

## **OPCC Performance Scrutiny – Response**

**Date: 23<sup>rd</sup> Oct 2018**

**This response focuses on the specific questions raised at the conclusion of the OPPC report:**

- 1. Victim Satisfaction – Follow Up. Clarity would be helpful in better understanding the causes of this area of performance. Is it a failure of officers to provide agreed updates to the victims of crime, or a weakness in the survey where more crimes are increasingly being filed at the time of report where no ‘follow up’ is required and will therefore will be poorly reported upon by the victim. Of note is that the survey satisfaction rates from those dealt with by the Incident Progression Team (IPT) by telephone indicated 100% satisfaction. What action is proposed to address the causes of this issue, in order to support the aims of Commissioner’s ‘Victims and Witness Charter’?*

The factors that affect the trends in victim satisfaction are complex and multifaceted. Factors including demand pressures within the OCC, the IMU backlog, crime screening, a shift pattern aligned to incident demand as opposed to investigative capacity, and general demand have all adversely affected our ability to progress investigations; and this is most acutely reported in the follow up criteria. It must also be noted that Analysis & Service Improvement (ASI) have been experiencing IT issues which has meant that the survey numbers have been very low in recent months. This means that less weight can be attributed to the findings from the data.

However, that said, it appears clear that the longer term trend in victim satisfaction has been declining and we must continue to take action to address this. This must also be balanced against the need to continue to try and reduce front end demand, and there will be some difficult decisions to be made in the coming months in terms of how we respond and what we investigate – this is not unique to Warwickshire Police. As a force we are placing greater emphasis on enhancing the level of service we provide to vulnerable victims e.g. domestic abuse, hate crime, serious sexual offences. We will still seek to ensure an acceptable level of service is provided to victims of volume crime type offences and in doing so may have to accept satisfaction levels for such offences may normalise at lower levels.

We have put specific scrutiny in place in the last month around DA crimes and we are confident that we will see improvements across the board in terms of our response to DA. The Harm Hub and Integrated Victim Management (IVM) approach provide a bespoke service to hate crime victims, and this continues to be challenging in terms of the victim cohort and the numbers surveyed.

The performance report this quarter shows the general victim satisfaction break down in three distinct categories, (satisfied, neither satisfied nor dissatisfied, and dissatisfied). What this shows is that only 15% are actually

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dissatisfied with the service they received, but it is acknowledged that this is a declining position from April 2018. Similar reporting will be progressed in the coming months with DA and hate crime to show the breakdown between the three categories.

#### *2. Increases in the specified crime categories.*

##### **Theft from Person**

Relatively low numbers of offences means that month on month the percentage changes can vary widely. We do not consider this to be a significant issue for us but will continue to monitor.

##### **Violence without Injury**

2,198 violence without injury offences were recorded in the last quarter; a 5% increase on the previous quarter (2,099) and above the quarter average (1,982). Exceptional volumes were seen across Warwickshire in July and August, but have returned within the expected range in September and we expect this trend to continue within expected levels.

##### **Business Crime**

Business crime is now identified by the application of a keyword. The charts in the report only shows data from October 2017 as data prior to this is not directly comparable. Increases in volumes can be attributed to the better attribution of keywords post Athena, so it is difficult to identify true increases. This is not an area that is causing significant concern.

##### **Robbery**

Personal Robbery is showing an increase across all time spans, but remains within expected ranges. There are no specific hotspots or offenders that we are tracking. We will continue to monitor this area in the coming months through Tactical Tasking & Coordination Group (TTCG) arrangements.

#### *3. Outcomes rates. (A formal request is made to the force for a report on outcomes performance that the OPCC can share with the Police and Crime Panel Working Group).*

Detective Chief Superintendent Debbie Tedds leads on this topic across alliance and works closely with Detective Supt. Steve Quinn who leads 'Investigations' across Warwickshire. Much work has taken place in order to better understand 'outcomes', particularly as the force has an AFI 'to understand outcomes performance'. Debbie Tedds is in fact compiling a report on this topic which is due by the end of Oct. This will be shared with the OPCC.

Since the implementation of Athena, outcome rates have been lower than pre-Athena levels. However, following the initial 'shock' of Athena, where outcome

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rates dropped very low, rates have been steadily improving, albeit they remain 4% lower than compared to the same period 12 months previously.

Factors including the IMU backlog, crime screening, a shift pattern aligned to incident demand as opposed to investigative capacity, and general demand have all impacted upon outcome rates.

A focus on investigation standards driven via the HMICFRS Assurance Group is expected to continue to drive improvements in this area, although the factors already alluded to linked to demand will provide ongoing challenges.

*4. Road safety*

KSI numbers have followed trends from previous years and remain within expected ranges for the quarter. A range of preventative activity (media campaigns, enforcement, multiagency operations) continue to be progressed with vigour. Since the Operations Policing Unit joined Local Policing as of April 2018, we have seen increased proactive work by these teams specifically tackling road safety. Road safety remains a priority for the force and activity is prioritised via force TTCG arrangements.

*5. Criminal Justice file quality in North Warwickshire.*

File quality continues to be an important area for the force and dedicated resource is in place to support officers and staff to improve the quality of court files. In terms of the disparity between North Warwickshire and South Warwickshire, we would expect a 40% - 60% split in error files and discontinuances respectively, as this is the approximate split of work between the two areas. The below table effectively articulates the difference in the quantity of files being submitted by North and South Warwickshire respectively, so it is reasonable to assume that North Warwickshire will see more error files. There are always still improvements that can be made but this is not considered to be a significant issue for Warwickshire, and Warwickshire continues to perform well in the national league tables. (24<sup>th</sup> for PTPM, 7<sup>th</sup> for TSJ).

<b>Policing Area</b>	<b>No. Successful Cases</b>	<b>No. Unsuccessful Cases</b>	<b>%</b>	<b>Rank</b>
<b>North Warwickshire</b>	152	27	15.1%	1st
<b>South Warwickshire</b>	56	7	11.1%	2nd
<b>Warwickshire</b>	<b>208</b>	<b>34</b>	<b>14.0%</b>	

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