

Evaluation of Police & Crime Plan Q4

Report Author	Claire Morris
Report Date	16 th June 2023
Security Classification	Official Sensitive
Disclosable under Freedom of Information Act?	No

1. Introduction

To ensure that there is clear evidence of the progression of the Police and Crime Plan the PCC intends to evidence both progress, and effectiveness in reviewing priority areas on a quarterly basis that demonstrates progress, highlighting achievements and milestones and that of areas requiring added attention to deliver the five priority areas:

Warwickshire Police and Crime Plan 2021-25



Philip Seccombe
 Police and Crime
 Commissioner
 for Warwickshire

Vision: Communities across Warwickshire feel safe and supported, with crime investigated effectively, better outcomes achieved and re-offending reduced, leading to increased confidence in the criminal justice system.

To achieve this, my priorities are to:

1. Fight crime and reduce reoffending Shared outcome: Co-ordinated action disrupts and deters the most serious and harmful crimes and those which cause most concern to communities, with offenders brought to justice and less likely to reoffend.	2. Deliver visible and effective policing Shared outcome: A visible police presence with strong welfare support deals effectively with local issues through innovative use of resources, delivering value for money for the taxpayer.	3. Keep people safe and reduce harm Shared outcome: Women and girls are protected from violence, vulnerable people are safeguarded and there is a sustained reduction in the numbers of people killed and seriously injured on our roads.	4. Strengthen communities Shared outcome: Communities are empowered to shape how policing and community services are developed and delivered, with strengthened partnership working - building public confidence and resilience to crime.	5. Deliver better justice for all Shared outcome: Victims and witnesses have a better experience from the point of reporting crime to receiving an outcome, with clear pathways to tailored support services and improved confidence in the process.
---	---	---	---	--

Areas of focus:

Violent crime County Lines and knife crime Organised crime Drugs, exploitation, fraud and cyber crime Re-offending Substance misuse, managing offenders	Extra officers Including staff welfare and tackling officer assaults Neighbourhood policing Rural crime, burglary, vehicle crime and theft Transforming the force Better IT, buildings and fleet, including for the environment	Violence against women and girls Including domestic abuse, sexual violence, stalking Vulnerability Mental health, hate crime and homelessness Road safety Reducing death and injury	Involving communities Listening to people and using volunteers Crime prevention Supporting communities to deter criminal activity Partnership working Community safety and collaboration	Victims and witnesses Victim and witness rights and securing specialist support Improved communication Across policing and the criminal justice system Justice outcomes Better investigations and timelier results
---	---	---	--	--

Delivering value for money for the taxpayer through a good and balanced budget and efficient and effective services.

Police and Crime Plan 2021-2025 - Plan on a Page

The OPCC have introduced a Quarterly Assurance Meeting to assess progress against the objectives and the stated success measures of the Police and Crime Plan 2021-2025. The performance monitoring has been developed to demonstrate principles for change. The consistency and transparency will better enable all parts of the system to work together to tackle underperformance, and managed by the OPCC via Red, Amber, Green (RAG) status rating.

1. Principles of the Performance Outcome Framework

There are five overarching principles that governed the development of the Performance Framework to ensure that it is:

Transparent clear and pre-determined performance measures and interventions

Consistent a uniform approach across all five priority areas, at different levels of the system, and across different types of providers

OFFICIAL

Proactive thresholds for intervention that identify underperformance at an early stage so that it can be swiftly addressed.

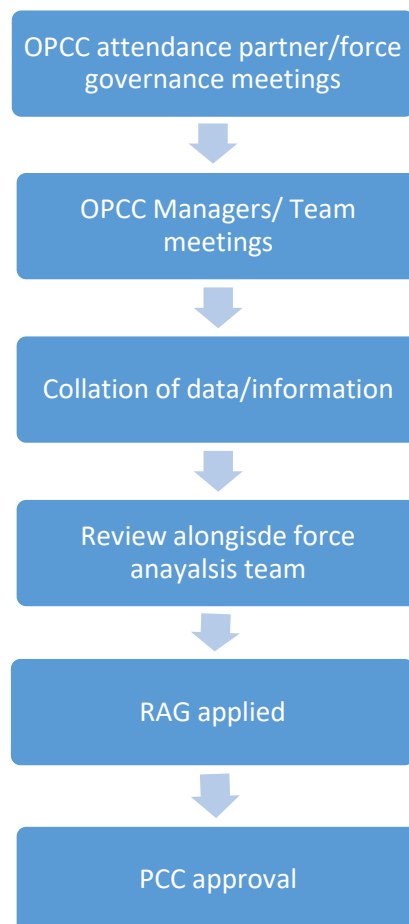
Proportionate intervention is related to risk and appropriate to the local circumstances.

Focussed on recovery initial interventions will focus on improvement and will include action to address the root causes of issues, including 'system-level' risk.

The consistency and transparency afforded by the evaluation will better enable all parts of the system to work together to tackle underperformance, in line with the principle of subsidiarity.

1. Governance

For a sound assessment of the above five priority areas to take place, the below arrangements are in place to assess both qualitative and quantitative data and information to apply an overall RAG rating.



OFFICIAL

The above process takes place on a quarterly basis, whilst information and data are collected throughout the corresponding quarter to enable effective review and understanding of the current position. This also gives opportunity to reflex and respond to highlighted key priority areas that require more attention and investment to ensure progression.

Overview of Rating for Priority Area:

PRIORITY	Overall Rating	FOCUS AREA	
1. Fight crime and reduce reoffending	↑	1a) Violent crime	↑
		1b) Organised crime	↑
		1c) Re-offending	→
2. Deliver visible and effective policing	↑	2a) Extra officers	↑
		2b) Neighbourhood policing	→
		2c) Transforming the force	↑
3. Keep people safe and reduce harm	→	3a) VAWG	→
		3b) Vulnerability	→
		3c) Road safety	↑
4. Strengthen communities	→	4a) Involving communities	→
		4b) Crime prevention	↑
		4c) Partnership working	↑
5. Deliver better justice for all	↑	5a) Victims and witnesses	↑
		5b) Improved Communication	↑
		5c) Justice outcomes	↑

OPCC Assessment at Quarter 4

The above table demonstrates the overall progress and direction of travel for each priority area, whilst breaking down the sub-priorities within each overall priority area.

3. Detail for Priority Area:

1.Fight Crime and Reduce Reoffending

Co-ordinated action disrupts and deters the most serious and harmful crimes and those which cause most concern to communities, with offenders brought to justice and less likely to reoffend.

a) Violent crime

County lines and knife crime.

Assessment
Violent Crime <p>On 16 December 2022, the Home Office released the awaited statutory guidance in relation to the new 'Serious Violence Duty', which came into effect on the same day. This duty, which applies to a range of specified authorities in Warwickshire, requires them to work together to prevent and reduce serious violence and the causes of that violence, and to prepare and implement a strategy to do so.</p> <p>In advance of the arrival of the new duty, the OPCC has been working closely with local duty holders, in particular Warwickshire County Council (WCC) to put the necessary governance and delivery arrangements in place to ensure success.</p> <p>Due to the work of partners in Warwickshire that has been led by WCC and actively supported by the OPCC, we are in a strong place locally in relation to these Duty requirements. For example, the county already has in place a 'Serious Violence Prevention Strategy' and work is underway, supported by my office, to finalise a delivery plan.</p> <p>The OPCC has also secured funding from the Home Office to support implementation of the new Duty.</p>
County-lines <p>Disruptions of Organised Crime Groups and County-lines are submitted to, and ratified by, the Regional Organised Crime Unit. In Q3 2022/23 the number of disruptions has returned to levels seen in previous quarters after the notable increase in the previous quarter.</p>
Knife Crime <p>National Crime & Policing Measures - There have been reductions in all three measures during the last 12-months period when compared to the baseline, however there is evidence of a recent increase in the volume of Knife Crime offences. A question raised by the OPCC with the chief constable at the GPB in March 2023.</p>

OFFICIAL

Operation Sceptre sits within the Violent Crime Reduction Plan, under the prevention element within Local Policing. In 2022, Local Policing ran two operations during the national campaign windows. These were well received and in addition to various operational activities, the use of QR codes was trialled within fast-food outlets to raise awareness of the issues associated with knife crime and how to access help and advice.

Work continues to tackle knife-enabled crime, particularly in relation to county lines and urban street gangs. A successful partnership with Thomas Moore School in Nuneaton regarding identifying the carrying of knives / weapons.

Operation Panoor has concentrated on rival groups targeting activity and response and resource, the operation has been successful, particularly in the north of the county.

Overall Grading: Amber

b) Serious Organised crime

Drugs, exploitation, and cybercrime.

Assessment

County Lines

Allied to the matter of county-lines and violent crime is the subject of Serious and Organised Crime (SOC). Given the importance and complexity of this topic, it was selected as the Focus Subject at the September 2022 meeting of Governance and Performance Board (GPB), thereby enabling the subject to be explored in greater depth and providing an opportunity for the PCC to formally 'hold to account' the Chief Constable in this crucial area of performance.

SOCJAG

The county's Serious Organised Crime Joint Action Group (SOCJAG) is a long-established partnership that has been supported by my office since its inception. Given some of the strong connections between SOC and Serious Violence, the group has been occupied over the last year in developing the county's Serious Violence Prevention Strategy. Now that this is in place, and statutory guidance for the new Serious Violence Duty has been published and the requirements more clearly understood, it is now time to reflect on the role of SOCJAG in the county, and how better to provide strategic partnership governance and oversight to both SOC and Serious Violence Prevention.

On 27 March 2023, the OPCC convening a strategic meeting of relevant partners in the county to discuss options for future development of the SOCJAG.

OFFICIAL

Cyber Crime
The force continues to achieve 100% in terms of providing advice to victims of cyber-dependent crimes. The levels of offences are based on cyber-dependent cases passed to us from the National Fraud Intelligence Bureau and the levels are broadly stable.
The force also continues its programme of proactive messaging with the Cyber Protect social media campaign reaching over 1.4million people in 2022 and the highest levels of engagement across the region this quarter. Specific campaigns have targeted Black Friday / Cyber Monday, Xmas, and Student Cyber Safety.
The force has secured the services of a dedicated Civil Orders Officer within the Legal Services. Prior to this, the force had lacked the detailed understanding and direction required to be effective in this area. Opportunities for Serious Crime Prevention Orders, Closure Orders and other civil interventions are now actively explored at every opportunity. These will often form part of a wider operation where regional colleagues within ROCU may be involved.
OPCC Commissioning
Commissioning of a West Midlands Anti-Slavery Network, and Parenting Project to address MSHT.
MSHT monitored through force's Performance Summary and GPB
Commissioning of Change Grow Live for Test on Arrest
Overall Grading: Amber

c) Re-offending

d) Substance misuse, managing offenders.

Assessment
Integrated Offender Management (IOM)
IOM has undergone a national refresh so they now focus on reducing reoffending, the fixed cohort of IOM focuses on those with a probation OGRS of 75%, which means the individual is at an extremely high risk of re-offending.
To reduce this risk, IOM officers meet with all offenders when they are taken on to the scheme to look at the 7 pathways known to reduce re-offending. They identify where gaps exist and put together an action plan on how to close those gaps. This includes agency referrals, community-based works such as supporting them at appointments, rapport building and giving them purpose in order to decrease recidivism.

OFFICIAL

The IOM team have identified police owners for all nominals so that if further enforcement / arrest is needed this can be actioned effectively. The IOM team also work closely with MARAC, MAPPA and refer cases in whenever the requirement is identified.

The force has established and dedicated Online Child Sexual Exploitation Team (OCSET) who deal with external intelligence reports relating to those suspected of viewing or sharing indecent images of children (IOC) on the internet. Internet Service Providers and other organisations monitor online content and can identify indecent images being viewed and shared. The NCA will collate this information and create intelligence reports that are disseminated to forces where the suspect is believed to reside.

There has been a significant investment in staff. The number of un-actioned reports has been reduced to single figures and the action timeframes are within national guidelines, which is driven by a monthly tactical delivery board to discuss activity held by the DCI/Superintendent.

Reducing Reoffending Board

The OPCC works closely to support the county's efforts to reduce reoffending and has been a regular contributor to its 'Reducing Reoffending Board' (RRB). The OPCC is also an active member of the county's 'Community Safety Performance Challenge Group' and through that construct have engaged in discussions with partners that have identified that there have been some issues with engaging partners in the work of the RRB.

One of the key aspects is the drive to ensure that 'prevention and diversion' is at the heart of all community safety and crime reduction approaches in the county. As such, the historical work of the RRB, and the associated statutory requirements on partners, is now being delivered across a range of other existing forums. Consequently, the necessity for a dedicated RRB will now be discussed and a way forward agreed.

HM Prison and Probation Service has launched a regional 'Reducing Reoffending Strategy'.

Warwickshire Domestic Abuse Perpetrator Programme

In August 2021, the OPCC collaborated with the Home Office in the funding of a new Domestic Abuse Perpetrator Programme in the county.

Since 1 April 2022, the programme has delivered 662 individual sessions and 26 group sessions to perpetrators of Domestic Abuse, seeking to prevent and divert them from their abusive behaviour. The programme also offers a 'wrap-around' provision of support to the connected victim-survivors of domestic abuse, and in that time has also delivered 492 individual and 56 group sessions to the victim-survivors.

OFFICIAL

On 31 March 2023, the current funding for the programme is ending, but with my offer of continued match funding my office has made a bid to the Home Office for additional support for the next two years. The outcome of this is awaited.

PCC / MoJ funded DA Perpetrator Programme implemented.

Overall Grading: Green

2. Deliver Visible & Effective Policing

A visible police presence with strong welfare support deals effectively with local issues through innovative use of resources, delivering value for money for the taxpayer.

a) Extra officers

Including staff welfare and police officer assaults.

Assessment
Police Officers
<ul style="list-style-type: none">• A key pledge of the Plan is to have more police officers in Warwickshire, as part of the wider plans to deliver visible and effective policing. The ambition was to achieve a head count of 1,100 officers by year-end 2022/23. This target was met in March 2023• Together with the new operational policing model the force is putting in place across the county in the coming months, the additional officers that are now coming on stream will help to make a noticeable difference to police visibility. This is a key issue for many residents.• Establishment monitored at each monthly GPB – FTE at 1,113 at March 2023.• Positive Action Team in place to encourage diversity.
Specials
<ul style="list-style-type: none">• Headcount at 79 at March 2023 (reduction of 7 since Dec' 22). Force position is that numbers should be 10% of FTE.• PCC requires more Specials, however recruitment suspended whilst focus is on police officer recruitment and training.• Intake scheduled for 12 Specials in June 2023
PCSO
<ul style="list-style-type: none">• Establishment at 62 PCSOs (decrease of 20 from Dec 2022)• March 2023 - FTE at 59 PCSOs in (decrease of 3)• Recruitment planned for 11 PCSOs in April 2023
Welfare

OFFICIAL

<ul style="list-style-type: none">February 2023, sickness levels at 6.6% for police officers and 5.9% for police staff.Workforce survey conducted.Culture and Behaviour survey August 2022
Police Officer Assaults
<ul style="list-style-type: none">24 assaults in February 2023 – above the 12-month average of 24 offences.
Overall Grading: Amber

b) Neighbourhood policing

Rural crime, burglary, vehicle crime, and theft.

Assessment
National Crime and Policing Measures
<p>The current levels of Neighbourhood Crime are significantly lower than the baseline level (12- months to June 2019). There was a significant reduction in neighbourhood crime linked to Covid 19.</p> <p>The most recent data available, Warwickshire would no longer be regarded as an outlier for Neighbourhood Crime following reduced volumes of recorded offences across each of the crime types. Nonetheless, when viewed in isolation, Warwickshire would remain an outlier for vehicle crime.</p>
Vehicle Crime
<p>The vehicle crime strategy reviewed and a new tactical response to vehicle crime developed and delivered under Operation Calderwood. Working with the Intelligence Department, and more closely with regional partners and bordering forces, ensuring understanding of the differing vehicle crime threats within the county.</p>
<p>The force is now deploying officers in a far more evidence-based approach to tackle theft from motor vehicle, theft of motor vehicle and freight crime. Dedicated taskings are created and refreshed and monitored/driven by the duty superintendent. Weekly vehicle crime figures and trends are also monitored and responded to by the teams responsible for the specified crime type. OPU / Patrol / SNT and Proactive CID are all playing their part to make Warwickshire an unappealing place to commit vehicle crime.</p>
<p>The force has dedicated to tackling vehicle crime levels. Preventing crime is very much the heart of the new empower policing model and the force will work hard to tackle offending levels across the county.</p>
Neighbourhood Policing

OFFICIAL

For the county's residents and communities, the Safer Neighbourhood Teams (SNT) are the heartbeat of policing. The communities therefore want to see their local SNTs stabilised and with more Police Community Support Officers (PCSO) to tackle persistent issues and increase police visibility and public confidence.

In preparing the budget for 2023/24 there were several key principles that were fundamental to the proposals - this included more PCSOs. Now that the target for police officer numbers has been reached, the force's recruitment activity in 2023/24 will be re-directed to the recruitment of PCSOs; alongside increasing the number of Special Constables who make a vital contribution to visible front-line policing.

SNT operation conducted in Nuneaton by SNT regarding retail crime and ASB in town centre.

Rural Crime Team operation conducted at Gypsy Roma Traveller site at Rugby.

Overall Grading: Amber

c) Transforming the force

Better IT, buildings, and fleet, including for the environment.

Assessment

Empower Change Programme

- **Empower People**

This has been initiated to create a new operating policing model for the force. Some aspects of the programme have already been enacted during a transition period in preparation for full implementation of the new model on Monday 24 April 2023.

This transition has included the establishment of three geographical policing areas for the county, namely North, South, Eastern. Each of these policing areas is now under the command of a Chief Inspector, where it is intended that this localised responsibility and accountability will help drive improvements in performance and provide a better model for effective engagement with local communities and elected representatives.

- **Empower Place**

The police estate and its usage. The change programme continues to be scrutinised and monitored by the OPCC through representation at the force's 'Infrastructure Steering Board'.

New geographical LPA site improvement meetings to promote local initiatives.

<ul style="list-style-type: none"> • Empower Technology <p>The force's recent and significant investment in technology to maximise its potential and ensure that the efficiencies are realised. The change programme continues to be scrutinised and monitored by the OPCC through representation at the force's 'Change Board'.</p>
<p>Sustainability</p> <p>This will improve environmental efficiencies across the force estate and infrastructure. The Commissioner drove some specific improvements in the budget of 2022/2023, which are being delivered, and which complement the forces own activity in this area. These are specifically Solar Panels at Stuart Ross House, electric charging points, and a Building Energy Management system. The force is providing an update to the Commissioner as the focus topic for the Governance and Performance Board on 4 April 2023, so further information will be forthcoming at the meeting.</p>
<p>Ongoing fleet review and use of electric cars.</p>
<p>Overall Grading: Amber</p>

3. Keeping People Safe and Reducing Harm

Women and girls are protected from violence, vulnerable people are safeguarded and there is sustained reduction in the numbers of people killed and seriously injured on our roads.

a) Violence against women and girls

Including domestic abuse, sexual violence, and stalking.

Assessment
<p>OPCC</p> <p>The OPCC has continued to work closely with Warwickshire County Council and other partners in producing an updated 'Violence Against Women and Girls (VAWG) Strategy' for the county. This has now reached conclusion, with a definitive version of the new strategy ready to publish.</p> <p>Work continues to develop the Delivery Plan to implement the strategy. OPCC is actively involved in supporting this work and in making its own commitments to this critical area. The county's new 'VAWG Strategy' and 'Serious Violence Prevention Strategy' are closely aligned with each other and with the Police and Crime Plan.</p>
<p>Overall Grading: Amber</p>

b) Vulnerability

Mental Health, hate crime, and homelessness.

OFFICIAL

Assessment
Hate Crime
The 6-month satisfaction for Hate Crime increased by 5% to 69% between December 2022 and January 2023.
The in-month figure has increased by 7% between December 2022 and January 2023 to 82%.
<p>The OPCC is working in partnership with Warwickshire County Council and the Equality and Inclusion Partnership to organise the next Safer Warwickshire Partnership Board 'Big Conversation' event.</p> <p>It is scheduled to take place on 14 June 2023 and by enabling partners to collaborate and seeks to address hate crime and discrimination that is faced by Warwickshire's communities.</p>
Modern Slavery and Human Trafficking
<p>The recently completed Warwickshire Victims of Crime Needs Assessment led by the OPCC comprehensively informed the recent commissioning of victim services. It was clear from the assessment that more must be done to support victims of Modern Slavery and Human Trafficking (MSHT) in Warwickshire, many of whom are vulnerable and exploited by organised crime groups. Following much research, the OPCC has designed and commissioned the 'Independent Modern Slavery Advocate Service' (IMSA). The innovative IMSA role was inspired by the progressive work of several MSHT support organisations across England and Wales.</p> <p>The West Midlands Anti-Slavery Network provided the successful tender for the IMSA service and will work closely with all agencies engaged in the challenge of addressing MSHT in Warwickshire. Most importantly, the IMSA will work with Warwickshire Police to develop a better understanding of the pernicious nature of MSHT, providing appropriate support to its victims and ensuring the county continues to strengthen its performance in the complex and challenging landscape of MSHT.</p>
Homelessness
PCC and DPCC visits to Fred Winter Centre Stafford upon Avon, a multi-agency homeless project.
Overall Grading: Amber

c) Road safety

Reducing death and injury

Assessment

OFFICIAL

Road Safety Unit
The modernisation programme of the force's Road Safety Unit continues to progress well, where additional staff have been recruited and performance levels are significantly increasing. Many more speeding motorists detected by fixed and mobile camera assets can now be dealt with, principally through an educational course option as opposed to points and fines enforcement.
Contributors to the NPCC annual calendar of campaign events. Safer Roads Campaigns: Drink / drug campaign in December 2022 delivered 604 vehicles stopped, resulting in 100 arrests.
Weekly press releases and media coverage.
Warwickshire safe system groups.
Dedicated roads policing assets.
Nationally recognised Warwickshire Road Victims Needs Assessment.
OPCC
Warwickshire Road Safety Partnership: chaired by PCC.
Warwickshire Community Speed Watch Schemes: 70 schemes operating.
Dedicated IRVA service commissioned.
Road safety fund giving grants.
Overall Grading: Green

4. Strengthen Communities

Communities are empowered to shape how policing and community services are developed and delivered, with strengthened partnership working- building public confidence and resilience to crime.

a) Involving Communities

Listening to people and using volunteers

Assessment
Engagement
Independent Advisory Groups: community relations and engagement.
Volunteer programme.

OFFICIAL

Race and Police crime plan.
Digital Content: review of accessibility, implementation of Resolution Centres, improved access to resources/information packs.
OPCC
Both Volunteer schemes continue to operate, Independent Custody and Appropriate Adult schemes, implemented by the OPCC to support vulnerable adults in police custody. The OPCC is planning regular recruitment drives to further grow and enhance volunteer numbers to continue to strengthen the excellent service delivered, as well as a recognition event later this year to acknowledgment the commitment and passion of volunteers.
Budget consultation undertaken to inform precept.
Both PCC and DPCC undertaken extensive engagement events. Further programme for 2023/24 being developed.
Overall Grading: Amber

b) Crime Prevention

Supporting Communities to deter criminal activity.

Assessment
Total Recorded Crime
Total recorded crime in 2022/23 (41,566) was 1% above the force's forecast and 4% higher than the previous year (39,844).
Prevention Hub
The successful evolution of the force's 'Harm Hub to the 'Prevention Hub' under the Empower change programme is critical delivering on this ambition.
OPCC
OPCC representative attends the force's 'Proactive Policing and Prevention Steering Group'. It is quite clear the force is committed to the prevention of crime as a 'golden thread' to its policing activities, where effective offender management and early problem solving are critical to avoiding chronic repeat offending and recurring crime patterns. Of course, the prevention of crime is not the sole responsibility of the police and as such my office are actively working with the police, statutory agencies, and third

OFFICIAL

sector organisations to ensure that prevention and diversion is a central tenet of their operations.
The general victim services that I contract with Victim Support are co-located and tightly integrated at the Hub.
Contributor to Warwickshire Retail Crime Initiative (WRCI): safety of night-time economy.
Overall Grading: Amber

c) Partnership working

Community safety and collaboration

Assessment
Collaboration
The force is part of multidisciplinary meetings: Problem Solving / Safeguarding / ASB / Harm Hub.
<p>The force works with key partners, such as CGL & St Giles Trust, to divert young people and end users away from OCG involvement and the use of drugs. Senior Officers from Proactive CID, Exploitation Teams and SNT also work with key partners within the SOCJAG process to identify and support nominated individuals away from County Lines & SOC involvement.</p> <p>This process is largely managed through SOCJAG, however there are other pathways available to the force. A priority under the new Empower Prevention model will be to ensure that SOC diversion is considered for more individuals and supported by the Prevention Hub to access the right diversions for the individual.</p>
Community Safety Partnerships:
OPCC grants awarded to county's CSPs to forge stronger communities.
ASB
<p>Occasionally, the OPCC receives correspondence in relation to Anti-Social Behaviour (ASB) in Warwickshire and seeks to assist individuals to articulate their concerns with relevant operational partners, such as Warwickshire Police and the county's local authorities. One option available for individuals is to request an ASB Case Review, known formally under statutory guidance as a 'Community Trigger'. This is a mechanism for effected individuals to escalate their concerns. Where such a request is refused, or the outcome of a review remains personally unsatisfactory, the PCC may be called upon to consider an appeal.</p> <p>Requests for an ASB Case Review appear to be on the rise in the county, where the OPCC have recently received two appeals in short succession. The OPCC has</p>

OFFICIAL

therefore consulted with its community safety partners and have agreed to convene a meeting to discuss this subject and the county's approach to ASB Case Reviews to ensure that the process is current and reflects recent guidelines.

Gypsy, Roma, Traveller

Gypsy, Roma, Traveller (GRT) issues continue to be a sensitive and complex area. The OPCC in collaboration with Warwickshire Police's GRT lead, has now completed a refresh of the County Protocol. The document has been circulated and adopted by all partners.

An event will be held later in the year to further promote the protocol and to review the most recent legislative changes on civil and criminal trespass to promote the need for effective partnership working.

The GRT History Month falls in June 2023, and with a view to further developing positive relationships with the GRT communities of Warwickshire, the OPCC are presently exploring opportunities to engage with the young members of these communities.

The frequency of unauthorised encampments has much reduced. However, this is offset by the development at Kirby Glebe Farm in Hartshill, North Warwickshire. It is the largest GRT accommodation development in the county and continues to grow. Many families on this site were previously roadside in Warwickshire and contributed to some of the highest numbers and sizes of unauthorised encampments in the county. There continues to be positive police and local authority engagement on the site and there is ongoing work with the parish council to promote community cohesion.

There have been also some positive developments at the Woodside traveller site, Oxford Road, near Ryton on Dunsmore, where there have historically been some tensions. Following representations by my Deputy PCC to Rugby Borough Council, improvements have been put in place and several joint operations conducted to engage with those involved in criminality.

OPCC

Contribution to the Safer Warwickshire Partnership Board 'Big Conversation' conference was held at the British Motor Museum at Gaydon.

Visit by PCC and DPCC to partners and grant recipients.

Bluelight Collaboration.

Overall Grading: Amber

5. Deliver Better Justice for All

Victims and witnesses have a better experience from the point of reporting crime to receiving an outcome, with clear pathways to tailored support services and improved confidence in process.

a) Victims and Witnesses

Victims and witness rights and securing specialist support

Assessment
Victims Bill
<p>The draft Victim's Bill transition into statutory legislation should be imminent. There has been much consultation and provision of evidence with the Government on this topic and the OPCC have been actively involved in that process – the Bill demonstrates a strong will from all quarters to do more for victims and witnesses.</p> <p>The immediate implication will be for the OPCC to have a higher profile in holding local criminal justice agencies to account in respect of measuring compliance with the Code of Practice for Victims of Crime 2021. Victims of crime have 12 rights set out in the Code and it needs to be clearly demonstrated those rights are being delivered. Policing is clearly connected to most of the rights and there is a strong theme of communication with most of the rights.</p>
Victims Satisfaction
The 6-month satisfaction across all crime types captures data from August 2022 – January 2023: Burglary = 70% / Vehicle = 61% / Violence = 63%
The satisfaction levels for Domestic Abuse have remained stable over the last quarter.
Empower- People. Patrol Investigation Unit to be implemented to improve victim contact and satisfaction levels.
National Crime and Policing Measures
65% of victims receive an update within 7-28 days, 3% lower than Q3.
OPCC
Commissioning of victim specialist support services.
Grants: Insights / Your First counselling.
Overall Grading: Amber

b) Improved Communication

Across policing and the criminal justice system

Assessment
Operations Communication Centre
Not consistently meeting national standards for 999 calls answering time – 90% in 10 seconds.
101 abandonment rate and wait time continues to be a concern.
Chief Constable recognises performance and efficiency of OCC requires review, to commence May 2023.
OPCC: <ul style="list-style-type: none"> • Weekly monitoring of OCC figures. • Bimonthly meeting with OCC performance managers. • Visit by OPCC staff to SRH.
Professional Standards Department
IOPC complaint handling for the force is 1.3 working days, as compared to the national average of 4.3 days.
OPCC / PSD meeting held 07/12/22.
OPCC Complaint Reviews – Metrics established.
Overall Grading: Red

c) Justice Outcomes

Better Investigations and timelier results

Assessment
Criminal Justice
Locally, pressures continue in the court system with back logs and limited capacity to reduce back logs. This is reflected in the fact that the force's Witness Care Unit currently have over 8,000 victims and witnesses in the system awaiting court outcomes. It will take some time to return to a pre-pandemic 'normality'. The PCC is committed to leading our criminal justice partners to ensure we are applying our best efforts.
The Criminal Justice System (CJS) needs to operate as smoothly as possible for Warwickshire residents who may transcend through the CJS either as victims - survivors, witnesses, or perpetrators. Warwickshire Police are therefore engaged in Operation Safeguard, which involves using cells at its police stations to temporarily

OFFICIAL

accommodate prisoners to ease the pressure on the limited capacity of the H.M Prison Service.

The new 'Two Tier Out of Court Disposal Framework', which is due to be implemented by the end of 2023. This framework requires significantly different practices in relation to out of court disposals and the provision of appropriate pathways for offenders, with the intention of reducing reoffending and to ensure appropriate justice outcomes.

Warwickshire Police are involved in Operation Soteria, a national research and change programme looking to transform the police response to rape and serious sexual offences (RASSO). The programme brings together police forces with academics and policy experts to use new insight to enable police forces to build more effective investigations, to deliver lasting improvements to the experiences of victim-survivors and ensure that our communities can be confident that perpetrators will be brought to justice. Both RASSO and VAWG are critical areas of work for policing, consequently I am taking an active interest in the progress of Operation Soteria, including requesting quarterly updates to be provided at LCJB meetings.

Empower – People. Restructure of the force's operating model to improve positive outcomes and improve victim-survivor experience.

Overall Grading: Red

4. Conclusion

There is good progress that is being made against the priority areas within the police and Crime Plan and the Commissioner has set a clear direction of travel, committing to strategic activity, working with partners on shared priorities and holding to account the chief constable for the activity and performance of Warwickshire Police. This will support the development for those areas that are rated as 'Red', with some work currently being underway and will be reported on in future progress reports.