



Office of the  
Police and Crime  
Commissioner  
for Warwickshire

# OPCC

## PERFORMANCE AND SCRUTINY REPORT

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Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

# Force Performance Scrutiny - July 2021

## 1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during July 2021 and in doing so allow informed discussion between the Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming 'Performance Accountability Meeting' (PAM) on Tuesday 31 August 2021. This aim is coherent with the PCC's statutory responsibilities to: -

- To 'hold to account' the Chief Constable for the performance of Warwickshire Police.
- Secure an effective and efficient police service for Warwickshire.

This purpose is also consistent with monitoring the progress made by the force in support of the four key priorities of the PCC's 'Police and Crime Plan 2016 - 2021', namely: -

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

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

- Appendix A - Warwickshire Police Performance Report July 2021 (Performance Report).

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

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

The focus for this month is on '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.

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

Most percentages in this report have been rounded to the nearest integer for the purpose of presentation.

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, compounded by the effects of the recent UEFA Euro 2020 football tournament that concluded on the 11 July 2021.

## 2. Respond and Reassure

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

In June 2021, the proportion of 'Action Taken' outcomes for TRC was at 7%. This was noted in the Performance Scrutiny report for the PAM in July with the comment that the position would be monitored going forward.

It is therefore a positive development that the figure for July 2021 has increased to 13%, which is more in line with the performance in previous months and continuing the upward trend.

A contributory factor to fluctuating TRC Action Taken rates is the changing nature of crime, particularly during Covid-19, where different crime types inherently have varying prospects for their solvability. This effect is evident in the higher Outcome 16<sup>1</sup> rates experienced since the beginning of the financial year, influenced by an increase in domestic abuse related cases. It's therefore a positive development that Outcome performance data for TRC has been disaggregated to reveal the rates for individual crime types that are of particular concern to the public.

### 4. Outcomes - Domestic Abuse

In July 2021, a very similar position to TRC was experienced for Domestic Abuse where the proportion of 'Action Taken' was at 14%, representing an increase when compared to the 7% achieved in June 2021.

Of note is that in July 2021 the Outcome 16 rate for DA offences was at 63%, which serves to demonstrate the previous point regarding different crime types inherently have different prospects for a particular outcome.

### 5. Outcomes - Crime Type

- Violence against a Person

In July 2021, the proportion of Action Taken outcomes for violent crime was 12% and was consistent with the previous month. It's of interest to note that it has been relatively consistent over the last 28 months, only varying between 10% and 14%.

- Sexual Offences

In July 2021, the proportion of Action Taken outcomes for Sexual Offences was 10%, representing a small increase when compared to the previous month of 9%. It's

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<sup>1</sup> **Outcome 16** – Named suspect identified: evidential difficulties prevent further action; victim does not support (or has withdrawn support from) police action.

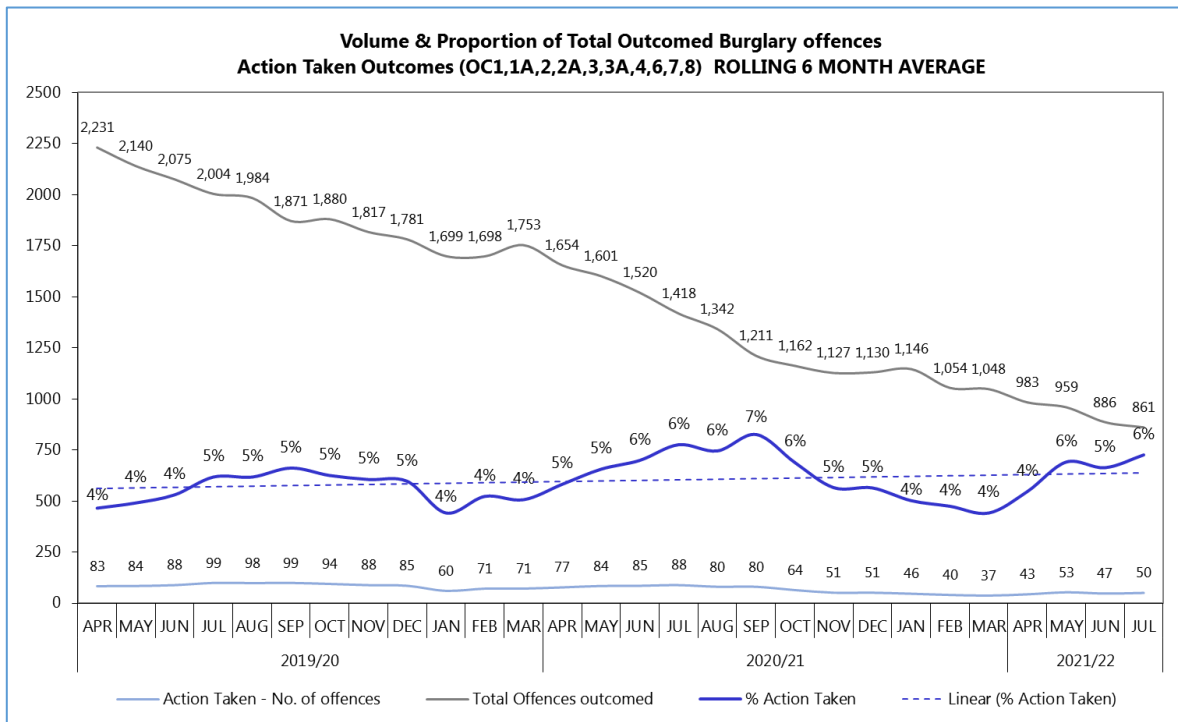
of interest to note that performance in 2020/2021 was particularly low in comparison, for reasons that are not immediately clear but may have been influenced by Covid-19. It's therefore a positive development to see the recent improvement in this position.

## 6. Outcomes - Crime Type

- **Burglary**

In July 2021, the proportion of Action Take' outcomes for Burglary was 6% and has remained relatively consistent over the last 28 months with broadly similar volumes of crimes being detected.

What is particularly stark when presented in graph form is the significant reduction in the volumes of burglaries being recorded, moving from a position of 2,231 crimes per month at the beginning of that period to a current rate of 861 crimes in July 2021. This aspect of crime prevention is a very positive development.

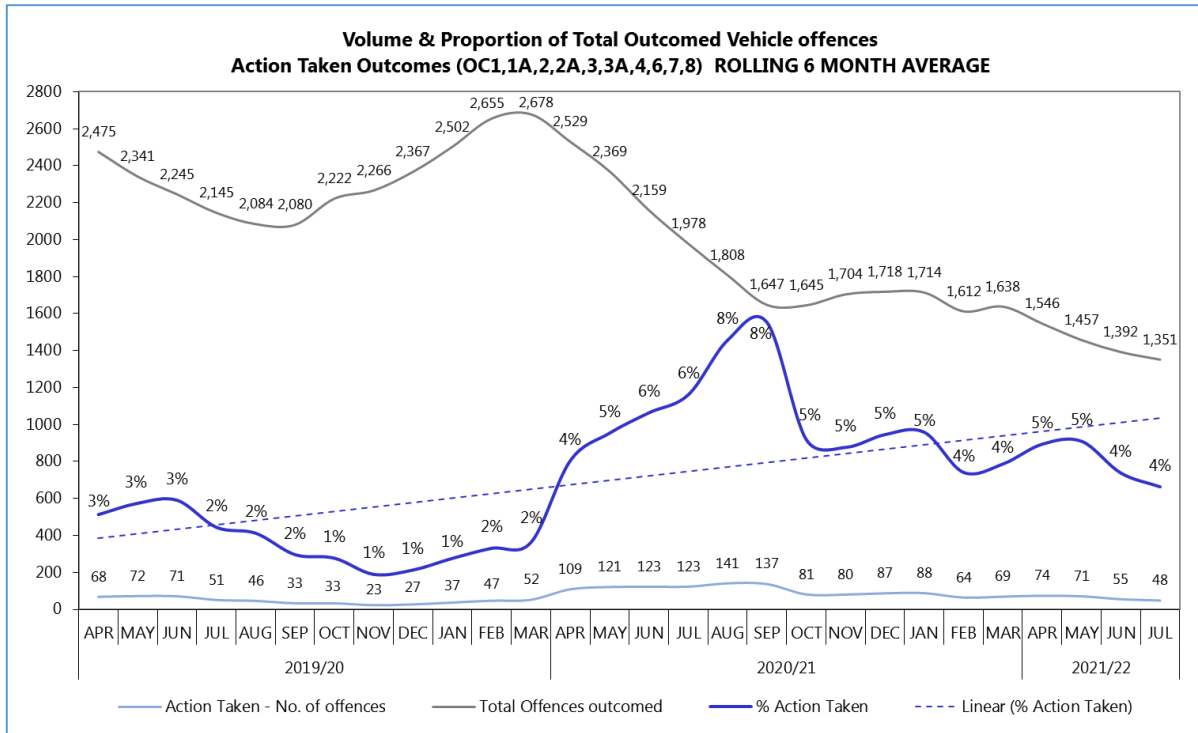


Graph 1 – Burglary Volumes and Outcomes

- **Vehicles**

In July 2021, the proportion of Action Taken outcomes for Vehicle Offences was 4%, which is consistent with the previous month.

As with Burglary, there has been really significant reductions in the volumes of vehicle crime, associated with a significant rise in the detection rates, which coincided with the establishment of the Vehicle Crime Teams. This aspect of crime prevention also continues to be a very positive development.



Graph 2 – Vehicle Crime Volumes and Outcomes

## 7. Victim Satisfaction - Neighbourhood Crime

The commentary in the Performance Report is noted, regarding the in-month figures being treated with caution due to the small sample sizes.

In July 2021, the six-moth rolling average rates for victim satisfaction were: -

- Burglary 81%
- Vehicle Crime 74%
- Violence 67%

The figures for all of these three victim satisfaction categories would appear to demonstrate a declining position. Whilst the subject of victim satisfaction has been explored in depth at previous PAMs, with the implementation of the Victims Code and the creation of a Victims and Witness Board it was anticipated that rates would begin to improve.

Questions on victim satisfaction was raised with the Chief Constable at the PAM in July 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## 8. Victim Satisfaction – Vulnerability

In July 2021, the six-moth rolling average rates for victim satisfaction were: -

- Hate Crime 73%
- Domestic Abuse 79%

In July 2021, the monthly victim satisfaction rate for Hate Crime was at 75%. Also, the 6-month rate has showed a 6% increase from the 67% experienced in April 2021. This improvement is a very positive development and would appear to be the

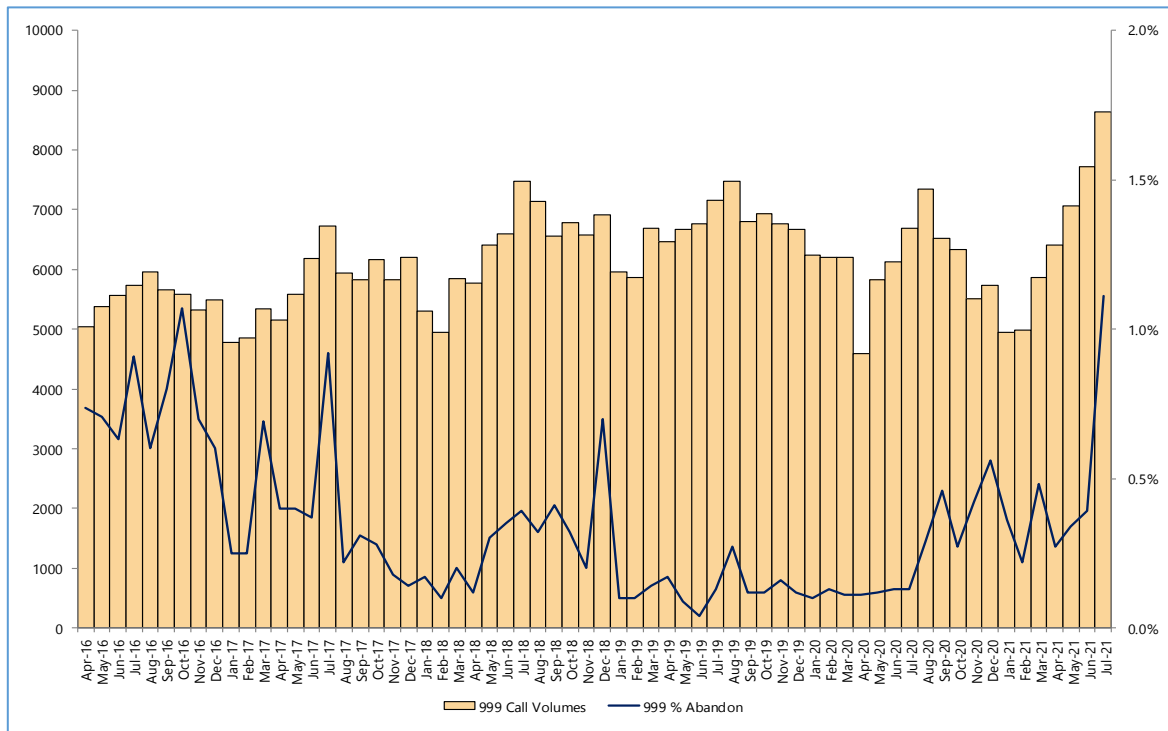
product of the new and improved arrangements that the force’s Harm Hub has employed to drive service improvement and as a consequence victim satisfaction.

In respect of domestic abuse, of note is the comments in the Performance Report regarding the sample sizes being slowly increasing each month, where for July 2021 it was at 35 participants, against a target sample size is 40-50 per month.

### 9. Operations Communication Centre - Emergency Calls

In July 2021, the proportion of 999 calls answered within 10 seconds was 70% and has decreased compared the previous month of 85%. Performance was below the target of 90% and also the baseline of 89%.

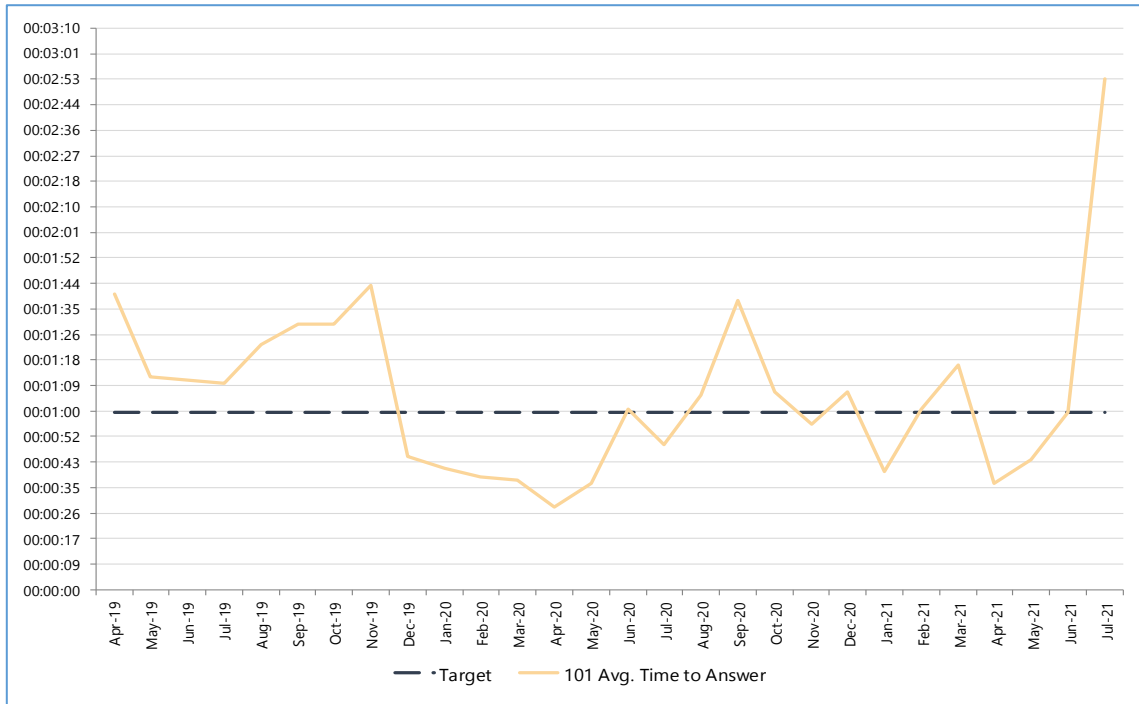
It is clear from the following graph that the OCC has been experiencing unprecedented demand with nearly 8.7k emergency calls during the month. It is therefore no surprise to see that the rate of abandoned calls has also increased to 1.1%.



Graph 3 – Emergency Call Volumes and Performance

### 10. Operations Communication Centre - Non-emergency calls

In July 2021, the average time to answer a 101 call in June was 2 minutes 53 seconds. This represents an increase from the 1 minute 53 seconds achieved in June 2021 and was significantly over the target time of 1 minute. In addition, the abandonment rate stood at 26%, representing a significant increase when compared to the previous month of 11%.



*Graph 4 – Non-Emergency Call Performance*

The imperative is always to answer the 999 emergency, rather than the non-emergency calls, for self-evident reasons. As such, this deterioration in performance for the non-emergency 101 calls comes as no surprise.

The issue of OCC performance and increased demand was discussed in depth at the PAM in June 2020. As such, it is not proposed to re-visit the subject again at this time, particularly as the subject is scheduled as the deep-dive topic for the PAM in September having been delayed whilst awaiting the review of Front Officers that is currently being undertaken by the force.

### **11. Operations Communication Centre – Un-resourced Incidents**

The upward trend in un-resourced incidents, a symptom of excess demand, is noted.







### **12. Emergency Response**

In July 2021, of the 3,266 emergency incidents that were attended 82% were within the minimum standards recommendation of 20 minutes, with 94% attended with 30 minutes.

### **13. Emergency Response**

In July 2021, the average response time increased to 14:01 minutes, with all Districts and Boroughs below the target of 20 minutes.

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	May-21	Jun-21	Jul-21	last 6 months
North Warwickshire	17:51	19:38	19:41	
Nuneaton & Bedworth	12:44	13:18	14:37	
Rugby	11:58	11:54	11:17	
Stratford	10:29	11:02	10:46	
Warwick	15:34	16:02	16:36	
Warwickshire	<b>13:11</b>	<b>13:47</b>	<b>14:01</b>	

The comments in the Performance Report are noted, regarding the predicted increase in response times caused as a consequence of the increase in demand, compounded by officer absence due to Covid-19.

**14. Use of Force**

In Q1 of 2020/21, the volumes (n=610) of officer reports for Use of Force (UoF) remained relatively stable when compared to previous quarters, where 76% of the tactics deployed were considered to be effective.

The continuing disproportionality of UoF against both Black (10%) and Asian (4.1%) citizens when compared to the Census 2011 is noted.

**15. Stop & Search**

In July 2021, a total of 106 Stop and Searches (S&S) were conducted representing a decrease when compared to previous months, returning to pre-Covid-19 levels.

Again, the continuing disproportionality of S&S with both Black and Asian subjects when compared to the Census 2011 data is noted, where: -

- Black citizens are 13.0 times more likely to be stopped and searched than a white citizen.
- Mixed citizens are 3.8 times more likely to be stopped and searched than a white citizen.
- Asian citizens are 2.5 times more likely to be stopped and searched than a white citizen.

This issue of disproportionality in the use of the police powers has recently been explored as a ‘deep-dive’ subject at the PAM in June 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

**16. Digital Contact**

In July 2021, Single Online Home was used on 1,926 occasions. Given the recent performance of the 101 non-emergency telephone number the availability of this channel for the public to contact the force on a range of matters is increasingly important.

The subject of public contact is scheduled to be a deep-dive topic for discussion at the PAM in September, and as such is not further commented upon at this time.



## 17. Orders

In the last three months there has been a reduction in the number of applications for Domestic Violence Protection Orders (n=34) when compared to the previous quarter (n=45). However, the comments in the Performance Report are noted regarding the assurance of the data.

## 18. Criminal Justice

In July 2021, 90% of the files submitted to CSP passed the National File Standards, albeit the volume of files (n=77) was the lowest number submitted during the last 10 months as presented in the Performance Report. This nonetheless represents a positive development in terms of file quality, if not volume.

The matter of criminal justice was subject to a deep-dive at the PAM in May 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## 19. 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, as referred to in the Police and Crime Plan, Victim's Charter and the Victims Code.

Of note is that 76% (n=2548) of the victims in all of the open investigations opted-in for victim contact, of which 69% of the updates were provided in time.

This issue was only recently raised with the Chief Constable at the PAM in July 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

# 3. Effective and Efficient

## 20. Sickness

In July 2021, the sickness absence levels for police officers of 5.68% is above that achieved at the same period in 2020 of 2.34%.

In July 2021, the sickness absence levels for police staff of 6.59% is above that achieved at the same period in 2020 of 3.23%.

The impact of Covid-19 and the requirement for self-isolation following close contact clearly has had a significant impact on these rates, which will hopefully improve as restrictions continue to be modified and become less proscriptive.

The issue of Covid-19 is raised as a standing agenda item at the PAM and the force's understanding, response and contingency arrangements to manage the impact of the pandemic have been discussed at length. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## **21. Assault Police**

In July 2021, assaults on officers continued to remain relatively high (n=32) albeit a slight reduction on the previous month. This issue, and the associated matter of Officer Safety Training and First Aid Skills Police (FASP) training was recently raised with the Chief Constable at the PAM in June 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

## **22. 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.

# **4. Prevent & Protect**

## **23. Total Recorded Crime**

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

## **24. Total Recorded Crime - Forecast**

In July 2021, the variance to the forecast was -30 crimes (n=3,607). Of note is that the 2021/22 end of year figure for TRC is anticipated to remain static to the three year average.

## **25. Violence with Injury**

In July 2021, levels were above the mean and approaching the upper control limit (n=409). This position will be monitored going forward.

## **26. Violence without Injury**

In July 2021, levels were above the upper control limit (n=1,124). Of note is that the increase has been driven by an uplift in malicious communications and assault without injury offences, accounting for 24% and 47% respectively of the total. This position will be monitored going forward.

## **27. Rape**

In July 2021, levels were significantly above the upper control limit. The commentary in the Performance Report is noted, that 83 rape offences were reported in July and as a consequence was significantly above the monthly average of 41 crimes.

These volumes were driven by non-recent offences, with 47 recorded for offences committed more than 5 years ago and with the majority relating to Op MAWES, a CSE operation conducted in Nuneaton & Bedworth that the Commissioner is already aware of.

These matters, regarding the force's capacity and capability to investigate both Rape and Other Sexual Offences, were raised with the Chief Constable at the PAM in

June 2021. As such, it is not proposed to re-visit this matter at this time but performance will continue to be monitored.

### **28. Other Sexual Offences**

In July 2021, levels were above the mean but below the upper control limit (n=84), representing a significant decrease from the previous month (n=109). Noted.

### **29. Robbery**

In July 2021, levels were above the mean (n=26) and approaching the upper control limit (n=39). Noted

### **30. Residential Burglary**

In July 2021, levels were below the mean (n=72) and relatively stable. Noted

### **31. Business & Commercial Burglary**

In July 2021, levels were below the mean (n=87) and relatively stable. Noted.

### **32. Vehicle Crime**

In July 2021, levels were at the mean (n=278) and relatively stable. Noted.

### **33. Drug Offences**

In July 2021, levels were below the mean (n=76), representing a decrease when compared to the previous month (n=93).

This decrease was predominantly in possession offences and maybe indicative of decreased proactivity caused through an increase in incident demand where, as commented in previous PAM's, this area of offending often only comes to police attention when actively sought. Noted.

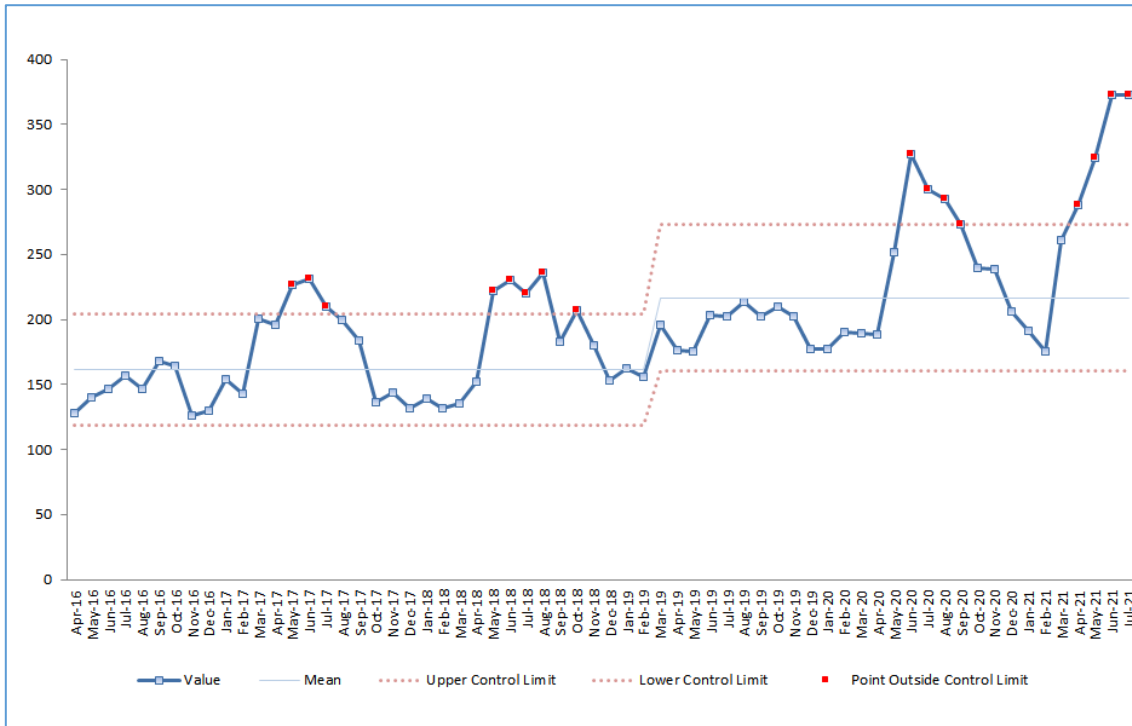
### **34. Possession of Weapons**

In July 2021, levels were below the mean (n=33) and relatively stable. Noted.

### **35. Public Order Offences**

In July 2021, the significant increase in Public Order experienced in the last quarter continued to be significantly above the upper control limit and therefore continues to be of some concern (n=373). The sub-category of Public Fear, Alarm or Distress accounted for 78% of the total volume.

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



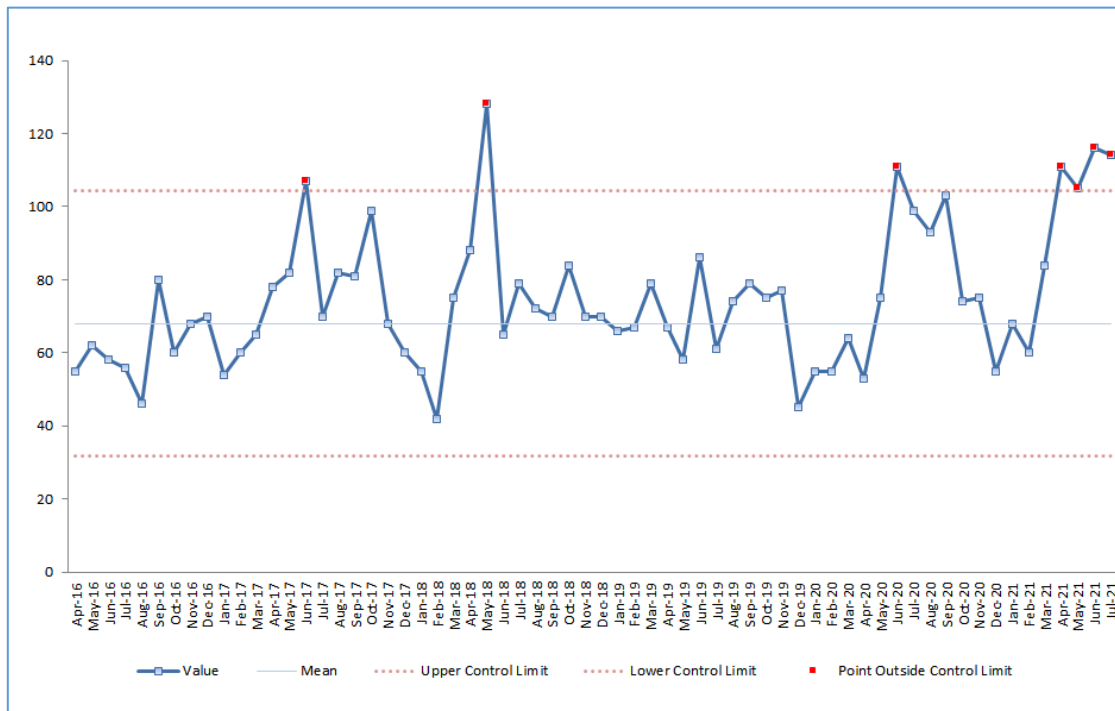
Graph 5 – Public Order Offences

### 36. Domestic Abuse

In July 2021, levels were above the mean but below the upper control limit (n=1,091). Of note is that domestic abuse accounted for 15% of TRC. Noted.

### 37. Hate Crime

In July 2021 levels continue to remain above the upper control limit (n=114), with exceptional volumes experienced in Nuneaton and Bedworth (n=42) accounting for 36% of the total: -



*Graph 6 – Hate Crime & Non-Crime Incidents*

Q1. Whilst the subject of Hate Crime has already been explored in depth at previous deep-dives, it is of interest to know the reasons for the recent rise in Nuneaton and Bedworth. Also, what action is proposed by the force to both understand and address the continuing higher levels of Hate Crime and Non-Crime Incidents in Warwickshire?

### **38. Road Safety**

Road safety is reported one month in arrears. In June there were three fatalities in the county, two of which involved vulnerable road users (a cyclist and pedestrian).

Of note, in 2021/22 there have been over 14.5k Notice of Intended Prosecutions (NIPs) issued for speeding offences in the county.

### **39. Appendix**

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

## **5. Comments**

### **5.2 Summary of 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: -

- **Hate Crime**

Q1. Whilst the subject of Hate Crime has already been explored in depth at previous deep-dives, it is of interest to know the reasons for the recent rise in Nuneaton and Bedworth. Also, what action is proposed by the force to both understand and address the continuing higher levels of Hate Crime and Non-Crime Incidents in the county?

### **5.3 Deep-dive schedule**

Agreement is required as to the selection of 'deep-dive' subjects for future PAMs and the schedule is at Appendix B.

The subject of OCC / Public Contact is the proposed topic for the next PAM in September 2021, having been rescheduled from August awaiting the outcome of the review of Front Offices. However, Budget was originally scheduled for the September meeting.

## Appendix B – Schedule of Subjects

PAM Month	Performance Month		Performance Focus	OPCC Publish	Deep Dive Topic
Oct 2020	Sept	Q2	P&P	P&P	Road Safety
Nov	Oct		R&R		Nil
Dec	Nov		E&E		Nil
Jan 2021	Dec	Q3	P&P		Hate Crime
Feb	Jan		R&R	R&R	Digital Cyber
Mar	Feb		E&E		Change Management
Apr	Mar	Q4	P&P		Repeat Victims
May	Apr		R&R		Criminal Justice
Jun	May		E&E	E&E	Diversity
Jul	Jun	Q1	P&P		County Lines
Aug	Jul		R&R		<b>Evolve Programme</b>
Sep	Aug		E&E		OCC / Public Contact and / or Budget?
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