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Police and Crime Panel 20 June 2024

Police and Crime Commissioner's Report

Report Date	11 June 2024
Security Classification	Official
Disclosable under Freedom of Information Act?	Yes

Standing Agenda Items

1. Details of key activities and decisions taken since the previous meeting
2. Details of any emerging local and national issues.
3. Climate change and sustainability considerations.
4. Progress made against Police and Crime Plan objectives
5. Criminal Justice System considerations.
6. Governance and holding to account activities
7. National Crime and Policing Measures
8. Communications and engagement activities
9. Grants and commissioning
10. Financial summary

1. Introduction

The purpose of this report is to provide the members of the Warwickshire Police and Crime Panel with an update on my key activities as the county's Police and Crime Commissioner (PCC), those of my Deputy Police and Crime Commissioner (DPCC), and the Office of the Police and Crime Commissioner (OPCC) since the Panel on Thursday 7 March 2024.

At the previous meeting of the Panel, in addition to those subjects already identified in its scheduled work programme, a request was made by the Chair for a further report to be provided on the county's Community Safety Panels (CSP), specifically: -

“The report to build upon earlier updates to the Panel, providing details of future arrangements including the roles and responsibilities of CSPs, the support that was provided to CSPs, and how these could complement the Panel's work.”

A report has consequently been prepared for the information of the Panel and is contained at Appendix A

2. Police and Crime Commissioner Elections

On the 8 May 2024, following the PCC elections I commenced my third term of office as the Police and Crime Commissioner for Warwickshire, a position I feel incredibly humbled and privileged to hold.

The result of the election was incredibly close, and I thank my fellow candidates for the mature and hard-fought way in which their campaigns were conducted in the interest of democracy. Amongst my first acts was to swear an oath to serve all the people of Warwickshire, pledging to act with integrity, transparency and diligence and give voice to the public, especially victims of crime. I also pledged to ensure the police can cut crime and protect the public, respecting the operational independence of police officers, and to work with partners to ensure the safety of the community and effective criminal justice.

During the election I set out my main priorities for the next four years: -

- Further reduce crime, anti-social behaviour, and re-offending.
- Continue to increase police officer numbers.
- Increase support for victims and survivors of all crimes.
- Reduce road traffic fatalities and serious injuries.
- Engage with and listen to residents and communities.
- Build further financial resilience for Warwickshire Police.

Whilst the life of the current Police and Crime Plan extends to 31 March 2025, I am now looking forward to preparing a new Police and Crime Plan that sets out the strategic direction and objectives of Warwickshire Police, and one which gives a greater voice to the present concerns and priorities of county's residents and communities. In preparation for the new plan, I will be consulting extensively to ensure that it is informed by a wide spectrum of views. This engagement will provide

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me with a better understanding of where improvements with Warwickshire Police are required, thereby assisting me in my statutory responsibilities to maintain an effective and efficient police service for the county and to 'hold to account' the Chief Constable for the performance of the force's officers and staff.

In addition to the county-wide PCC election, local councillor elections were also held in some of the county's Boroughs. because of these elections the membership of the Police and Crime Panel maybe affected, as it must be politically and geographically representative. I therefore welcome any new members to the Panel and look forward to your 'support and challenge' during our respective terms of office. I also thank any previous members of the Panel for their public service.

3. Deputy Police and Crime Commissioner

A consequence of the PCC election was that my Deputy Police and Crime Commissioner, Emma Daniell, ceased to hold that position at the end of my previous term of office. It is my intention to reappoint her for my new term of office, but to do so a confirmation hearing is required to be held by the Police and Crime Panel. I am keen that this process is conducted as soon as practicable so that Emma can hopefully continue her excellent work in supporting me to deliver the ambitions of my Police and Crime Plan.

4. Annual Report 2023/24

As the 'elected policing body' a PCC has certain obligations in respect of producing an annual report under 'Section 12 of the Police and Reform and Social Responsibility Act 2011': -

1. Each elected local policing body must produce an annual report on: -
 - a. The exercise of the body's functions in each financial year, and
 - b. The progress which has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
2. As soon as practicable after producing an annual report, the elected local policing body must send the report to the relevant police and crime panel.
3. The elected local policing body must attend before the panel at the public meeting arranged by the panel to: -
 - a. Present the report to the panel, and
 - b. Answer the panel's questions on the report.
4. The elected local policing body must: -
 - a. Give the panel a response to any report or recommendations on the annual report, and
 - b. Publish any such response.

It is for the Police and Crime Panel to determine the manner in which a response to a report or recommendations is to be published in accordance with subsection (4)(b).

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An elected local policing body must arrange for each annual report to be published. It is for the elected local policing body to determine the way an annual report is to be published.

A draft of my Annual Report 2023/24 is therefore attached for the information of the Panel, and I am happy to answer any question that may arise. Once the Panel's formal response has been provided and considered, then the Annual Report will be published on the OPCC website.

4.1. Standing agenda

As the Annual Report covers the period up to the 31 March 2024 and includes content on each of the standing agenda items for this report, any notable developments after this date are provided by exception, as follows.

5. Police and Crime Plan

5.1. Fight crime and reduce offending

a) Violent Crime

- **Serious Violence Duty**

My office continued to provide support and oversight of the application of the Serious Violence Duty (SVD) in the county, including attendance at the Serious Violence Prevention Partnership in April 2024, and finalisation of the required submissions to the Home Office for 2023-24 in relation to the SVD grant. My office is now working closely with the Specified Authorities to finalise plans for further interventions to reduce serious violence that will take place during 2024-25.

b) Serious Organised Crime

- **Project Stronghold**

My office continued to provide support and oversight to the introduction of 'Project Stronghold' in Warwickshire, which is the county's partnership response to the rollout of the national 'Clear, Hold, Build' methodology, designed to make an area a safer place to live and work. This response aims to tackle organised crime groups acting in the neighbourhood, build community resilience, and improve confidence and trust in the police. My office also continues to influence the development of a coordinated countywide partnership strategy for SOC.

c) Reducing Reoffending

- **IOM Delivery Board**

As previously reported, my office has supported the review of the strategic approach to Reducing Reoffending in the county, which has led to the introduction of a new Delivery Board overseeing the Integrated Offender Management (IOM) arrangements. This board, which will be attended by my office, has now met for the first time and is already bringing greater leadership to this important area of work.

- **Multi-Agency Public Protection Arrangements**

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Multi-Agency Public Protection Arrangements (MAPPA) oversee and manage some of the most serious offenders in the county, including violence and sexual offenders. Oversight and governance of the arrangements are delivered through a MAPPA Strategic Management Board (SMB). From April 2024, my office has begun attending the SMB to give me greater insight and assurance of MAPPA and to identify any further ways that I can support the responsible authorities to reduce the most serious reoffending.

5.2. Deliver visible and effective policing

a) Neighbourhood Policing

- **Anti-social Behaviour**

In December 2023, it was announced that my office had been awarded £1m by the Home Office from the Anti-social Behaviour (ASB) 'Hotspot Response Fund 2024/25'. The aim of this funding is to ensure there is an enhanced uniformed presence in ASB and serious violence 'hotspot' areas across the county.

On 1 May 2024, Warwickshire Police commenced enhanced patrolling of the areas identified. In total there are 18 locations: 6 x Leamington; 5 x Nuneaton; 3 x Stratford; 2 x Bedworth; 1 x Rugby; 1 x Atherstone. In addition, Warwick District Council are also carrying out patrols using their Community Warden service. Further updates on this initiative will be reported throughout the year.

5.3. Keep people safe and reduce harm

a) Violence Against Women and Girls

- **VAWG Board and Domestic Abuse offending**

My office is a key stakeholder and contributor to the county's Violence Against Women and Girls (VAWG) Board and its strategy / delivery plan. As part of this participation, my office is leading on a specific piece of work to more broadly review the diversionary support that is offered to perpetrators of Domestic Abuse and VAWG. At the VAWG Board in May 2024 my officer reported on the latest research, which for the first time had produced a comprehensive outline of the diversionary support offer from all statutory agencies. This will now allow a proper gap-analysis to be conducted.

b) Vulnerability

- **Right Care Right Person**

My office has continued to oversee the roll-out of Right Care Right Person (RCRP) in Warwickshire and participates in RCRP Programme Board. I am pleased to acknowledge that Warwickshire Police and local partners are taking a safe and pragmatic approach to the introduction of this new way of working, ensuring developments are coordinated across the region to the benefit of those agencies holding a wider geographical remit (e.g. WM Ambulance Service). The wellbeing of those who are some of the most vulnerable people in society remains central to implementation.

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- **Families First for Children Pathfinder**

The Panel may be aware that in April 2024 the Department for Education announced that Warwickshire had been chosen as a pathfinder area for 'Families First for Children' - the national reform of children's social care services. This reform aims to improve services to help more children stay with their families in safe and loving homes and protect vulnerable children from harm where needed. Child safeguarding is, of course, a multi-agency responsibility and one of the key developments of the national reform is to establish Multi-Agency Child Protection Teams. This initiative will directly affect Warwickshire Police's current arrangements. My office is closely monitoring and supporting the implementation of these reforms.

c) Road Safety

- **Global Road Safety Week**

On 17 May 2024, Global Road Safety Week commenced, designed to help improve road safety across the county for all road users. Both Warwickshire Police and the OPCC participated in the event with a wide range of road safety activities centred on education and enforcement. As part of this campaign, a special event took place at Hartshill Hayes Country Park with representatives from several road safety partnerships, road safety campaigners, Project Edward, and the British Horse Society.



Figure 1: Road Peace at Hartshill Hays

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To honour the people killed on Warwickshire's roads in 2022, Chris Lewis of the OPCC and several others ran 19 miles across Coventry and Warwickshire to join the event at Hartshill. This distance representing a mile for every life lost on the county's roads in that year.

I believe this bringing together of communities and organisations clearly demonstrates our collective dedication to reducing road fatalities and striving towards our vision of zero deaths on our roads I'm grateful to everyone who took part and especially the team of runners who made the long journey from Leek Wootton to Hartshill Hayes.

5.4. Strengthen communities.

a) Involving communities

- **National Volunteers Week**

National Volunteers Week commenced on Monday 3 June 2024, representing the 40th year of celebrating the contribution volunteers make to our communities.¹ To acknowledge the occasion and inspire more people to make a difference, my office participate in the two Volunteering Fairs that were held in Stratford and Atherstone.

On 5 June 2024, I attended a Volunteer Event in Ansty that the OPCC had arranged to acknowledge the volunteers from the two schemes that my office operates, namely the Independent Custody Visitors (ICV) and the Adult Appropriate Adults (AA). The ICV schemes prevent the ill treatment of detainees and deliver effective oversight of police custody to ensure a safe environment and deliver public reassurance. The AA scheme provides support for those adults in police custody who may require additional assistance due to their vulnerability. I greatly value the contribution that these volunteers make to the critical area of police detention and the occasion provided an excellent opportunity to personally thank them for their public-spirited commitment.

- **Custody Detention Independent Scrutiny Panel.**

Over the past few months my office has been working to implement a Custody Detention Independent Scrutiny Panel. This initiative is intended to provide greater independent scrutiny and oversight of Warwickshire Police's policies, practices, and procedure in respect of police detention, thereby helping to drive improvements and improve the trust and confidence of our communities.

On 16 May 2024, I attended a familiarisation event held for the membership of the Scrutiny Panel at Nuneaton Police Station. This was followed on the 29 May 2024 by the inaugural meeting of the Panel where the subject of 'respect and dignity' was discussed, with scrutiny of the relevant legislation, local policies, and case studies. The recommendations from the Panel will be raised with the force through existing governance arrangements. Further topics for the Panel to consider will include Use

¹ [Volunteers' Week – Volunteers' Week is a chance to say thank you for the fantastic contribution volunteers make. \(volunteersweek.org\)](https://volunteersweek.org)

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of Force / Disproportionality / Mental Health / Children and Young Persons / Access to services.

b) Crime Prevention

- **Prevent Duty**

The Panel may recall that I provide a funding contribution to the role of the Prevent Duty Coordinator for the county, who is hosted by WCC and who supports all the specified authorities in delivering the individual and partnership responsibilities. As part of ensuring that I and my office comply with our own responsibilities as a specified authority, I was pleased to welcome the Prevent Duty Coordinator to the OPCC in May 2024 to deliver a Prevent training session to all staff.

c) Partnership working

- **Anti-Social Behaviour**

The Panel will recall that my office has been leading on the development of an ASB Strategic Framework for the county, in support of local Community Safety Partnerships (CSPs). The aim of framework is to pull together all relevant guidance and good practice for consistent implementation across the county, whilst still allowing for tailored local responses to address local issues and problems. I am pleased to report that work on this framework is now complete and will be reported to Safer Warwickshire Partnership Board and local CSP's at their next meetings.

6. Governance and Assurance

There are currently two formal meetings where I formally 'hold to account' the Chief Constable: -

1. A Tuesday meeting with the Deputy PCC, OPCC Chief Executive and Deputy Chief Constable in attendance
2. A monthly Governance and Performance Board (GPB) that is more formal than the weekly meetings, with a broader senior management attendance and an agenda populated with items relating to scrutiny, holding to account, finance, and governance.

6.1. Governance and Performance Board

The May 2024 meeting of the GPB was postponed due to the election period, however the weekly meetings continued to occur throughout the pre-election period. At the with GPB a focus topic is incorporated and scheduled for in-depth scrutiny and challenge: -

2024

- January - Safeguarding Children
- February - Victims and Witnesses Bill / Victims Code
- March - Strategic Policing Requirements
- April - Road policing
- May - N/A

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- June - Business / Retail Crime
- July - Custody
- August - HR Review
- September - Public Trust and Confidence
- October - Health & Wellbeing
- November - Cybercrime / Fraud
- December - County-lines / Organised Crime Groups

6.2. National Crime and Policing Measures

The Panel has requested that information is provided on key performance indicators for Warwickshire Police, including as a standing agenda item on the National Crime and Policing Measures (NCPM), which were introduced as consequence of the Government's 'Beating Crime Plan 2021'.

The 'Specified Information Order 2011' (amended 2021) subsequently placed an obligation on PCCs to publish information regarding their force's performance in respect of the NCPM. For the information of the Panel the report for Q4 2023/24 is appended at Appendix B

6.3. Police complaints

The issues and themes that result in public complaints against the police provides me with an invaluable insight to enable me to 'hold to account' the Chief Constable and to fulfil my responsibility to secure the maintenance of an effective and efficient police service for Warwickshire.

On 3 April 2024, I formally met with the force's Head of the force's Professional Standards Department as part of my assurance arrangements for this critical area of business that is instrumental in establishing public 'trust and confidence' in Warwickshire Police. The agenda incorporated the elements of anti-corruption, vetting, police complaints and performance data from the Independent Office for Police Conduct.

6.4 Joint Audit and Standards Committee

This committee provides independent advice and recommendations to both me as PCC and the Chief Constable on the adequacy of the governance and risk management frameworks. The Committee will next meet again on the 10 July 2024.

6.5 Police and Crime Panel Performance & Working Group

On 28 March 2024, a meeting of the 'Police and Crime Panel Performance and Planning Working Group' was held. The OPCC were represented by Claire Morris and David Patterson. At the request of the working group, the OPCC introduced a report on cybercrime-fraud for consideration at the meeting. I understand that the Chair of the working group provided a summary of the meeting to the Panel.

7. Communication and Engagement

During the pre-election period, public engagements were necessarily limited. However, following the election I have re-commenced my programme of engagement events around the county, seeking to reach as diverse a range of communities as possible. Some of the more notable occasions were: -

May 2024

- Supporting the ShopKind campaign - a retail industry campaign co-ordinated by the Association of Convenience Stores on behalf of the UK Home Office - discussing business crime in Leamington Spa.
- The Warwickshire Road Safety Partnership Conference, to discuss road safety with key partners.

June 2024

- Taking part in the Nuneaton Walk of Faith, organised by the Ba'hai community.
- Attending the Tysoe Annual Parish Meeting to update on progress against my Police and Crime Plan.
- Warwickshire Neighbourhood Watch AGM.
- Attending the Northern Area WCAVA volunteer's fair.

My office is organising a full programme of further engagements over the summer months.

7.1. Police and Crime Plan consultation

We will be running an extensive consultation programme using a range of methods, including telephone surveys, online questions, and face-to-face meetings; as well as studying the results of the Community Safety survey being undertaken by Warwickshire County Council, Warwickshire Police, and other data such as the British Crime Survey.

Work is under way to procure consultancy services to enable this consultation activity and to ensure that it receives responses from a representative sample of the county population and demographics.

APPENDIX A

National Crime and Policing Measures

Q4 2023/24

1. Introduction

The Government's National Crime and Policing Measures (NCPM) are intended to compliment the local priorities that are set out in Police and Crime Commissioners' (PCC) Police and Crime Plans; nonetheless the Government is clear that forces must achieve significant reductions in crime and restore the public's confidence in the criminal justice system. The six key priorities of the NCPM are: -

1. Reduce murder and other homicides.
2. Reduce serious violence.
3. Disrupt drugs supply and county lines.
4. Reduce neighbourhood crime.
5. Tackle cyber-crime.
6. Improve satisfaction among victims – with a particular focus on victims of domestic abuse.

2. Specified Information Order

In August 2021, the 'Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021' came into effect, requiring PCCs to publish information relating to a police force's performance against the NCPM and thereby enabling greater public scrutiny of police performance and to allow the electorate to hold PCCs to account more effectively. The order states that: -

- PCCs are required to provide a statement on the contribution of their force to achieving improvements against those priorities.
- The information must be published in a prominent place on the PCC's website. The purpose of this requirement is to make it as easy as possible for the public to access the information, and quarterly updates should be made following the publication of quarterly crime statistics.

3. Statement of Contribution.

On 31 March 2022, the Warwickshire Police and Crime Commissioner (PCC) formally published the 'Police and Crime Plan 2021-2025'. The objectives set within the plan have been formulated with consideration of the requirements of the NCPM.



Figure 1 – Police and Crime Plan 2021-25 ‘Plan on a Page’.

In terms of the PCC responsibilities to ‘hold to account’ the Chief Constable for the performance of Warwickshire Police, the PCC holds a formal monthly ‘Governance and Performance Board’ (GPB) meeting with the Chief Constable. The purpose of the GPB is to focus on specific areas of force performance and is attended by senior officers and staff from the force and the Office of the Police and Crime Commissioner (OPCC). The minutes of the meetings are published on the OPCC website. At each GPB a topical ‘Focus subject’ of particular interest is selected for in-depth scrutiny and discussion.

4. Warwickshire Police Overview

The Govt. baseline for NCPM is the performance data for 2019 and there are specific measures for the six priority areas. The Home Office recognise that not all measures will apply equally to every force, so PCCs must consider how best to apply these measures in their force area. Warwickshire Police has therefore selected some additional proxy measures to assess the force’s contribution towards these national priorities and the force will continue to develop its approach to ensure that the measures are aligned with the national position.

This report has principally been prepared through scrutiny of the performance data provided in Warwickshire Police’s monthly performance reports for Q3 2023/24: -

- Performance Monthly Insights – March 2024.
- Performance Monthly Insights – February 2024.

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- Performance Monthly Insights – January 2024.

A summary of the force's and OPCC position, with commentary, is provided as follows.

5. Reduce Murder and Other Homicides

5.1. Force data

In 2023/24, there were five homicides recorded, an increase on the four recorded in the previous year. In Q4 2023/24, there were no homicides recorded.

The Home Office identify an 'outlier' when it has experienced an increase equal or greater than five homicides (negative outlier), or a decrease equal or greater than five homicides (positive outlier), between the latest six-month period and the equivalent six-month period in the previous year. Warwickshire Police is therefore not considered to be an 'outlier'.

5.2. OPCC commentary

Murder and homicide are allied to the subject of Serious Violence and are therefore discussed in the following section.

6. Reduce Serious Violence

The Govt. measures are: -

- a) Offences involving the discharge of a firearm.
- b) Hospital admissions for persons under 25 years old injured with sharp instrument (NHS measure).

The force's proxy measures are: -

- a) Serious violence (Violence with Injury / Robbery).
- b) Offences involving knife crime or sharp instruments.
- c) Offences involving the use of a firearms.

6.1. Force data

a) Serious Violence

- **Violence with Injury**

In 2023/24, volumes (n=4,855) increased by +3% on the previous year.

In March 2024, volumes (n=369) increased by +2.5% on the previous month and were in line with both the 3-year average and forecast.

The December 2023 performance report made a recommendation to focus on improving the 'action taken' outcome rate. It is therefore positive to note that in March 2024, the 3-month rolling average 'action taken' outcome rate was at 21.4% - a very notable achievement!

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• *Figure 2 – Violence without Injury 'action taken' outcome rates.*

- **Robbery**

In 2023/24, volumes (n=347) increased by +5% on the previous year.

In March 2024, volumes (n=40) increased by +60% on the previous month, predominately driven by increase in north Warwickshire. There appears to be no common theme to these offences.

A question was raised in the Q2 2023/24 OPCC Performance Scrutiny report regarding the specific measures the force were taking to improve the 'action taken' rates for robbery. The force's position will continue to be monitored by the OPCC.

- b) Knife Crime**

The Home Office data collection for offences involving knives or sharp instruments is limited to selected offences and certain weapon types. It excludes possession offences. Knife crime is not a designated Home Office crime category.

The force's Annual Data Return for 2023/24 shows a -20% reduction in knife crime when compared to the previous year – a positive position!

In March 2024, volumes (n=21) decreased by -5% on the previous month. There is no data provided in respect of the 'action taken' outcome rates.

- c) Firearms**

The Home Office data collection reports on offences where a firearm was used as a 'threat'.

In 2023/24, volumes (n=64) increased by +20% (n=+11) on the previous year.

In Q4 2023/24, there were 16 firearms offences recorded, none resulting in fatality or serious injury. This volume of offences is broadly consistent with the previous quarter.

6.2. OPCC commentary

The Warwickshire Strategic Needs Assessment for Serious Violence is now complete and has informed a refresh and relaunch of the county's Serious Violence Prevention Strategy. Both items were required because of the new Serious Violence Duty. This work continues to be led by Warwickshire County Council on behalf of all duty holders, driven through the Serious Violence Partnership Delivery Group. It is

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closely overseen and supported by the OPCC, as the conduit to the Home Office for governance and reporting purposes.

7. Disrupt Drugs and County Lines

The Govt. measures are: -

- a) Drug Related Homicide.
- b) Police Referred Drug Treatment (supplied by Public Health England).

The force's proxy measures are: -

- a) Drug related homicides.
- b) Organised Crime Group (OCG) disruption.

7.1. Force data

a) Drug Related Homicide.

This information is not included in the performance reports. A question was therefore raised in the in the Q2 2023/24 OPCC Performance Scrutiny report regarding what arrangements are to be made for the capture of NCPM data in respect of the of Drug related homicide. The response provided by Warwickshire Police in respect of drug related homicide was that due to the low volume of homicide within the county, the force does not disaggregate this information within the performance framework, but data is provided nationally, accessed through the Digital Crime and Performance Pack (DCPP).

b) OCG Disruption

In 2023/24 there were 4 x major; 13 x moderate; 83 x minor disruptions of OCGs in Warwickshire.

In Q4 2023/24, there were 30 approved OCGs disruptions in the county. Also, that 3 adults and 7 children were safeguarded during this period.

Given the complexity and sensitivity of OCGs and County-lines activity, which predominately involves cross-border crime, qualitative comment cannot be provided without further context, the nature of which is sensitive information.

7.2. OPCC commentary

Information regarding drug related homicide is not specifically included in the performance reports. Recent homicide investigations are currently 'live' and therefore the relationship between the deaths and controlled drugs is not presently a consideration for this report.

A key priority for the Police and Crime Plan 2021-2025 is to Fight Crime and Reduce Reoffending, with a focus on Violent Crime and Organised Crime. The Plan provides a narrative as to how this will be achieved and the measures by which the success of the plan will be measured. The OPCC has consequently worked closely with Warwickshire Police, Warwickshire County Council (WCC), and other partners, to review the necessary partnership governance and oversight arrangements for

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Serious Organised Crime (SOC), recognising the links from this to Serious Violence (SV), and to develop and propose new arrangements that are fit for the future. This review concluded with the introduction of a revised partnership governance and delivery structure for both SOC and SV, overseen by a new Executive Group.

Work is now underway to establish to implement Operation Stronghold, which is Warwickshire's branding for the nationally mandated 'Clear, Hold, Build' intervention methodology.

The PCC continues to closely monitor performance and 'hold to account' the Chief Constable in this area of considerable public concern and commissions criminal justice related drug and alcohol misuse services for the county, to try and break the link between substance misuse and offending behaviour.

8. Reduce Neighbourhood Crimes

The Govt. measures are: -

- a) Burglary.
- b) Theft from, and of, vehicle (Crime Survey England & Wales - CSEW).
- c) Theft from Person.

The force's measures are: -

- a) & b) & c) Home Office Crime Recording categories

8.1. Force data

a) Burglary (Home)

In 2023/24, volumes (n=1,107) decreased by -2% on the previous year.

In March 2024, volumes decreased by -6% on the previous month and remained in-line with the 3-year average for this high-harm offence type of significant public concern, as the below graph illustrates: -

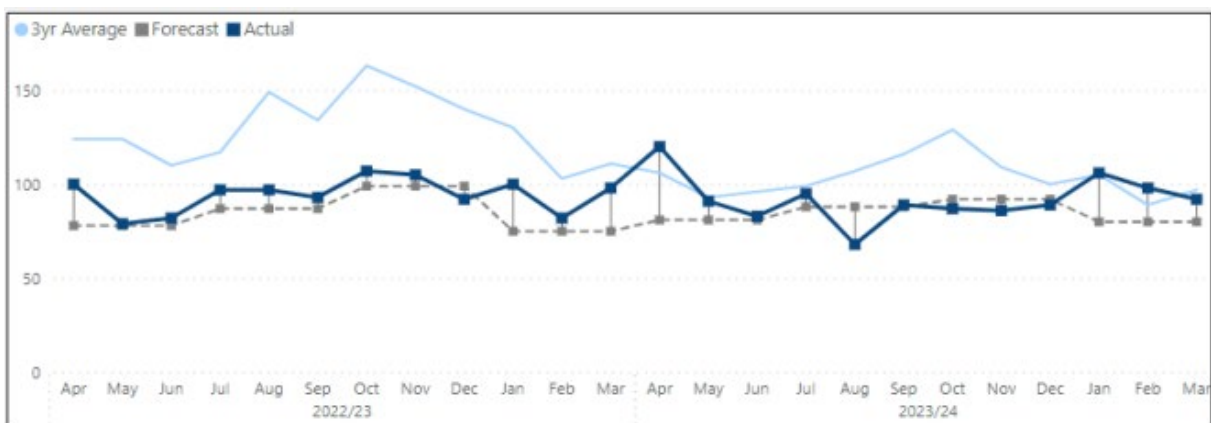


Figure 3 – Burglary (Home) Volumes.

The north of the county saw a +17% increase on the previous month. This is the second consecutive month where the north has seen the most car key burglaries,

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with many of the offences located around new build developments in the Nuneaton & Bedworth district.

The recommendation in the performance report was noted, regarding Corporate Communications to consider raising awareness around car key burglary prevention via social media and leaflet drops to high-risk properties.

In March 2024, the 3-month rolling average 'action taken' outcome rate was at 7.4%, a notable improvement on the 4.4% that was reported for Q3 2023/24.

b) Vehicle Crime

In 2023/24, volumes (n=4,090) decreased by -13% on the previous year.

In March 2024, volumes (n=379) increased by +30%, with theft from vans in hotel locations being a noticeable theme.

The recommendation in the performance report was noted, regarding identifying repeat locations for van offences and brief prepared with a Problem-Solving Plan to be adopted.

In March 2024, the 'action taken' outcome rate was at 2.9%, a notable improvement on the 3-month rolling average of 1.9%.

A question was raised in the Q2 2023/24 OPCC Performance Scrutiny report regarding the specific measures the force were taking to improve the 'action taken' outcome rates for vehicle crime. The force's position will continue to be monitored by the OPCC.

c) Theft from Person

In 2023/24, volumes (n=258) were consistent with the previous year.

In March 2024, volumes (n=9) reduced by -31% on the previous month. The 'action taken' outcome rates remain mercurial given the low number of offences recorded.

8.2. OPCC commentary

a) Burglary

In the Q3 2023/24 report it was commented that the force's performance would continue to be monitored and scrutinised in the expectation that improvement will be made in the 'action taken' outcome rate Q4 2023/24. It is therefore a positive development that the rate has substantially improved.

b) Vehicle crime

The Home Office has previously identified Warwickshire Police as an outlier, a position driven by comparison with the force's performance with its Most Similar Group (MSG) of police forces - Warwickshire has historically suffered due to its proximity to the metropolitan West Midlands area and its crime profile.

Given the latest performance data, the PCC will 'hold to account' the Chief Constable on these matters at the Governance Performance Board, to ascertain

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what proactive measures the force is implementing to mitigate against these series of offences and improve the 'action taken' outcome rates.

c) Theft from Persons

The levels are comparable to the 3-year average and as such no further comment is made.

9. Victim Satisfaction

The Govt. measures are: -

- a) Victim satisfaction with police by victims of domestic abuse.
- b) Victim satisfaction with police (CSEW) - Not available.

The force's proxy measures are: -

- a) Force's own domestic abuse victim satisfaction survey (not comparable with other forces).
- b) Victim satisfaction surveys.

9.1. Force data

Of note is that Warwickshire Police has now set 'target rates' for Victim Satisfaction. In March 2024, the rolling 6-month 'whole experience satisfaction' trend delivered the following levels of performance: -

- Domestic Abuse: 75% < Target 80%
- Vehicle Crime: 64% < Target 70%
- Violence: 68% < Target 75%
- Burglary: 75% < Target 80%
- Hate Crime: 72% < Target 80%

The March 2024 in-month figures demonstrated recent improvements in victim satisfaction for Domestic Abuse (82%) and Vehicle Crime (70%) and Burglary (85%).

A question was raised in the Q2 2023/24 OPCC Performance Scrutiny report regarding victim satisfaction rates, with particular concern regarding the poor 'follow-up' measure for Burglary victims. It is therefore a positive development that there has been considerable improvement in this specific area of performance with all Burglary (Home) investigations being allocated to detectives in the Serious Acquisitive Crime Teams. The force's position in respect of victim satisfaction across all measures will continue to be monitored by the OPCC.

9.2. OPCC commentary

The recent in-moth increase in victim satisfaction for certain offence types is a positive development. The force's performance will continue to be monitored and scrutinised in the expectation that further improvement in satisfaction rates will be made 2024/25. in Q4 2023/24.

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The recent introduction by the force of a Crime Control Centre (CCC) should assist in achieving this aim. The purpose of the CCC is to focus on effective investigation management through identifying those crimes which have the best chance of being solved with a positive outcome for the victim. This should mean that there is more time to carry out investigations and to engage with the victim according to their needs in accordance with the Victims Code.

The OPCC works closely with Warwickshire County Council and other partners in delivering the aims of the county's 'Violence Against Women and Girls (VAWG) Strategy'. This has included reviewing the governance arrangements and working closely to link the work of the county's VAWG Board with the work of the Local Criminal Justice Board (LCJB). This is particularly important in relation to progress to improve criminal justice outcomes for victims of Sexual Violence and Domestic Abuse.

The PCC commissions the following services for victims in Warwickshire: -

- **General victim support:** Victim Support
- **Sexual violence and abuse:** Safeline
- **Child exploitation:** Barnardo's
- **Restorative Justice:** Victim Support
- **Modern Slavery and Human Trafficking:** West Midlands Anti-Slavery Network

10. Tackle Cyber Crime

The Govt. measures are: -

- a) Confidence in law enforcement response.
- b) Percentage of businesses experiencing cyber-crime. Data taken from non-police sources.

The force's proxy measures are: -

- a) Action Fraud cyber-dependent victim referrals where advice given.

10.1. Force data

Information not included in the Performance Reports. A question was therefore raised in the in the Q2 2023/24 OPCC Performance Scrutiny report regarding what arrangements are to be made for the capture of NCPM data in respect of the of Cyber-crime and their inclusion in the performance reports. The response provided by Warwickshire Police in respect of cyber-crime was that the force currently reports cyber-crime measures through the Proactive and Preventative Steering Group (P&PSG). Cyber Crime reporting is transitioning to APMIS, the national system for recording cyber disruptions. This measure will soon be also available through the DCPD tool and disaggregated to Warwickshire.

10.2. OPCC commentary

Cyber-crime is another significant activity of Serious and Organised Crime, often international in its origin and scope. Supporting victims of cyber-enabled and / or cyber-dependent crime is a priority for Victim Support, who the PCC commissions to support victims of crime in Warwickshire. Of note is that Action Fraud as the national agency for the collation and dissemination of fraud offences is to be replaced to ensure that victims are given a more accessible and customer friendly service, and ensuring the right crimes are disseminated with expediency across policing.

The Deputy Police and Crime Commissioner is now a Board member for the Cyber Resilience Centre for the West Midlands that supports and helps protect small business, SMEs, and supply chain businesses and third sector organisations in the region against cybercrime.

An in-depth review of the force's response to 'Cybercrime – Fraud' has been conducted and a report produced for the information of the Police and Crime Panel.