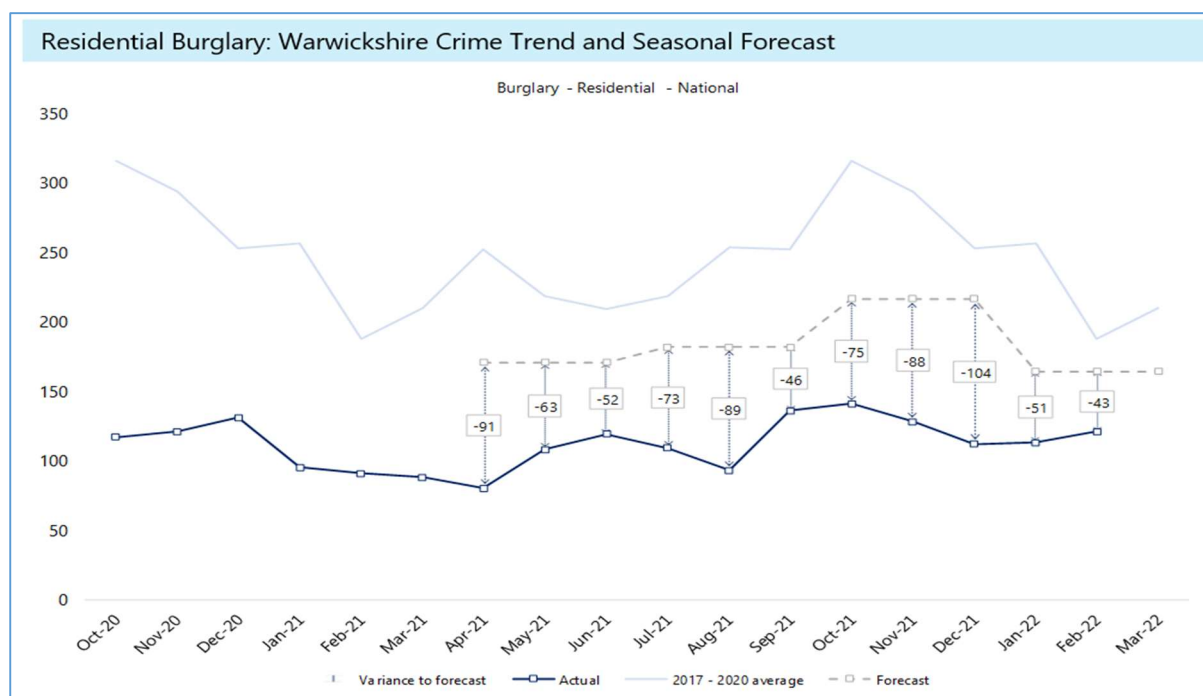
In February 2022, levels were below the forecast at -6 (n=71) and consistent with the 2017-2020 average.

21. Robbery

In February 2022, levels were above the forecast at +3 (n=32) and slightly above the six-month average of 29 offences per month. The comments in the Performance Report are noted regarding the high level of robbery offences (n=18) in Nuneaton and Bedworth, which accounts for the force level increase, and that there are no specific trends or identifiable factors to account for the increase. It is therefore not proposed to raise formal questions on this subject at this time, but performance will continue to be closely monitored.

22. Burglary - Residential

In February 2022, levels were below the forecast at -43 (n=121). The significant reductions that have occurred when compared to the 2017-2020 average have previously been favourably commented upon in earlier Performance Scrutiny reports and are illustrated in the below graph:



Graph 1 – Burglary Dwelling Crimes

23. Burglary - Business & Commercial

In February 2022, levels were below the forecast at -16 (n=54). Whilst levels have been steadily rising towards the forecast during the last three months (presumably due to the increasing return to 'normality' following the lifting of Covid-19 restrictions) there have been significant reductions when compared to the 2017-2020 average.

24. Vehicle Crime

In February 2022, levels were below the forecast at -112 (n=279), representing the lowest level since November 2021. As with Burglary Residential and Burglary Business and Commercial, these significant reductions are a very positive development.

25. Drug Offences

In February 2022, levels were below the forecast at -27 (n=64) and significantly below the high of 150 offences experienced in March 2021.

A question was posed to the Chief Constable at the PAM in February 2022 on this subject, regarding the distinction between drug offences coming to police attention through either reactive, or proactive, policing activity. It is therefore not proposed to raise questions on this subject at this time, but performance will continue to be closely monitored.

26. Possession of Weapons

In February 2022, levels were above the forecast at +7 (n=46) but significantly below the high of 60 offences experienced in November 2021.

As with Drug Offences, proactivity can influence the levels of Possession of Weapons – particularly in respect of Stop and Search – and a question was consequently posed at the PAM in February 2022 on this matter. It is therefore not proposed to raise questions on this subject at this time, but performance will continue to be closely monitored.

27. Public Order Offences

The significant and extraordinary increases in Public Order experienced throughout 2021/22 have, as predicted, continued to fall in recent months following a seasonal pattern. Nonetheless, in February 2022 levels were above the forecast at +35 (n=239) and continue to remain significantly above the 2017-2020 average.

28. Domestic Abuse (DA)

In February 2022, crimes allocated a Domestic Abuse (DA) keyword were below the forecast at -123 (n=427), representing the lowest figure since February 2021. The comments in the Performance Report are noted regarding DA accounting for 14% of all TRC.

Of note is that a total of 828 crime and non-crime DA investigations were undertaken during the month, indicative of the high volume of DA demand that does not meet the criteria for a notifiable crime report to be raised.

29. Hate Crime

In February 2022, levels were at above the forecast +13 (n=74), whilst they continue to remain significantly above the 2017-2020 average there has been a gradual decrease in rates throughout Q3 and Q4 when compared to the very high rates experienced in Q1 and Q2.

The subject of Hate Crime has already been explored in depth at previous PAMs and as such it is not proposed to revisit this subject at this time, but performance will continue to be closely monitored.

30. Road Traffic Casualties

Road safety is reported one month in arrears. In January 2022, there was one fatality on Warwickshire' roads.

Of note, is that 56k Notice of Intended Prosecutions (NIPs) have been issued since the beginning of the financial year for speeding offences in the county.

The matter of Road Safety was the spotlight subject for the PAM in November 2021 and as such no further comments is made at this time, but performance will continue to be monitored.

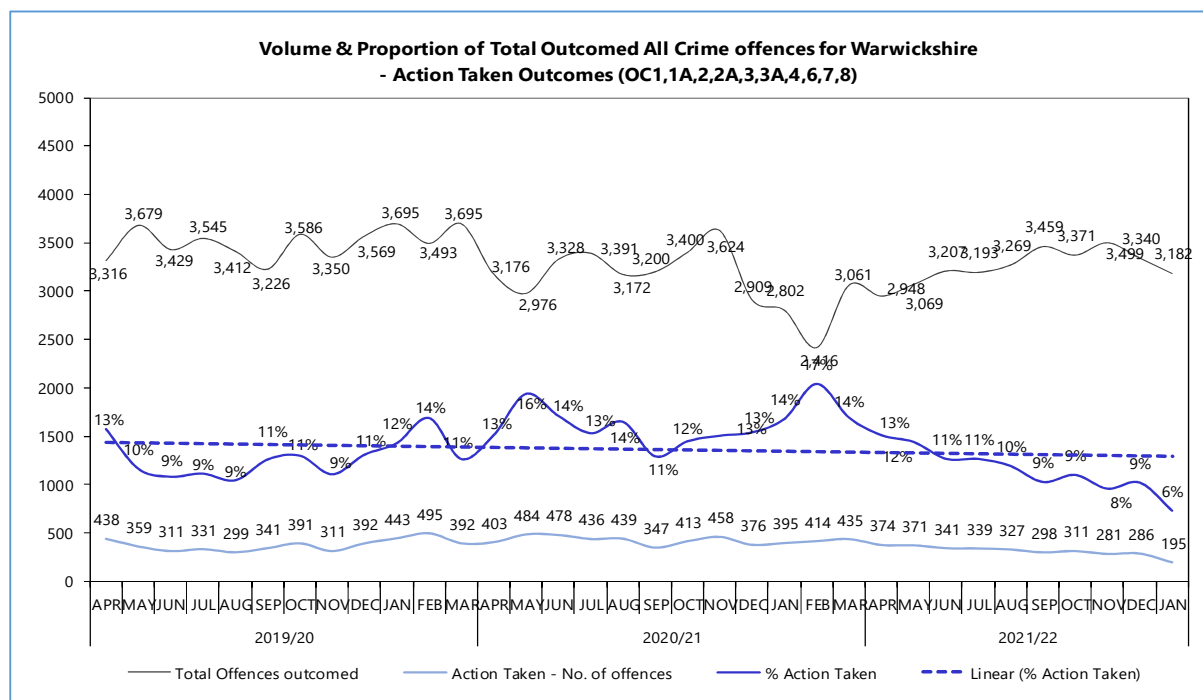
4. Respond and Reassure

31. Outcomes - Total Recorded Crime (TRC)

The comments in the Performance Report are noted, regarding analysis by A&SI of outcome methodology resulting in outcomes being reported one month in arrears. This provides a more accurate dataset and it accommodates Home Office reporting standards, whereby the date taken is from when the outcome code is applied rather than the date the investigation is filed.

In January 2022, the proportion of 'Action Taken' outcomes for TRC was at 6%, representing a 2% decrease when compared to the previous month's figure of 9%. In addition, the number of crime reports finalised with an Action Taken Outcome (n=195) was the lowest figure since April 2019.

Of note is the comment in the Performance Report that the 'Action Taken' rate has decreased over the last 12 months (10%) when compared to the previous 12 months (13%), as the below graph illustrates:

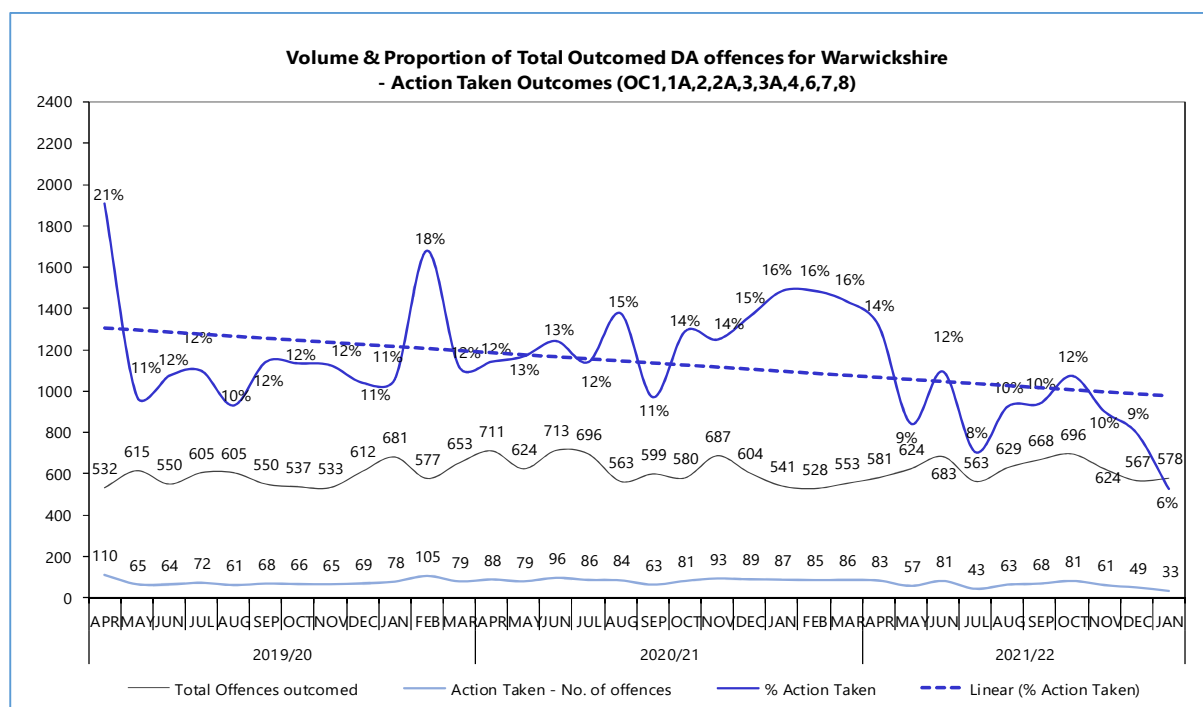


Graph 2 - TRC and Action Taken

32. Outcomes - Domestic Abuse

In January 2022, the proportion of 'Action Taken' outcomes for Domestic Abuse (DA) was at 6%, representing a decrease when compared to the previous month of 9% and continuing the downward trend since April 2019.

Of note is that in January 2022 the number of DA crime reports finalised with an Action Taken Outcome (n=33) was the lowest since April 2019, as the below graph illustrates:



Graph 3 - Domestic Abuse and Action Taken

Of further note is that in January 2022 the DA Outcome 16 rate was at 69%, representing the highest figure since April 2019 and continuing an upward trend that is particularly evident during the previous six months.

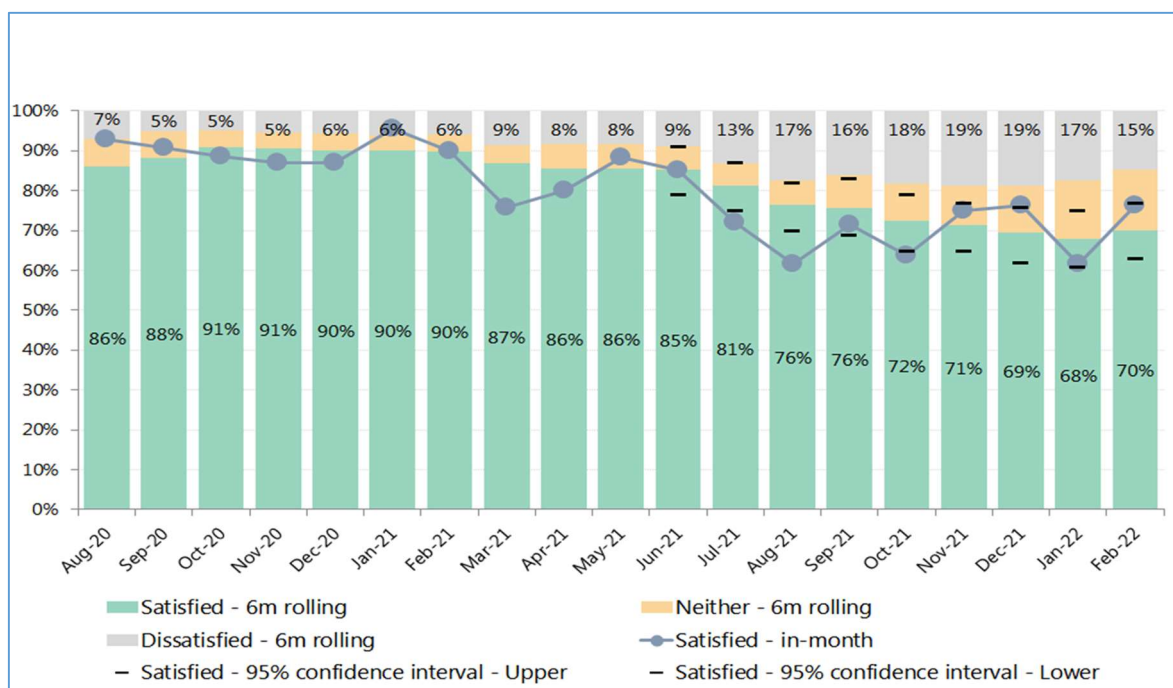
The subject of 'Investigations and Outcomes' was explored in depth as the 'spotlight' topic for the PAM in February 2022. In addition, the OPCC are represented at the force's 'Investigation Standards and Outcomes Board' and as such are aware of the numerous measures the force are taking to improve this position. Therefore, no further comments is made at this time, but performance will continue to be closely monitored.

33. Victim Satisfaction - Neighbourhood Crime

In February 2022, the six-moth rolling average rates for victim satisfaction were at:

Crime Type	Monthly %	Six-Month Av %
Burglary	77	70
Vehicle Crime	86	69
Violence	69	66

The monthly improvement for Burglary victim satisfaction is a positive development, as the below graph illustrates:



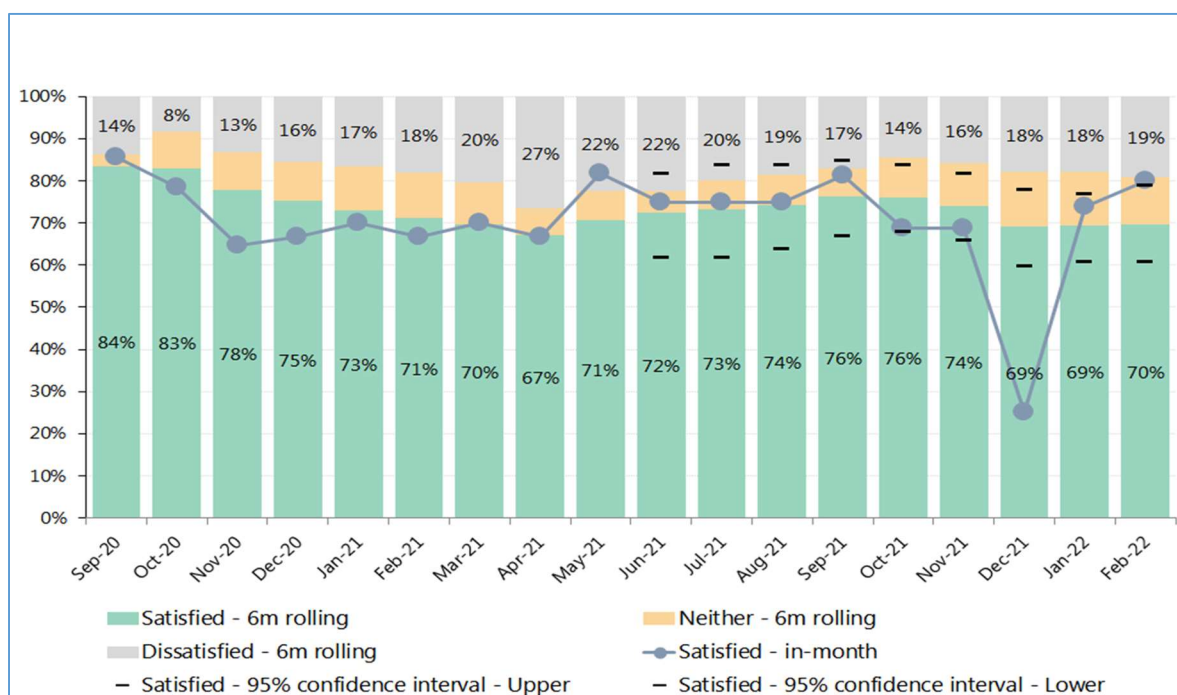
Graph 4 - Victim Satisfaction for Burglary

34. Victim Satisfaction - Vulnerability

In February 2022, the six-moth rolling average rates for victim satisfaction were at:

- Hate Crime 70%
- Domestic Abuse 73%

Following the question raised at the PAM in January 2022 in respect of Hate Crime, the improvement in the monthly figure when compared to the low of the previous months is a positive development, as the below graph illustrates:



Graph 5 - Victim Satisfaction for Hate Crime

35. Operations Communication Centre - 999

In February 2022, Operations Communication Centre (OCC) performance for emergency calls stood at 87% for 7.4k calls, with an average answer time of 4 seconds. This is against the target to answer 90% of 999 emergency calls within the 10 seconds.

This position represents a slightly deteriorating position when compared to the previous month's figure of 90% for 7.4k calls, with an average answer time of 3 seconds.

36. Operations Communication Centre - 101

In February 2022, OCC performance for 101 non-emergency calls stood at 3 minutes 9 seconds for 13.5k calls, with an abandonment rate of 23%. This is against the target to answer calls within one minute.

This position represents a deteriorating position when compared to the previous month's figure of 2 minutes 9 seconds for 13.5k calls, with an abandonment rate of 23%.

The subject of OCC performance and public contact has been explored as a spotlight subject at the PAM in September 2021, as such it is not proposed to re-visit this matter at this time but performance will continue to be monitored, particularly given the recent transfer of the OCC to Stuart Ross House.

37. Unresourced Incidents

The graph illustrating the Unresourced Incidents is noted, as is the downward trajectory representing an improving position.

38. Appendix

The performance information contained in the graphs of the appendix are noted without further comment as they remain within the control limits, with the exception of Child Sexual Exploitation where levels are below the Lower Control Limit.

5. Comments

It is 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.

5.1 Summary of Questions

- **Freedom of Information**

Q1. Can the ICO recommendations be shared with the OPCC? What are the time scales for an acceptable level of FIO performance to be realised, and what does 'good' look like?

5.2 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 Pillar	Spotlight Topic
Jan 2021	Dec	Q3	P&P	Hate Crime
Feb	Jan		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	Diversity
Jul	Jun	Q1	P&P	County Lines
Aug	Jul		R&R	Evolve Programme
Sep	Aug		E&E	OCC / Public Contact
Oct	Sep	Q2	P&P	VAWG
Nov	Oct		R&R	Road Safety
Dec	Nov		E&E	Strategic Assessment
Jan 2022	Dec	Q3	P&P	Sustainability
Feb	Jan		R&R	VAIWG Strategy / Investigation and Outcomes
Mar	Feb		E&E	Homicide National Policing Measures
Apr	Mar	Q4	P&P	Crime Profiles

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APPENDIX B

Weekly Performance Summary – Week 11

Weekly Performance Summary 2021/22 - WEEK 11

Last Refreshed on 21/03/2022

	Last week (Mon-Sun) Week No. 11	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	812	814	-0.2%	797	656	21.6%	19,675	12.7%	38,580	8.9%
Homicide	0	0	0	0	0	0	4	300.0%	11	120.0%
Violence With Injury	96	92	4.3%	93	73	27.4%	2163	18.1%	4338	14.0%
Violence Without Injury	214	187	14.4%	224	182	22.9%	5700	10.7%	11378	10.4%
Rape	13	12	8.3%	14	6	125.0%	286	42.3%	593	50.1%
Other Sexual Offences	31	20	55.0%	25	16	50.8%	489	25.1%	988	24.4%
Business Robbery	0	1	-100.0%	1	1	100.0%	12	-36.8%	30	7.1%
Personal Robbery	4	8	-50.0%	8	4	106.7%	159	20.5%	316	17.5%
Burglary - Residential (dwelling only)	22	35	-37.1%	23	14	70.4%	508	19.8%	932	6.0%
Burglary – Business & Community (incl. Res. no	23	39	-41.0%	28	21	32.1%	551	-2.7%	1015	-15.0%
Vehicle Offences	86	75	14.7%	79	54	46.7%	1811	14.1%	3274	5.1%
Theft from Person	3	8	-62.5%	6	2	228.6%	111	22.0%	193	12.2%
Bicycle Theft	9	6	50.0%	8	7	19.2%	188	19.0%	386	6.6%
Shoplifting	39	66	-40.9%	46	44	4.6%	1082	-9.7%	2057	-11.7%
All Other Theft Offences	73	91	-19.8%	67	59	13.6%	1770	20.9%	3384	17.9%
Criminal Damage & Arson	98	85	15.3%	77	59	30.2%	1951	16.8%	3830	12.8%
Drug Offences	13	21	-38.1%	19	31	-39.5%	470	-26.9%	1011	-24.0%
Possession of Weapons	4	10	-60.0%	10	9	8.3%	277	43.5%	479	9.4%
Public Order Offences	68	47	44.7%	57	52	9.1%	1685	27.4%	3534	24.4%
Misc. Crimes Against Society	16	13	23.1%	17	25	-32.0%	458	10.4%	831	-7.4%
Burglary - Residential - National	33	55	-40.0%	36	22	64.8%	749	8.6%	1,361	-6.7%
Burglary - Business and Community - National	12	19	-36.8%	15	13	16.0%	310	3.3%	586	-4.7%