

Warwickshire Police and Crime Panel Agenda

22 November 2018

An extraordinary meeting of the Warwickshire Police and Crime Panel will be held at **Committee Room 2, Shire Hall, Warwick** on **Thursday 22 November 2018** at **11:00 am**

Please note that this meeting may be filmed for live streaming on the internet. Generally, the public gallery is not filmed; however, by entering the meeting room and using the public seating area you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

1. General

(A) Apologies

(B) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election of appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 43).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must still be declared in accordance with the Code of Conduct. These should be declared at the commencement of the meeting.

(C) Chair's Announcements

(D) Minutes

- (I) To confirm the minutes of the meeting held on 20 September 2018
- (II) To confirm the minutes of the special meeting held on 25 October 2018

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Police and Crime Panel or the Police and Crime Commissioner. Questioners may ask two questions and can speak for up to three minutes each. Questions should be received at least 3 working days before the meeting.

Please send questions to Democratic Services. Contact details are listed at the end of the agenda.

3. Warwickshire Chief Constable's Address

Verbal Update

4. Police and Crime Commissioner's Update Report

Copy Attached

5. Precept Consultation

Verbal Update

6. Victims and Witnesses Charter Review

Copy Attached

7. Update from Working Groups

(A) Planning and Performance Working Group

To consider a report and draft minutes from the Working Group following its meeting on 5 November 2018

(B) Budget Working Group

The Budget Working Group is meeting on 21 November 2018. The minutes of the meeting will be circulated to the Panel as soon as possible following the meeting.

8. Work Programme 2018/19

To consider and review the Panel's work programme

9. Dates of Meetings 2018/19

To note the arrangements for future meetings. All Police and Crime Panel meetings start at 10.30 am, unless specified otherwise. The following meetings are scheduled at Shire Hall, Warwick:

Friday 1 February 2019 (Precept meeting)

Thursday 14 March 2019

10. Any Urgent Items

At the discretion of the Chair, items may be raised which are considered urgent (please notify Democratic Services in advance of the meeting).

Report Containing Confidential or Exempt Information

“That members of the public be excluded from the meeting for the items below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in Paragraphs 1 and 2, Schedule 12A of the Local Government Act 1972 as amended”

11. Complaints

To consider a verbal update on any complaints received and considered regarding the conduct of the Police and Crime Commissioner.

Warwickshire Police and Crime Panel Membership

Councillors:

Councillor Mike Brain	Warwickshire County Council
Councillor Richard Chattaway	Warwickshire County Council
Councillor Nicola Davies	Warwickshire County Council
Councillor Neil Dirveiks	Warwickshire County Council
Councillor Tony Jefferson	Stratford-on-Avon District Council
Councillor Barry Longden	Nuneaton and Bedworth Borough Council
Councillor Derek Poole	Rugby Borough Council
Councillor David Reilly	North Warwickshire Borough Council
Councillor Andrew Thompson	Warwick District Council
Councillor Adrian Warwick	Warwickshire County Council

Co-opted Independent Members:

Bob Malloy
Andy Davis

Contact Details

For general queries regarding this agenda please contact:
Tom McColgan, Tel 01926 418079
Email: tommccolgan@warwickshire.gov.uk

Minutes of the meeting of the Warwickshire Police and Crime Panel held on 20 September 2018

Present:

Members of the Panel

Councillors:

David Reilly	North Warwickshire Borough Council
Andrew Thompson	Warwick District Council
Nicola Davies	Warwickshire County Council
Derek Poole	Rugby Borough Council
Adrian Warwick	Warwickshire County Council
Neil Dirveiks	North Warwickshire Borough Council
Barry Longden	Nuneaton and Bedworth Borough Council
Mike Brain	Warwickshire County Council
Richard Chattaway	Warwickshire County Council

Independent Members

Andy Davis
Bob Malloy

West Mercia Police

Keith Gee	Chief Inspector
Rebecca Love	Chief Inspector
Joe O'Sullivan	Transformation Director

Warwickshire Police

Alison Hall	Human Resource Manager
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Office of the Police and Crime Commissioner (OPCC)

Neil Hewison	Chief Executive
Philip Seccombe	Police and Crime Commissioner (PCC)
Neil Tipton	Head of Media and Communications
Elizabeth Hall	Treasurer
David Patterson	Performance and Scrutiny Policy Officer

Warwickshire County Council Officers

Jane Pollard	Legal Services Manager
Hassan Hafiz	Trainee Solicitor (Interim Panel Support)
Janet Purcell	Democratic Services Manager

1. General

1) Apologies

Apologies for absence were submitted on behalf of Councillor Jefferson (Stratford on Avon District Council).

2) Members' Disclosures of pecuniary and non-pecuniary interests

There were no disclosures of interest.

3) Chair's Announcements

The Chair announced that the post of Senior Democratic Services, vacated by Stefan Robinson, had now been filled by a new recruit Tom McColgan. Tom will join the Council in October and will support the Panel on a permanent basis from the next PCP meeting onwards. The Chair thanked Janet Purcell and Hassan Hafiz on behalf of the Panel for their interim support.

4) Minutes of the previous meeting held on 21 June 2018

Neil Hewison requested that the following wording "*and would cover victims of sexual violence, as well as drug and alcohol related crime*" at the top of page 7 of the minutes be removed. The remaining wording confirms the accurate position in that the scope of the Restorative Justice Service will be wider than the existing Victim Support Initiative.

Councillor Longden stated that the issue he cited in the previous meeting in relation to hate crime had now been resolved.

The Chair confirmed that the LGA National Association will hold its first conference on Monday 12 November 2018 at Warwick University and will be attended by herself, Councillor Poole, Councillor Chattaway, Bob Malloy and Andy Davis. She requested that any other members who wished to attend contact herself or Janet Purcell to confirm the same.

Resolved

The minutes of the meeting held on 21 June 2018 be amended as set out above.

2. Public Question Time

None.

3. Police and Crime Commissioner Update Report

Athena

The Chair invited the PCC to introduce his update report. The PCC emphasised the ongoing monitoring of Athena, and stated that the OPCC was awaiting a formal response from the Chief Constable of Warwickshire Police to David Patterson's report into the impact of the Athena system. The PCC stated that once a response was received it would be

shared with the Panel. The Chair thanked the PCC on behalf of the Panel for his commitment to share the Chief Constable's response with the Panel at the appropriate time.

Knife Crime

The PCC stated that knife crime remains a key concern and that he was discussing the matter with the Chief Constable on a regular basis. He described the present knife surrender initiative as well as the powers of stop and search available to officers and anticipated that the combination of these strategies will help to remove knives from the streets. The PCC highlighted that the OPCC have entered into two bids. The first for the Early Intervention Youth Fund and the second, a joint bid with PCCs from the West Midlands region to tackle "county lines" crime.

The Chair asked when the PCC would know if the bids entered into have been successful. Both the PCC and Neil Hewison stated that there was no guidance from the Home Office as to how soon decisions would be made to allocate funding after the deadlines for the bids had passed, but that they would keep the Panel abreast of any developments.

Bob Malloy asked how the figures in relation to knife crime contained within the report compared with other regions. Neil Hewison replied that chart on page 3 of the report demonstrated that Warwickshire was placed 25th nationally in terms of the changes in volume of knife crime between September 2014 to September 2017. He added that Warwickshire is in the middle ranking of its MSG (Most Similar Group) for knife crime indicating that further progress needed to be made.

Transformation Programme/Body Worn Videos/Force Health and Wellbeing/ Road Safety

The PCC stated that each of the above items was to be the subject of a presentation in the meeting and that he would answer any questions from the Panel once the relevant presenter(s) had completed their presentations.

Recruitment

The PCC stated that recruitment is always subject to lags, however he assured the Panel that he was scrutinising the progress of Warwick Police closely and that recruitment was on an upward trajectory.

Summary of Activity

The PCC provided a brief summary of the public meetings he had attended since the last Panel meeting as set out on page 7 of his report.

Performance Summary Report

The Panel noted that the performance report had been scrutinized in detail by the Planning and Performance Working Group as set out in their report on the agenda.

The Chair submitted a question on behalf of Councillor Jefferson regarding his concerns about a lack of effective response to incidents from the 101 service. The PCC assured the Panel that the 101 service is adequately resourced however there is a high turnover of

staff, particularly as the recruitment drive for additional officers has meant that some control room staff are now seeking to retrain as officers. The PCC stated that the demand on the service had been very high in July and August which had placed considerable strain on staff. The PCC was confident that progress will be made and noted that the team will be moving to a new control room at Stuart Ross House providing better access to technology which it is anticipated will drive further improvements.

4. Transformation Programme

Joe O'Sullivan, Director of the Alliance Transformation Programme at West Mercia Police presented to the Panel.

Joe explained that the objective of the Programme is *"to maximise the quantity and effectiveness of policing output available to the Alliance in order to protect people from harm"*. He explained that this objective is being delivered through a series of six different programme areas namely:

1. Policing Change Models
2. Services to Policing
3. Athena/ESN/Airwave
4. 4OCC
5. Technology Enabled Change
6. ICT Change

Joe stated that each programme has a lead and a manager. Each programme is also scrutinised by the Transformation Team who are responsible for cost-benefit, co-ordination, finance and reporting. The Transformation Team in turn sits under the Director who is responsible to the respective Deputy Chief Constables for West Mercia Police and Warwickshire Police.

The Programme was originally designed to merge Local Policing, Protective Services and Finance and Enabling Services between Warwickshire and West Mercia under a single lead across both forces. However the future design will be that Local Policing will sit outside of the combined function, with a service level agreement (SLA) between the forces creating Shared Policing Services for specialist policing and support services. Joe confirmed that the Shared Funding Model (69/31% split) between West Mercia and Warwickshire will remain the same.

Councillor Reilly expressed his concerns that the Alliance Model with its 69/31 split may lead to a withdrawal of policing services from particular areas in Warwickshire. Joe stated that operational policing was not within his remit but that part of the reason for the future design of the Programme was that it was felt that there was sufficient risk under the previous design that policing would be driven by higher population/higher crime areas. The future design with its Shared Policing Services would mean a move away from a centralised model for local policing to support populations in more widely dispersed areas. However, whether the police forces have sufficient capacity to meet the demand in those areas was a question for the respective Chief Constables of West Mercia and Warwickshire Police to answer. The PCC reassured the Panel that he fully supported the Transformation Programme and that there was no intention to reduce policing, in whatever form, in any part of Warwickshire.

In response to a question from Councillor Longden, Joe confirmed that the Authorising Officer within the Shared Policing Services will be the person who, for example, provides

authorisation for matters such as Intrusive Surveillance. The PCC reminded the Panel that the Chief Constable of Warwickshire Police will be attending the next PCP meeting where members will have the opportunity to ask questions in relation to operational policing such as the nature of Tasking/Incident Progression Teams within the Shared Policing Services.

Following a question from Councillor Thompson, Joe stated that one of the key challenges to all 6 programmes was the resilience of ICT systems. He stated that within each programme there were some projects that were behind on their delivery date due to issues with ICT and other operational pressures. However he was reasonable confident that progress will be made and assured the Panel that each programme area was scrutinised on a regular basis.

Councillor Warwick emphasised the need to continue the focus on crime prevention particularly in rural areas. The PCC agreed with Councillor Warwick and stated that each year approximately £2.5 million is allocated for preventative initiatives some of which funds rural crime fighters, supported village status and neighbourhood watch schemes and that it was vital that this work continues.

The Chair thanked Joe for his presentation.

5. Body Worn Video

Chief Inspectors Keith Gee and Rebecca Love of West Mercia Police, presented to the Panel on the use of Body Worn Video (“BWV”) technology within Warwickshire and West Mercia police forces.

The Panel were informed that the roll out for Body Worn Videos was completed in October 2017 and 2,200 cameras were deployed for every frontline uniform officer from PCSO (Police Community Support Officer) to Inspector level. From April 2018 footage from the BWV was being shared with the Crown Prosecution Service. As of July 2018 a total of 13,164 BWV clips were recorded, 2,116 were marked as evidential and 193 clips were shared with the CPS. The Chief Inspectors cited a number of cases in which BWV footage had proven vital in expediting the complaint investigation process.

It was explained that despite the introduction of BWV, 2018 had seen an increase in the number of complaints against the police across the Alliance. This however was attributed to an increase in the number of staff and an improvement in communication systems which provided the public with greater opportunity and access to register such complaints.

On the other hand, following the introduction of BWV there had been a marked improvement in complaint resolution and timeliness helping to report back to members of the public in relation to investigations in an efficient and expedient manner. With investigations being concluded earlier, officers subject to those investigations were released early improving health and wellbeing within the forces. Given the success of BWV, the Panel were informed that there were plans to roll out a second phase with use being extended to special officers.

In response to a question from Councillor Warwick, Chief Inspector Keith Gee reassured the Panel that steps were being taken to imbed good practice with regards to the use of BWV and that officers are receiving ongoing training from professional standards regarding this.

Following a question from Councillor Dirveiks, it was explained that under the Police Information Guidelines, BWV footage that is marked as “evidential” but is not shared with the CPS has to be kept for a minimum of 6 years. In more serious “Category 1” cases such as

murder footage can be required to be kept for up to 100 years. It was also explained in reply to question from Councillor Longden that BWV footage is admissible as evidence in CPS

Councillor Reilly asked whether since the introduction of BWV there had been a reduction in complaints against officers for rudeness and incivility. The Chief Inspectors replied that initially there was a reduction in such complaints which may have been a consequence of officers behaving extra cautiously whilst wearing BWV. However, now that the BWV had become a part of their everyday routine, officers were able to behave more normally, which has led to the number of complaints in this category to return on par with previous levels.

The Chair thanked both Chief Inspectors Keith Gee and Rebecca Love for their presentation.

7. Force Health and Wellbeing

Alison Hall, Human Resource Manager for Warwickshire Police, presented to the Panel on the results of the 2017/ 2018 Alliance Health and Wellbeing Survey. Alison explained that the survey was a follow up to the Health and Wellbeing Survey undertaken in 2016, however the current survey was developed by Durham University Business School and therefore progress could not be tracked against previous surveys.

The Survey tracked ratings on a 1-7 scale, across four major areas (1) Wellbeing (2) Organisational Support (3) Fairness and (4) Challenges and Hindrances. Alison stated that although overall response to the survey were lower than previous years they were adequate to provide a representative set of results. There was no significant variation in the results for either of the forces within the Alliance.

The Survey results showed high ratings for 'public service motivation' 'commitment to members of the public' as well seeing the police as "meaningful work". In terms of Fairness, whilst organisational pride remained high, low ratings were achieved for "procedural justice" and "perceived organisational support" suggesting that more work needed to be done to ensure staff feel well treated and supported.

The Survey measured wellbeing through the concept of "emotional energy" which in turn is influenced by (1) Challenge Stressors (2) Hindrance Stressors. Alison explained that challenge stressors were aspects of work life that were potentially positive in that they provided opportunities for growth and development. Hindrance stressors were those things that interfered with work such as bureaucracy, poor systems and ICT issues.

Overall wellbeing levels were at a midpoint for police officers, which was lower than expected, whereas for other police staff it was higher, indicating better wellbeing levels. Alison explained that police officers experienced higher levels of hindrance stressors compared with other police staff.

Alison informed the Panel that the results of the survey have been disseminated to both forces who are undertaking their own analysis to identify particular areas of concern or issues relating to departments. For example, in response to the survey an initiative called "100 little things" has been launched based on feedback from a number of different forces sharing best practice. The initiative is designed to encourage people to come forward discuss stressors experienced at work.

Alison stated that the results of the survey will also be incorporated into existing work streams such as the Health and Wellbeing Board, the confidence strategy and internal ethics. The Health and Wellbeing Board in particular has put in place a rolling programme of health checks for staff and has supported increased access to psychological support.

The Chair asked the PCC for his response to the results of the survey. The PCC responded that overall the results were disappointing when compared with similar surveys in the past. He emphasised the need to tackle the weaknesses identified by the survey and reminded the Panel that Martin Jelly (Chief Constable of Warwickshire Police) chairs the Health and Wellbeing Board and works in close collaboration with the HR Department. The PCC assured the Panel that he will continue to challenge and scrutinise Warwickshire Police on this area.

Neil Hewison reminded the Panel that the survey results were impacted by external factors including national policing issues such as pay, rewards, changes to terms and conditions as well as the scale of demand facing police forces. Neil explained that he was particularly disappointed with the lower ratings in relation to how staff felt they were valued and managed. In response to a point from the Chair, the PCC agreed that the survey slightly predated the implementation of the Alliance Policing Model and hoped that the introduction of the model would have a positive impact on any future surveys.

7. Road Safety

Neil Hewison offered a brief summary of the report of Chris Lewis. Neil stated that the AGG “Alliance Governance Group” consisting of the PCC’s and Chief Constables of the Alliance have sanctioned the expenditure of the financial reserve amounting to approximately £1.2 million for Warwickshire Police.

In relation to Warwickshire County Council (WCC), Neil explained that he had met with Philippa Young (WCC Transport and Road Safety), and it was agreed that the “Warwickshire Road Safety Partnership” needs to be revitalised and that there must be joint operation between Warwickshire Police and WCC to spend the available reserves. Neil explained that Philippa is due to recruit a new staff member who it is anticipated will work in collaboration with Chris Lewis to move the Road Safety agenda forward. Neil explained that WCC had funds available for road safety initiatives. These funds in addition to the PCC reserve and the existing WCC ‘NDORS reserve’ as well as potential HS2 related funding opportunities would enable investment in road safety with a view to achieving casualty reduction. The PCC emphasised the need to work jointly with WCC who are the highways authority and stated that any monies bid for, as usual, will be done transparently and subject to a rigorous evaluation process.

The Chair welcomed the progress that had been made so far and thanked the OPCC for their efforts. Neil Hewison noted that a report on Road Safety was due to be presented to the Panel at the forthcoming PCP meeting in November. The Chair suggested that given the progress made on this matter so far, it may be appropriate to push the date for this report forward when more clear outcomes will have been achieved.

Resolved

That the PCC provide an update on Road Safety matters at the PCP meeting on Thursday 14 March 2019.

8. Report of the Planning and Performance Working Group

Bob Malloy, Chair of the Planning and Performance Working Group, provided the Panel with an overview of the Group's findings at their meeting on 3 September 2018, some of which had been already addressed in the present meeting.

Bob Malloy informed the Panel that the Working Group had now been provided with more simplified data in relation to complaints. The new complaints data had allowed the Working Group to develop a better understanding of this complex area and he noted that the Complaints Procedure was on the agenda at the next PCP meeting.

In response to question from Bob Malloy regarding Athena, Neil Hewison explained that the OPCC was expecting a formal response to David Patterson's report from Warwickshire Police by 16 October 2018. David Patterson explained that the report was the product of comprehensive research and he emphasised that Athena is a complex system covering around 70% of policing operations. David Patterson explained that whilst a formal response was awaited, Richard Moore the Deputy Chief Constable (DCC) of Warwickshire Police had taken steps such as meeting with the Athena designers "Northgate", meeting the Athena consortium as well as liaising with the Athena Projects team, indicating that the force is moving in the right direction. David Patterson assured the Panel that a copy of his report, as well as the response to his report by Warwickshire Police will be available for their scrutiny at the next PCP meeting in November.

9. Report of the Budget Working Group

Councillor Warwick, Chair of the Budget Working Group, summarised his report and thanked Elizabeth Hall for her continued support and transparency in relation to the PCC's budget.

Councillor Warwick highlighted that there remained a forecast net underspend of £2.120 million, due in large part to an underspend on police officer pay due to the previous year's freeze on recruitment. He also emphasised that there had been some capital slippage, however the Working Group had been advised that it was unlikely that any borrowing will be required for Warwickshire PCC until 2019/20. Councillor Warwick also noted that the Working Group had considered the Road Safety reserves which had been discussed at length in the present meeting.

10. Work Programme 2018/2019

The work programme was noted as tabled for the next meeting on Thursday 22 November 2018 with the exception of the Road Safety report which will be pushed forward to 14 March 2019 agenda.

11. Dates of Meetings

The Chair invited the Panel to take note of the future meeting dates to take place at Shire Hall:

- Thursday 22 November 2018 at 11.00 am (late start)

- Friday 4 February 2019 at 10.30 am
- Thursday 14 March 2019 at 10.30 am

12. Urgent Items

There were no urgent items.

13. Reports Containing Confidential or Exempt Information

There was no requirement for the Panel to move into private session.

14. Complaints

There were no complaints.

The meeting rose at 12:51

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Chair

Minutes of the meeting of the Warwickshire Police and Crime Panel held on 25 October 2018

Present:

Members of the Panel

Councillors:

Mike Brain	Warwickshire County Council
Richard Chattaway	Warwickshire County Council
David Reilly	North Warwickshire Borough Council
Nicola Davies (Chair)	Warwickshire County Council
Neil Dirveiks	Warwickshire County Council
Tony Jefferson	Stratford-on-Avon District Council
Barry Longden	Nuneaton and Bedworth Borough Council
Derek Poole	Rugby Borough Council
Andrew Thompson	Warwick District Council

Independent Members

Andy Davis
Bob Malloy

Office of the Police and Crime Commissioner (OPCC)

Neil Hewison	Chief Executive
Philip Seccombe	Police and Crime Commissioner (PCC)
Elizabeth Hall	Treasurer
Sara Ansell	Head of Finance

Warwickshire County Council Officers

Jane Pollard	Legal Services Manager
Janet Purcell	Democratic Services Manager
Tom McColgan	Democratic Services Officer

Also in attendance

Councillor Keith Kondakor
Councillor Mark Cargill

1. General

(a) Apologies for absence

Apologies for absence were received on behalf of Councillor Warwick.

(b) Members' Disclosures of pecuniary and non-pecuniary interests

There were no disclosures of interest.

2. West Mercia and Warwickshire Strategic Alliance

- 2.1 The Police and Crime Commissioner stated that discussions between Warwickshire and West Mercia Police Forces around forming a strategic alliance had started in 2010 and the two forces had entered into an alliance in 2012. The combined budget of the alliance was £300million with Warwickshire contributing £95million which amounted to 95% of Warwickshire Police's annual budget. The Commissioner stated that he felt that the alliance was working well and had enabled the forces to maintain strong operational performance while achieving budgetary savings. On 8 October 2018 the Commissioner had received a letter from the Police and Crime Commissioner and Chief Constable for West Mercia informing him that they were terminating the alliance from 9 October 2019. This decision had not been one which the Office of the Police and Crime Commissioner had been anticipating and they had only had 12 hours to react to the letter before the West Mercia Police and Crime Commissioner issued a public statement.
- 2.2 The Police and Crime Commissioner stated that he felt Warwickshire Police now had three options as to how to constitute itself from 9 October 2019 onwards: rebuild as a standalone force; collaborate with other forces/partners; reform collaboration with West Mercia. The terms of the alliance meant that Warwickshire had to prepare an exit strategy which would be the primary focus of the Police and Crime Commissioner over the coming months and a number of planning teams would be formed in order to draw up a strategy. He emphasised that day to day policing would continue and would not diminish as a result of this. He also sought to reassure the Panel that Warwickshire had good relationships with local and regional partners and whatever the future structure of the force it would be built on strong foundations.
- 2.3 The Police and Crime Commissioner stated that the end of the alliance would create a number of challenges especially around the budget for 2019/20. The alliance was expected to make £11million in savings over 2019/20 and a proportion of these savings now had to be realised by Warwickshire outside of the alliance. He added that the budget which was set would also have to take into account that the structure of the force would substantially change half way through the financial year and he considered this placed the Chief Constable in a difficult position as he would need to continue the alliance while also planning for how to structure a force after October 2019. Additionally there was the matter of splitting on going shared projects including the new linked control centres and a £40million ICT improvement programme.
- 2.4 The Police and Crime Commissioner concluded that he was very disappointed by West Mercia's decision, as were many residents who had communicated with him, but that he would continue to be committed to looking for opportunities to improve policing in Warwickshire.
- 2.5 The Chair invited Councillor Kondakor to put a question to the Police and Crime Commissioner as a Member of Warwickshire County Council and Nuneaton and Bedworth Borough Council.

- 2.6 In response to Councillor Kondakor, the Police and Crime Commissioner stated he felt the priority for his office and for Warwickshire Police had to be to take stock of Warwickshire's position in order to make the good decisions for Warwickshire rather than to speculate on West Mercia's position.
- 2.7 In response to questioning from Councillor Chattaway, the Police and Crime commissioner stated:
- a) The alliance agreement placed the full cost of terminating the alliance on the party that ended the agreement. If costs could not be agreed they would be set through arbitration. The Commissioner did not yet know what the costs would be but was taking financial and legal advice.
 - b) The planning teams established to draw up an exit strategy were not made up of front line officers and did not take away from front line resources.
 - c) The West Mercia Police and Crime Commissioner had informed the Police and Crime Commissioner of his intention to terminate the alliance on 1 October 2018 at a meeting in Birmingham which was the first the possibility had been raised. No reasons for the termination had been given. There had been no other communications on the matter either to the Commissioner or to officers before the notice of termination on 8 October 2018.
 - d) The structure of Warwickshire Police post alliance would not be determined by a referendum but the Office of the Police and Crime Commissioner would be seeking to engage with the public through consultation. Impact assessments would also be undertaken which the Commissioner anticipated would be part of his submissions to the Panel.
 - e) There remained a legal obligation to set a budget by February 2019 for 2019/20 despite the termination of the alliance. The Police and Crime Commissioner was also engaging with all of the Members of Parliament representing Warwickshire to lobby for a review of police funding as Warwickshire Police received around half of its funding from council tax which was higher than urban forces and demonstrated the unfavourable funding position faced by rural police forces.
 - f) The Police and Crime Commissioner had made a manifesto commitment to maintain an independent police force which was accountable to the residents of Warwickshire and he intended to honour this. He felt that a full merger with West Mercia or any another force would not provide any significant financial efficiencies beyond those achieved by the alliance.

- 2.8 The Chair asked whether the discussion on the terms of ending the alliance by the Alliance Group Governance Meeting on 13 June 2018 had raised any alarm that West Mercia may be considering a termination. The Police and Crime Commissioner responded that the two forces had been engaged in updating the alliance agreement as necessary and the 'exit arrangements' was one of the areas discussed. However there had been no evidence that a termination was coming and the agreement had been to extend the period of notice on termination from 6 months to 12 months at West Mercia's request. The Alliance Group Governance Meetings were monthly and the subject had not been raised since.
- 2.9 Councillor Longden observed that the letters released by West Mercia seemed to suggest that they had been pushing for a reformed alliance with Warwickshire and had terminated the current alliance in order to force this process through although they did not lay out what a reformed alliance was to look like. He noted that a full merger certainly seemed to be on their agenda and asked if there was pressure nationally for forces to merge.
- 2.10 The Police and Crime Commissioner responded that he had not been given any reason for the termination of the alliance beyond the efficiency gains for West Mercia mentioned in the letter.
- 2.11 In response to the Chair, the Police and Crime Commissioner stated that he felt that trust between Warwickshire and West Mercia had not irrevocably broken down but that it would be difficult to build a new partnership given the circumstance.
- 2.12 Councillor Chattaway stated that he felt that it was clear the Panel would benefit from hearing from the Police and Crime Commissioner and Chief Constable for West Mercia as the public statements which they had released contradicted themselves and contradicted some of what the Police and Crime Commissioner had said.
- 2.13 The Police and Crime Commissioner reiterated that Warwickshire had been engaging with discussion around the details of the alliance such as demonstrated by the transformation programme. There had, however, been no discussion of terminating the alliance or changes that would fundamentally alter how the alliance operated.
- 2.14 In response to Andy Davis, the Police and Crime Commissioner stated that he agreed that plans for any consultation on the precept for 2019/20 would now have to be reconsidered given the change in circumstance and, wider consultation would also be needed on the structure of Warwickshire Police from October 2019. He also confirmed that although the value of the savings achieved by the alliance was hard to estimate Her Majesty's Inspectorate of Constabulary estimated savings of around £60million and the most conservative estimate put savings at £35million, a third of which benefitted Warwickshire.
- 2.15 In response to Councillor Jefferson, the Police and Crime Commissioner stated that he had received an invitation to informally discuss a way forward from the West Mercia Police and Crime Commissioner. All communications from West Mercia concerning the termination of the alliance had referred to a future 'mutually beneficial' arrangement but they had not indicated what this would look like and had not made any formal proposal.

- 2.16 In response to Bob Malloy, the Police and Crime Commissioner stated that he did not know if his West Mercia counterpart shared his commitment to maintaining a strategic alliance between the forces as opposed to a full merger.
- 2.17 Councillor Thompson welcomed the Police and Crime Commissioner's commitment to consulting and stated that it was regrettable that West Mercia had taken the decision to terminate the alliance with no public consultation. He noted that the alliance had been held up nationally as best practice and asked if The Rt Hon Nick Hurd MP, Minister of State for Policing and the Fire Service had commented on the termination.
- 2.18 The Police and Crime Commissioner stated that Warwickshire's MPs had briefed the Minister but the Government's view would be that it was a local decision. The Commissioner added that he had been promoting the alliance model nationally in his role as lead of the Association of Police and Crime Commissioners' portfolio group on emergency services collaboration which had added to his sadness at the decision taken by West Mercia.
- 2.19 In response to Councillor Longden, the Police and Crime Commissioner stated that he was not aware of any internal pressures that may exist within West Mercia as his role was to hold the Warwickshire Chief Constable to account and on this occasion to support him in establishing a new structure of the force. The Commissioner stated that it was not his role to comment on or criticise West Mercia and suggested that this was the same for the Panel.
- 2.20 Councillor Chattaway stated that the decision taken by West Mercia would impact upon Warwickshire residents and that he was keen to hold those responsible for taking the decision to account. He also suggested that the Panel may wish to request information under the Freedom of Information Act to ensure all relevant information had in fact been disclosed.
- 2.21 The Police and Crime Commissioner sought to assure the Panel that his office would not conceal any relevant information from the Panel.
- 2.22 In response to Councillor Kondakor, the Police and Crime Commissioner stated that he agreed that 12 months to disentangle such a large alliance was an almost impossible task. The Commissioner confirmed that both organisations could agree to extend the transition period.
- 2.23 The Chair noted the suggestions from the Panel to invite the West Mercia Police and Crime Commissioner, Chief Constable or the Chair of the West Mercia Police and Crime Panel to a subsequent meeting. The Chair stated that as a first step she would write to the Chair of the West Mercia Police and Crime Panel to request a meeting during the Police and Crime Panel Conference on 12 November 2018. The two Chairs and Vice Chairs would be invited to attend and notes of the meeting would be sent to the Panel. The Chair also stated that the Police and Crime Commissioner and Chief Constable would be at the next meeting of the Panel on 22 November and the Panel would be able to receive a further update on the alliance and better consider its role in the process of transitioning from the alliance.

2.24 Resolved:

That the Panel:

- 1) Note the update from the Police and Crime Commissioner
- 2) Agrees that the Chair and Vice Chair arrange a meeting with their Counterparts in West Mercia.

The meeting rose at 11:15am

.....
Chair



Agenda Item 4

Warwickshire Police and Crime Panel

Thursday 22nd November 2018

**Report on the Work of the
Warwickshire Police and Crime Commissioner**

1. Intention.

The purpose of this report is to provide the members of the Warwickshire Police and Crime Panel (PCP) with an update on the key activities of the Police and Crime Commissioner (PCC) that have taken place since the Panel last met on the 20th September 2018.

2. Warwickshire Police and the alliance

As the Panel are aware, on the 8 October 2018 I received a letter from the Police and Crime Commissioner and Chief Constable for West Mercia informing me that they were terminating the alliance with Warwickshire Police from 9 October 2019. This decision had not been anticipated.

On the 25th October 2018 an extraordinary meeting of the Warwickshire PCP was held to discuss the implications of this development. At the meeting I undertook to provide a further update on the situation at the scheduled PCP meeting on the 22nd November 2018. As such, I will provide a verbal update on my current position in respect of this matter.

At my request, the Chief Constable of Warwickshire Police had already agreed to address the PCP at the 22nd November 2018 meeting regarding the present challenges to policing. The Chief Constable's appearance also now presents an opportunity for the Panel to raise their concerns regarding the implication of the West Mercia decision, so that the Panel can better consider its role in the process of transitioning from the alliance. **Agenda Item 3**

3. Performance.

- The 'Warwickshire Police Performance Summary Q2 2018/19' is contained at **Appendix A**.
- My office subsequently scrutinised the force's performance and I held the Chief Constable to account through the mechanism of asking specific written questions at our monthly performance review meeting. The questions are contained at **Appendix B**.
- The Chief Constable's formal response to these questions are contained at **Appendix C**
- Both of these documents are posted on the Office of the Police & Crime Commissioner (OPCC) website for public access.
- On the 5th November 2018 the PCP Planning and Performance Working Group formally scrutinised both of these documents.

4. Precept Consultation

The PCP Annual report 2017/18 provided recommendations to the PCC in respect of the consultation process for the 2019/20 precept, to ensure that it captures the views of a fully representative demographic of Warwickshire's communities. As a consequence, my office have

subsequently accepted the offer of assistance from Andy Davis, as an independent member of the Panel, to advise on the process for next year's consultation process.

Liaison between Andy Davis and Neil Tipton (OPCC Head of Media and Communications) has already occurred to consider this matter. However, the uncertainty created by the West Mercia decision regarding the alliance, compounded by an announcement expected to be made by the Policing Minister in early December 2018 regarding the police funding settlement, has resulted in a dynamic situation regarding the precept and the consultation process. Neil Tipton will consequently provide a verbal update to the Panel on the latest developments and considerations.

Agenda Item 5.

5. Athena.

The PCP have continued to express interest in Athena since its implementation on the 4th October 2017, in terms of its impact on Warwickshire Police's performance.

As I stated in my previous report to the Panel on the 20th September 2018, the Athena platform is the most significant change to the ICT of the force in a generation, the effects of which have been far reaching and profound. The force subsequently convened a Critical Incident Management Meeting (CIMM), chaired by the Deputy Chief Constable, to manage a number of issues arising from its introduction.

I was not entirely satisfied that the Athena issues were being adequately addressed through the CIMM and I therefore commissioned my office to examine in detail the prevailing concerns. The purpose of the report was to provide an examination of Athena, in terms of its selection, processes, governance and the realisation of perceived benefits and risks. The focus of the report was on Athena's affect at the operational and tactical level and its impact on force performance and the management of the risk of harm. This aim was coherent with two of the four objectives of my Police and Crime Plan 2016 - 2021: -

1. Ensuring effective and efficient policing.
2. Protecting people from harm.

This investigation culminated in an extensive report with recommendations being produced by my office, which was presented to the Chief Constable the 20th August 2018 for his consideration and for a formal response. On the 16th October 2018 I received his response to the OPCC report.

It was initially intended that both the OPCC Athena report and force response would be shared in full with the PCP in due course, however a view has been taken that given the importance of this critical operating system to law enforcement agencies it would be prejudicial to their activities to openly share and divulge the content of either document.

In summary, the report found a number of Athena issues that were adversely impacting on Warwickshire Police's performance. The force's response acknowledged these concerns and as a consequence the Athena Development Team (ADT) identified a significant number of specific 'dis-benefits' with the system, culminating in an Athena Service Improvement Plan (SIP) being formulated to address each of these areas of underperformance.

The SIP has been formulated to remedy these matters at both the strategic and tactical level with short, medium and long term milestones. In addition, the Athena governance arrangements have been strengthened with the formation of both a strategic and tactical governance group, coupled with an uplift in resources in key processes to better meet the Athena demand and reduce backlogs.

Of the four Athena modules, namely Investigation / Intelligence / Custody / Case, it was the Case module that was considered to be the least developed and most challenging for officers and staff to use. The force therefore made the decision to move away from Athena Case as of the 5th November 2018 to a different ICT platform for case file preparation.

These are welcome developments and my office will continue to monitor and scrutinise the progress made with the Athena SIP, including providing OPCC representation at the newly formed Athena governance groups.

6. Victims and Witnesses Charter

My Victims and Witnesses Charter was launched in November 2017 and now, on its anniversary, is an appropriate time for the Panel to scrutinise the impact of this initiative and how its success, or otherwise, is being monitored.

A report on Victims and Witnesses Charter has consequently been prepared by Mr Chris Lewis (OPCC Development and Policy Lead - Victims Services) that outlines the progress that has been made in this regard. **Agenda Item 6.**

7. Summary of Activity.

The list is not exhaustive, but I have attended the following engagements and events: -

- 4th September - Safer Warwickshire Partnership Board at Shire Hall
- 5th September - OVO tour of Britain Stage 4, Leamington
- 7th September - Pride of Warwick Awards, Kenilworth
- 9th September - Cadets attestation and leaving ceremony, Leek Wootton
- 10th September - NPR Photoshoot, Leek Wootton
- 10th September - Prevent awareness workshop, Leek Wootton

- 11th September - Warwickshire Blue Light Collaboration Board, Shire Hall
- 12th September - LCJB / WJC and AGG meeting, Leek Wootton
- 13th September - Visit to Bradby Club, Rugby
- 17th September - Visit to Forensic Services, Hindlip
- 19th September - The Emergency Services show, Birmingham
- 20th September - Warwickshire Police and Crime Panel, Shire Hall
- 21st September - Unauthorised Encampments Summit, Birmingham
- 23rd September - Town Council of Royal Leamington Spa
- 25th September - Excellence in Policing Conference Day 1, Rugby
- 26th September - Excellence in Policing Conference Day 2, Whitnash
- 26th September - Community Forum, Whitnash
- 27th September - Visit to Grey's Mallory Traffic Base
- 28th September - Northern Areas Secondary Head Teachers, Nuneaton
- 4th October - Visit to Stratford Police Station
- 5th to 8th October - Annual Leave
- 9th October - Problem Solving Event, Dunchurch
- 13th October - Independent Custody Volunteers AGM, Coventry
- 15th October - All Party Parliamentary Group, London
- 17th-18th October - APCC meeting, Ryton-on-Dunsmore
- 20th October - Love Instead of Hate Community Conference, Bedworth
- 21st October - Commissioning Service, Rugby Street Pastors, Rugby
- 23rd October - Alcester / Bidford Community Forum, Bidford
- 24th October - Street Triage Workshop, Birmingham
- 25th October - Rural Crime Event, Atherstone
- 30th October - Warwickshire Rural Crime meeting, Stoneleigh Park
- 31st-October - APCC / NPCC Summit, London
- 5th November - Blue Light Collaboration Board, Warwick.

In respect of the public engagements, since West Mercia's decision to terminate the alliance, repeated concern has been expressed as to the effect that this will have on Warwickshire Police and the communities it serves. I have sought to provide reassurance in this regard and will be undertaking a programme of engagements in the near future to further inform and reassure.

8. Formal Decisions of the PCC.

A copy of the non-exempt completed decision forms are published on the OPCC website together with any relevant documents. <https://www.warwickshire-pcc.gov.uk/your-pcc/decision-making>

I have made the following decisions since my last report to the Panel on the 20 September 2018: -

WPCC 20052 - 01.08.2018 - Upgrade to ANPR Infrastructure.

WPCC 20054 - 04.09.2018 - Commissioning Consultants.

WPCC 20057 - 11.10.2018 - Commissioning Services.

WPCC 20058 - 18.09.2018 - Reserves Strategy 2018/19.

A number of other decisions are in the process of being finalised prior to being formally signed off. I will update the Panel in respect of these decisions at the next PCP meeting.

9. Appendices.

- **Appendix A** - Warwickshire Police Performance Summary Q2 2018/19.
- **Appendix B** - OPCC Force Performance Scrutiny - Q2 2018.19
- **Appendix C** - Force Response - OPCC Performance Scrutiny Q2 2018.19

Performance Summary

July - September 2018

Summary

Topic	Inclusion	Data	Commentary	
<i>Putting Victims and Survivors First</i>				
Confidence	Quarter report	Decrease compared to previous period but above national average.	Confidence update will be provided in the next monthly report.	4
Victim Satisfaction	Month & quarter	Decrease compared to previous quarter	Feedback received from independent consultant review of service	5
Repeat Victimisation	Month & quarter	Growth in the volume of repeat victims	'Repeats' data shared with VMU and SPOCs	8
<i>Protecting People from Harm</i>				
Hate Crime	Month & quarter	Decrease on previous quarter. Satisfaction – Decrease compared to previous quarter	Volumes in expected range	10
Missing Persons Reports	Quarter unless exceptional	Decrease in missing person reports compared to previous quarter	Volumes in expected range	12
Sexual Offences – Rape	Month & quarter	Comparable to previous quarter	Volumes in expected range	13
Sexual Offences – Other	Month & quarter	Comparable to previous quarter	Volumes in expected range	14
Domestic Abuse	Quarter unless exceptional	Decrease on previous month	Volumes in expected range	16
Child at Risk / CSE	Month & quarter	CaR - Decrease on previous month CSE - Decrease on previous month	CaR – Seasonal volume decrease CSE – Volumes in expected range	18
Road Traffic Casualties	Quarter unless exceptional	16 roads death in the last quarter		19
<i>Preventing & Reducing Crime</i>				
Total Recorded Crime	Month & quarter	Increase on previous quarter	Increase in line with seasonal trends	20
Violence with Injury	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	27
Violence without Injury	Exceptional	Increase on previous quarter	Exceptional volumes in July	28
Robbery	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	30
Residential Burglary-Dwelling	Quarter unless exceptional	Increase on previous quarter	Volumes in expected range	32
Business & Community Burglary	Exceptional	Comparable to previous quarter	Decrease in monthly average	34
Theft from a person	Exceptional	Increase on previous quarter	Exceptional volumes in September	36
Public order	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	38
Harassment	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	41
Malicious communications	Exceptional	Increase on previous quarter	Exceptional volumes in July & August	42
Business Crime	Quarter unless exceptional	Increase on previous quarter		43
Rural Crime	Quarter unless exceptional	Increase on previous quarter	Increase in line with seasonal trends	44
Cyber Crime	Month & quarter	Decrease on previous month		46
Anti-Social Behaviour	Quarter unless exceptional	Increase on previous quarter	ASB volumes following the expected seasonal trend.	48
<i>Ensuring Efficient and Effective Policing</i>				
Response Times to Emergency Incidents	Quarter unless exceptional	Increase in emergency incidents compared to the previous quarter and the last quarter in 2017/18	Increase in the average emergency response time compared to previous month	50
Criminal Justice – File Quality	Quarter report		More detailed CJ Performance report available	52
Sickness	Month & quarter	Increase in Officer sickness rates – quarterly and monthly Decrease in staff sickness rate – quarterly but increase on previous month	Health & Wellbeing activity ongoing	55
Complaints	Quarter report	Recording complaints below 80 % aspirational target.		56
Call Handling	Month & quarter	Increase in 999 and non 999 call volumes and abandon rates.		58

Performance Summary

This performance document aims to report on areas of performance that relate to the priorities contained in the Police and Crime Plan and key areas of risk identified in the Alliance Control Strategy.



Alliance Control Strategy 2018/19

Strategic Policing Requirement

Terrorism

Serious and organised crime

Cyber crime

Threats to public order

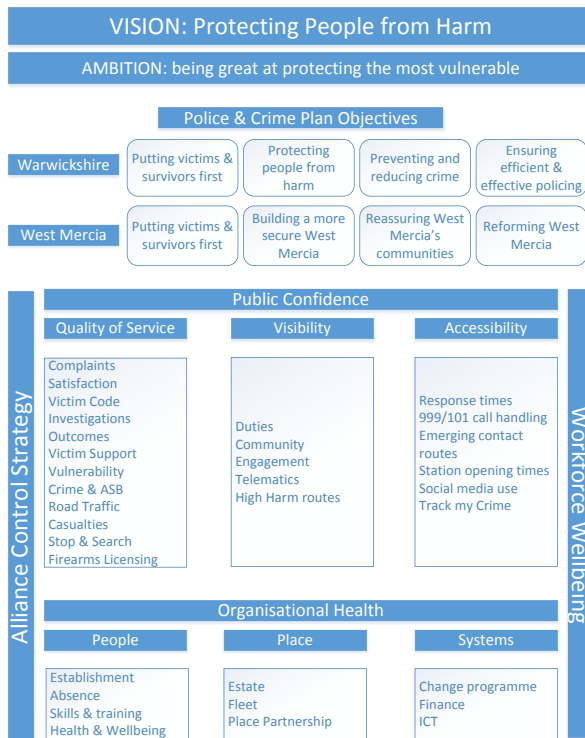
Civil emergencies

Child sexual exploitation and abuse



Review date – September 2018

Alliance Performance Framework

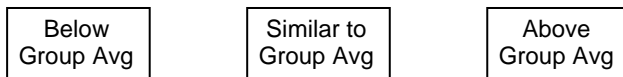


The document does not report on all aspects of performance, it comments on areas of high harm and other areas where there has been a notable change. Crime data is presented through control charts. These allow us to see the normal expected variation in monthly offence volumes and identify when outliers occur beyond this stable position, and therefore where further investigation into the cause of this change is needed. The force monitors a wide range of other information to support the management of performance.

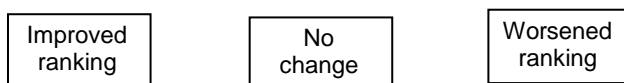
This report provides a quarterly review of performance which then informs the forces Performance Management Group, chaired by the Deputy Chief Constable, where performance information is discussed in greater detail.

Where possible, performance comparisons are made to the Force's 'most similar group' (a group of 8 peer forces designated by the Home Office)¹. Two issues are highlighted:

1. How the current pattern of offending compares to the group average



2. Any recent change in the relative position of the force within the group



¹ Most Similar Forces are: Devon & Cornwall, Gloucestershire, Norfolk, North Yorkshire, Suffolk, Warwickshire, Wiltshire

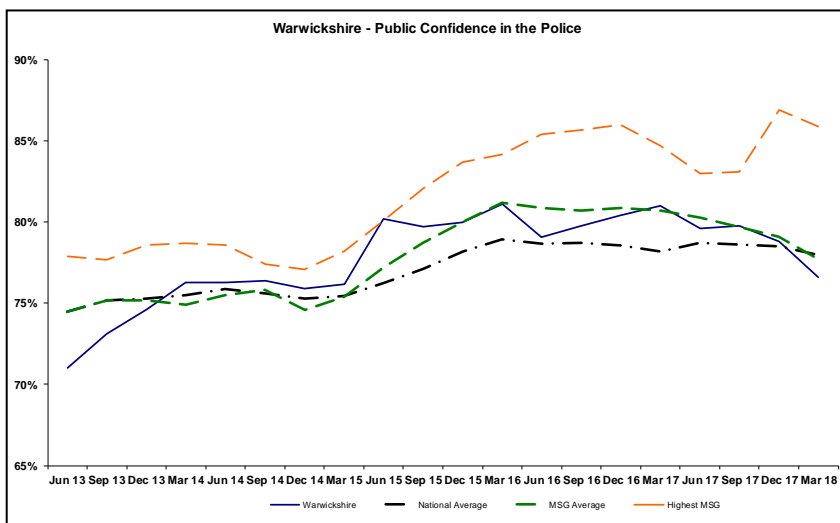
Putting Victims & Survivors First

Confidence in Police

Public confidence in the police is measured through the national Crime Survey for England and Wales (CSEW). The data is published quarterly, with the latest update covering the period to March 2018.

The latest data shows a small reduction in performance compared to the previous period, with 77% of people having confidence in the police in their local area in the 12 months to March 2018, compared to 79% in the 12 months to December 2017. Performance is below both the national and MSG average.

Against the Most Similar Group² (MSG) of peer forces, Warwickshire is currently ranked 5th of the 8 forces, one place lower than the previous reporting period. The force's ranking against all forces has dropped from 19th (Dec 17) to 25th (Mar 18).

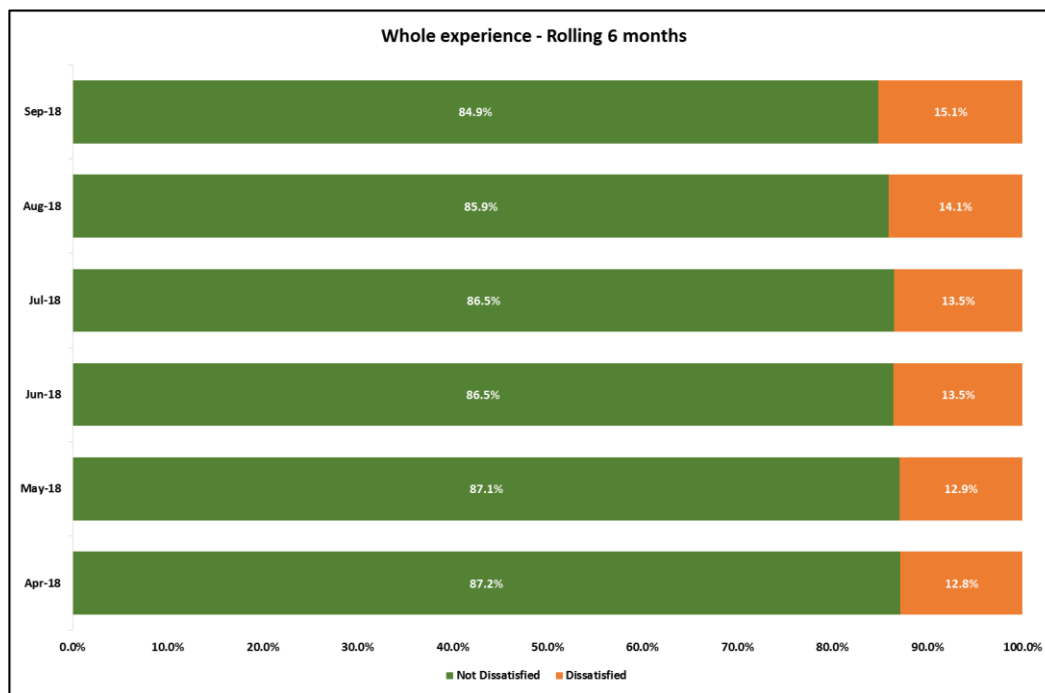
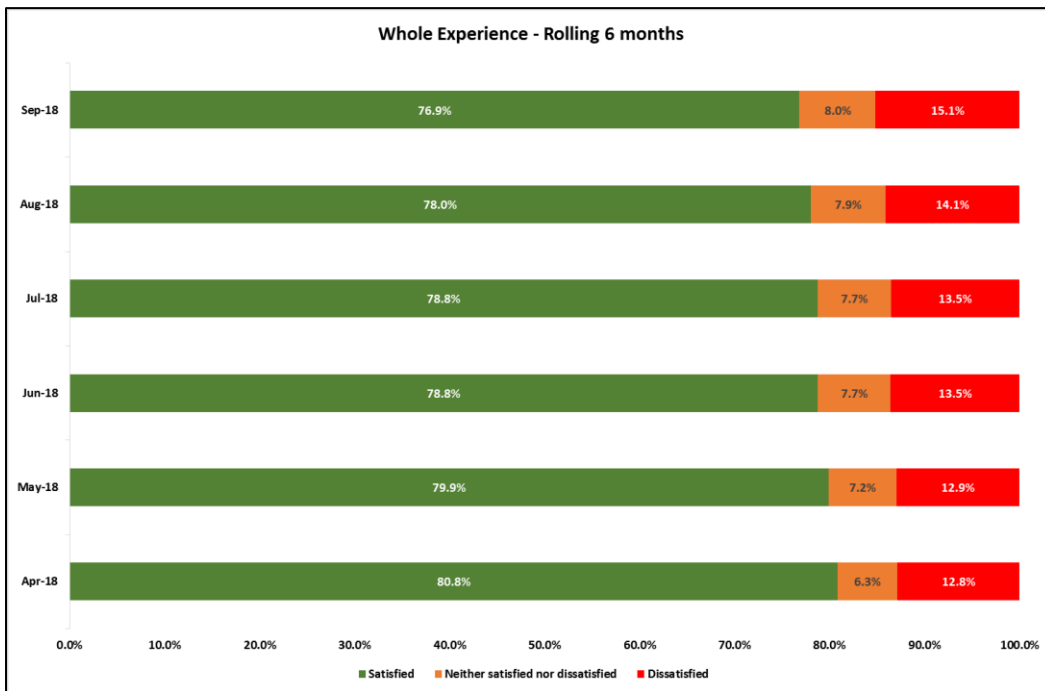


	Dec-17		Mar-18	
	%	Rank	%	Rank
Warwickshire	78.8%	4	76.6%	5
MSG Average	79.1%		77.7%	

The alliance has recently launched a confidence strategy and this is driving activity from which we expect to see improvements in this area. The strategy is available on the force website.

¹ Most Similar Forces for Warwickshire are: Devon & Cornwall, Cambridgeshire, Gloucestershire, North Wales, Suffolk, West Mercia and Wiltshire.

Victim Satisfaction

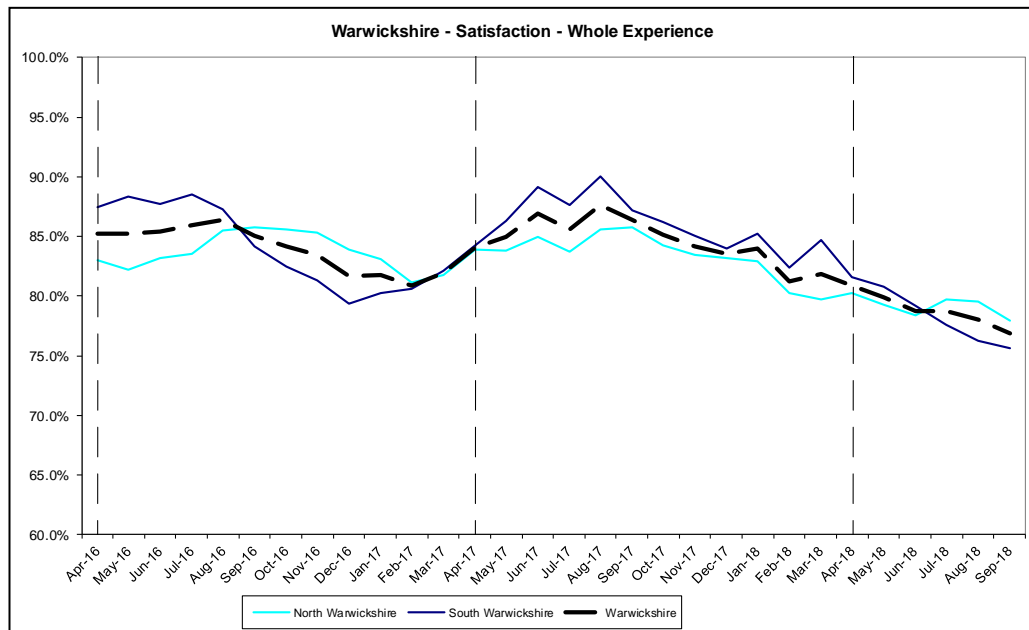


	Jul-18	Aug-18	Sep-18
North Warwickshire	79.7%	79.5%	77.9%
South Warwickshire	77.6%	76.2%	75.6%
Warwickshire	78.8%	78.0%	76.9%

The alliance aspiration for victim satisfaction is for 9 out of 10 victims to be satisfied with the overall service provided.

Overall victim satisfaction for 'Whole Experience' saw a small decrease last quarter compared to the previous (78% Jul-Sep compared to 80% Apr-Jun 18- rolling 6 months). Performance decreased across both policing areas and also across each measured stage of satisfaction, with the exception of treatment.

The following chart should be used to indicate longer term trends rather than month on month variation which is often not statistically significant.

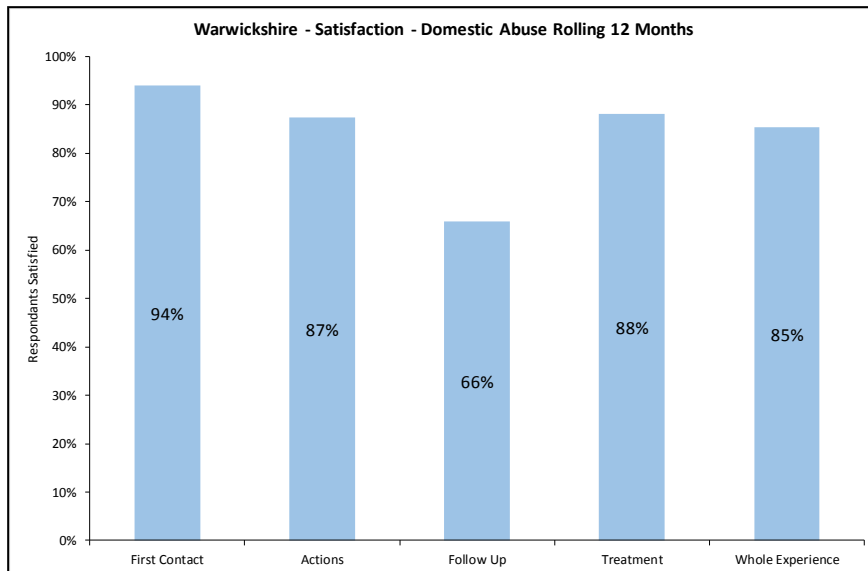


The force has recently engaged an independent consultant to review our processes for assessing victim satisfaction and to help inform any decision making as to where improvements can be made. He has produced a report and ASI are writing a series of recommendations which will go to the strategic steering group. The desire is for the consultant to return to provide training to key leads who will then be able to cascade the learning across the organisation. This will be to improve the knowledge of how to improve service delivery across different victim groups such as different demographic groups. This is very much aimed at improving reassurance which he has identified as a key driver for improving satisfaction.

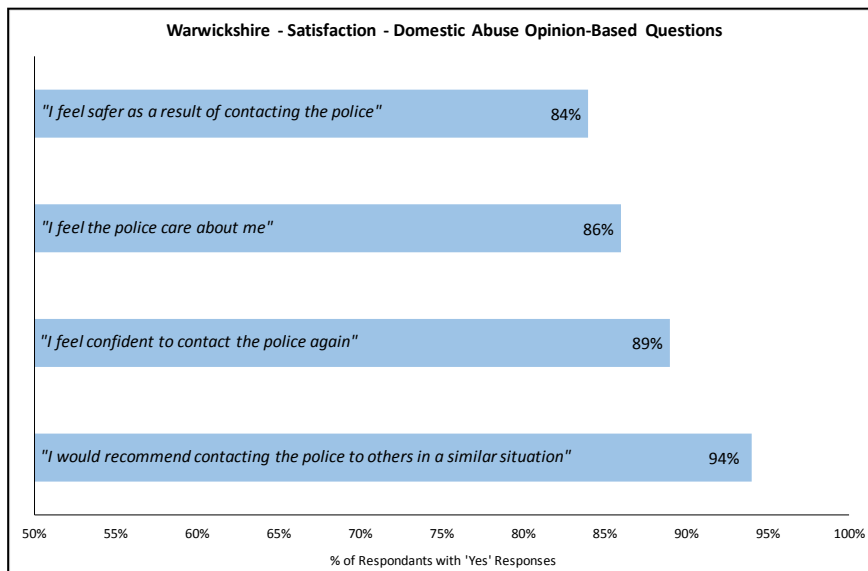
Domestic Abuse

The domestic abuse satisfaction survey aims to gain a better understanding of how police actions affect the victim's experience. As well as measuring the five stages of satisfaction a series of opinion-based closed questions are also included in the survey.

Due to the low volume of respondents each month, data is currently reported on at force level only.



	Jul-18	Aug-18	Sep-18
First Contact	95%	95%	94%
Actions	89%	88%	87%
Follow Up	71%	68%	66%
Treatment	90%	88%	88%
Whole Experience	88%	86%	85%



	Jul-18	Aug-18	Sep-18
"I feel safer as a result of contacting the police"	87%	85%	84%
"I feel the police care about me"	88%	86%	86%
"I feel confident to contact the police again"	91%	89%	89%
"I would recommend contacting the police to others in a similar situation"	96%	95%	94%

Although further improvements can be made, the results from these surveys show that Warwickshire staff provide a consistently high level of service to victims of domestic abuse. However, follow up continues to be an area where there is most scope for improvement.

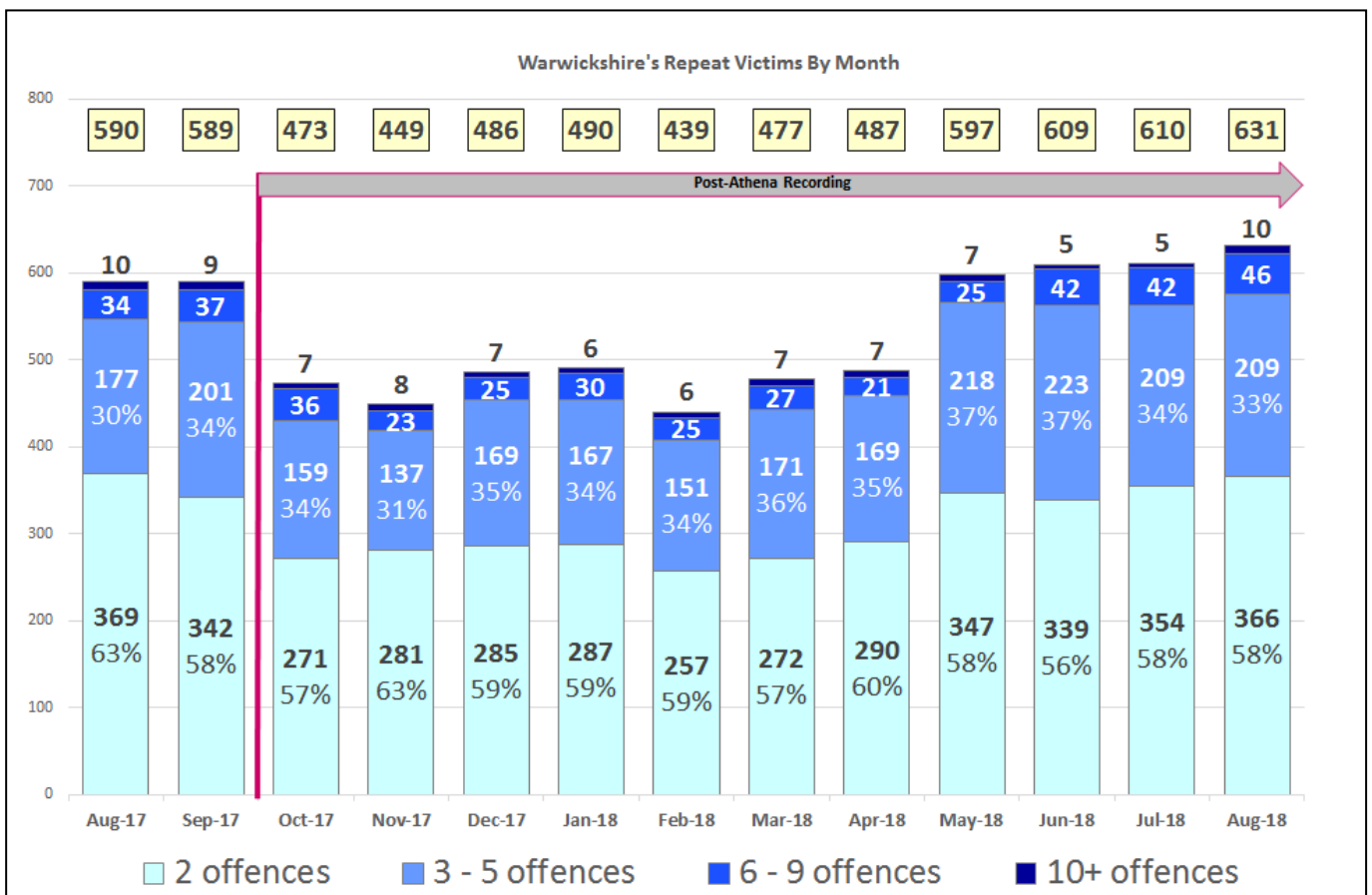
Repeat Victims

A repeat victim is defined as an individual recorded as a victim in the current reporting month that has had at least one other offence in the preceding 12 months. As a repeat victim can have presence in both alliance force areas, these counts reflect Warwickshire's victims/ offenders only, but quantifies total offences across the alliance.

Repeat Victimisation

The introduction of ATHENA in October 17 meant a change of process and modelling of repeat victims. This means that the data post October 17 may not be directly comparable to previous months.

As noted in previous reports, due to the delay in linking victim information to an offence, the data presented in this report will relate to the previous month (August) to give a more accurate analysis.



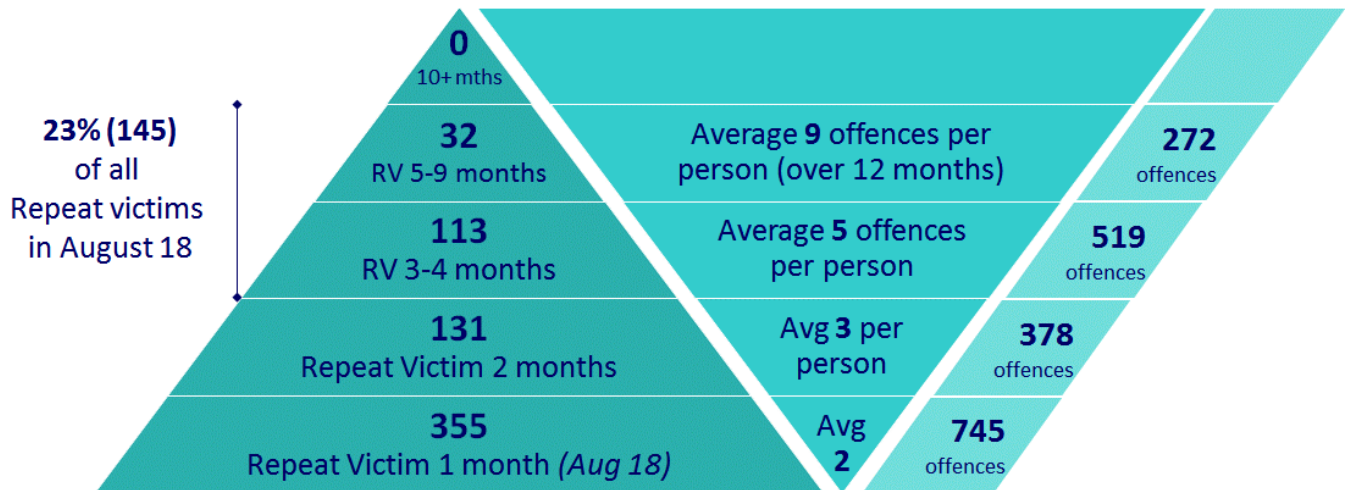
In August, 25% (631) of all victims (2,541) were repeat victims (subject to at least one further offence in the last 12 months). This volume and repeat rate have increased from the previous month, with 610 repeat victims and a 24% repeat rate in July. The number of repeat victims in August 18 is 7% higher than the level seen in August 17 (590).

81 (13%) of August's repeat victims were also a repeat victim in July, with 19 individuals (3%) being a repeat victim in each of the last 3 months – June, July and August.

Frequent Repeat Victims

'Frequent repeat victims' are those individuals who are identified as a repeat victim in the current reporting month (August) who have also been identified as a repeat victim more than once in the previous 11 months.

This chart indicates the frequency of repeat victimisation for August's 631 repeat victims over the last 12 months.



145 (23%) of August's repeat victims have appeared as a repeat victim in 3 or more months over the last 12 months. This volume and proportion rate have remained stable from the previous month (141, 23%).

August's frequent repeat victim cohort amounts to 791 offences recorded in the last 12 months, of which 190 were recorded in August.

32 individuals have appeared as a repeat victim between 5 to 9 months in the last 12 months. This represents 272 offences, of which 44 were recorded in August.

Protecting People from Harm

Hate Crime



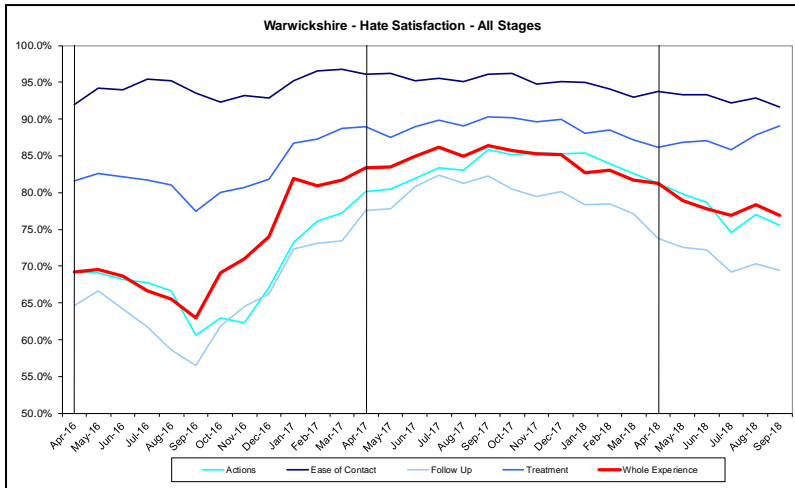
	Jul-18	Aug-18	Sep-18
North Warwickshire	50	38	34
South Warwickshire	28	33	34
Warwickshire	78	71	68

The force recognises the significant impact of hate crime on victims and the need to continue to encourage those subject to such incidents to have the confidence to report and receive high levels of service. The diversity team review all reported hate crimes and incidents to help identify any trends and ensure victims receive the best level of service. Ultimately, the long term aim is to reduce the volume of offending and the number of victims subject to hate offences.

217 offences/ incidents were recorded this quarter. This is a 13% reduction compared to the previous quarter (248) but above the quarter average (206). Reduced volumes were seen across both policing areas last quarter compared to the previous quarter.

As with the previous quarter, the majority of hate crimes were of a racial nature at both Force and local policing area level.

Hate Crime Victim Satisfaction



	Jul-18	Aug-18	Sep-18
North Warwickshire	79.5%	82.0%	78.8%
South Warwickshire	73.2%	72.9%	74.2%
Warwickshire	76.9%	78.4%	76.9%

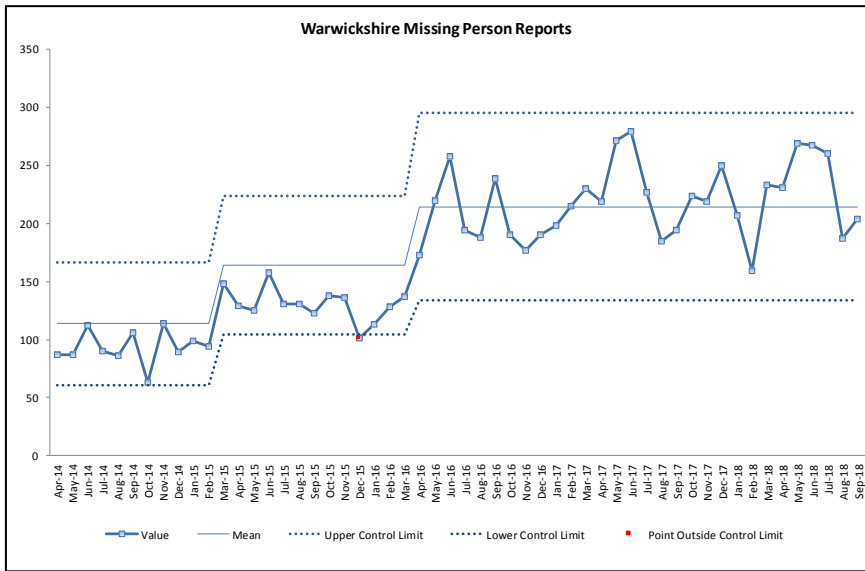
As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low. This amounts to an average of only 10 per month at force level and in some months there can be no surveys completed at policing area level. The data is shown on the chart as a rolling 12 month average to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations, however the low sample size will still have some bearing on the results.

77% of hate crime victims were satisfied with their overall experience with the police in the last quarter, a slight reduction compared with the previous quarter (79%).

Performance decreased most notably in South Warwickshire, with 74% satisfied last quarter compared with 77% the previous quarter. Performance decreased slightly in North Warwickshire.

Missing Persons

The figures presented in this section relate to data recorded on the force missing persons system (COMPACT).



	Jul-18	Aug-18	Sep-18
North Warwickshire	163	114	147
South Warwickshire	97	73	57
Warwickshire	260	187	204

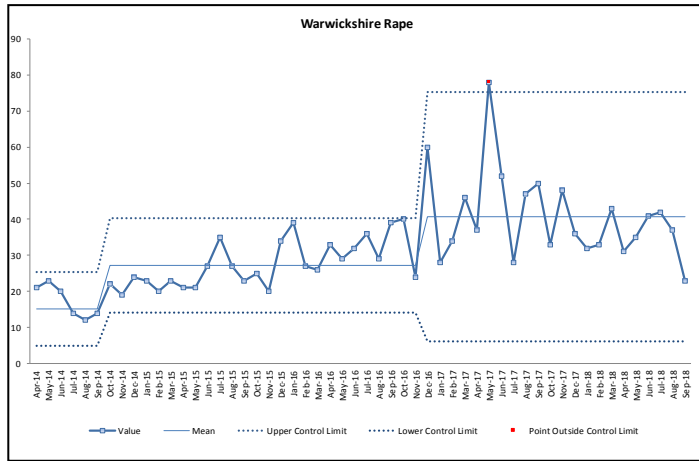
651 missing person reports were recorded during the last quarter. This is a 15% decrease compared with the previous quarter (765). Volumes typically follow a seasonal pattern with increased volumes in spring, but reduced volumes in August in line with the school summer half term.

Decreasing volumes have been seen across both policing areas with a significant reduction in missing reports in South Warwickshire.

Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature of the missing problem in Warwickshire.

Sexual Offences

Rape



	Jul-18	Aug-18	Sep-18
North Warwickshire	22	20	15
South Warwickshire	20	17	8
Warwickshire	42	37	23

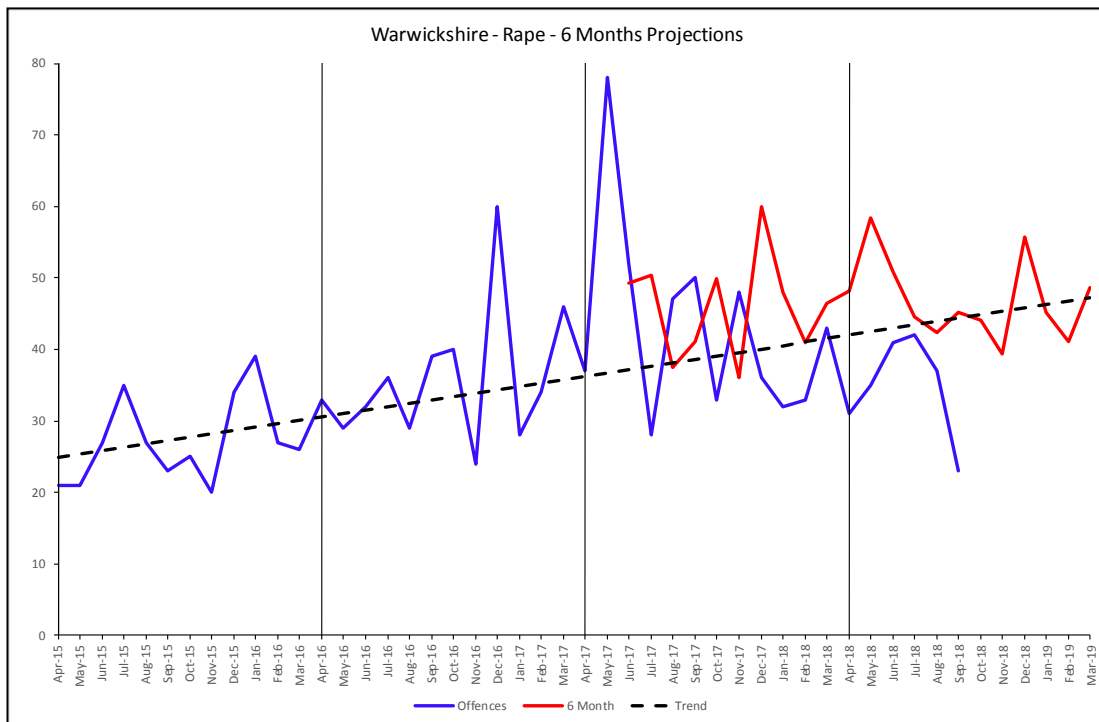
Peer Comparison

Offence Volume	Below Group Avg
Relative Position	Worsened ranking

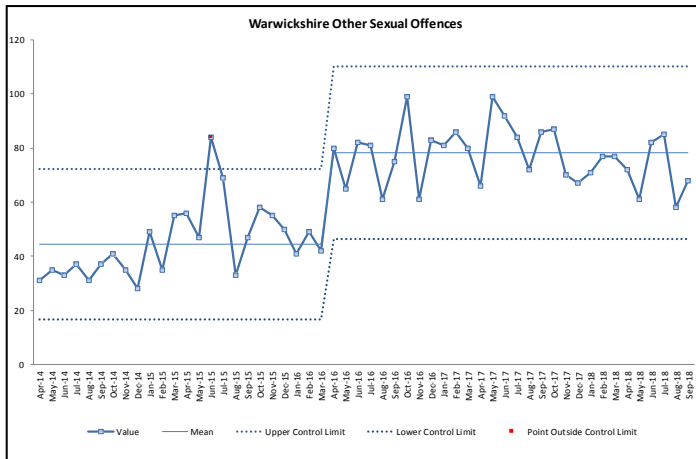
102 rape offences were reported to the police last quarter, a slight decrease compared to the previous quarter (107) and below the quarter average (109). 63% (64) of offences reported were 'recent' (recorded within 28 days of the offence) – this is an 11% increase on the previous quarter (56).

Volumes for both policing areas remain within the expected range.

The following chart provides a medium (6 month) projection for rape offences. At force level, the recorded volumes are lower than anticipated but are projected to increase in the next quarter.



Other Sexual Offences



	Jul-18	Aug-18	Sep-18
North Warwickshire	48	23	32
South Warwickshire	37	35	36
Warwickshire	85	58	68

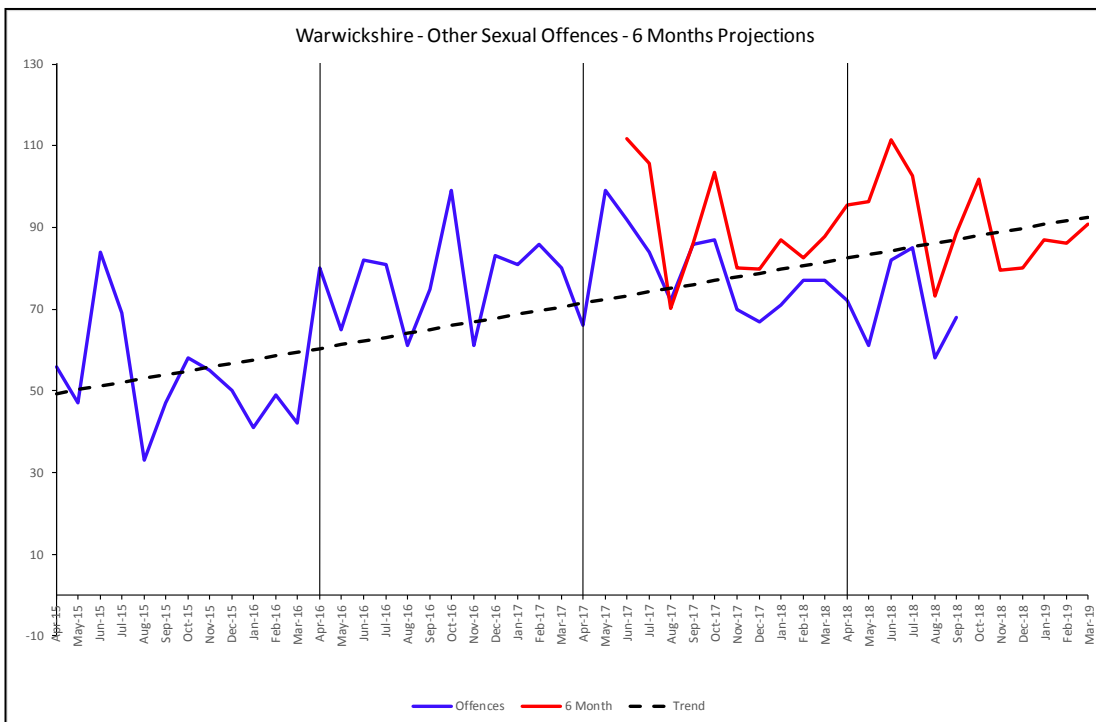
Peer Comparison

<p>Offence Volume</p>	<p>Below Group Avg</p>
<p>Relative Position</p>	<p>No change</p>

The grouping of other sexual offences includes all sexual offences that are not rape, such as offences of sexual assault, sexual activity, abuse of a sexual nature and exposure/voyeurism. Typically about half of all other sexual offences are sexual assault and over a third are sexual activity.

211 other sexual offences were reported to the police last quarter, comparable to the previous quarter (215) and below the quarter average (219). Reduced volumes were seen across North Warwickshire. 66% (142) of offences reported were 'recent' (recorded within 28 days of the offence) – this volume is in line with the previous quarter.

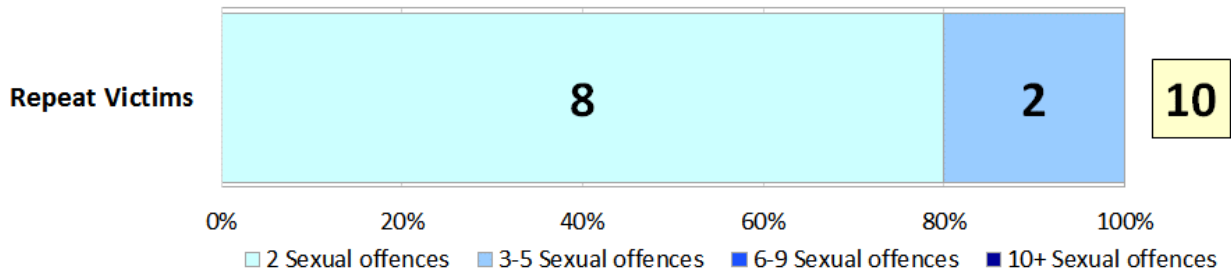
The following chart provides a medium (6 month) projection for other sexual offences. At force level, the projection indicates an increase in offending in the next few months.



Repeat Victims of Sexual Offences

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August (latest available data), 12% (10) of sexual offence victims (84) across Warwickshire were repeat victims of another sexual offence³ in the last 12 months. The number of repeat victims has remained stable compared to the previous month (11, 10%). The following chart provides a breakdown of sexual offence repeat victims by instances of repeat victimisation.



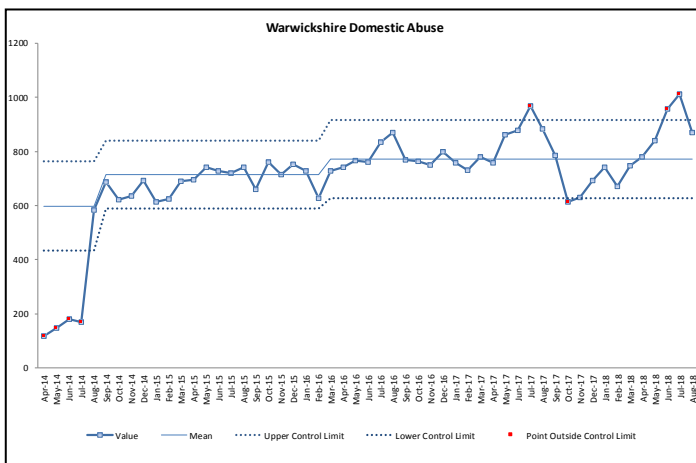
³ This includes both rape and other sexual offences.

Domestic Abuse

The force priority for domestic abuse is to promote partnership working and increase confidence in reporting. The use of a marker/ keyword on relevant offences helps ensure we recognise the vulnerability of victims and we apply the appropriate level of service and support with multi agency partners.

In this report we will continue to report on the volume of domestic abuse offences based on the previous month’s data as there continues to be a delay in the application of the keyword due to the quality assurance process.

For reassurance, this delay in reporting for performance purposes does not mean that crimes are not being identified as domestic related or that safeguarding referrals are failing to be made to partners.



	Jun-18	Jul-18	Aug-18
North Warwickshire	589	637	523
South Warwickshire	369	376	347
Warwickshire	958	1013	870

870 domestic abuse offences & crimed incidents were recorded in August. This is a 14% reduction compared to the previous month (1,013) but above the monthly average (773). This was driven by reduced volumes across both policing areas. Violence without injury continues to be the most prevalent crime type making up 53% (289) of recorded crimes.

Domestic Violence Protection Notices (DVPNs)

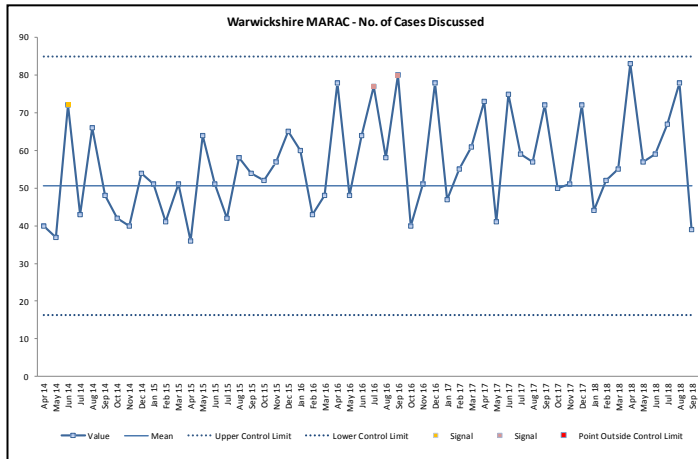
Domestic violence protection notices (DVPNs) can provide short term protection for a victim following a domestic incident and therefore are a proactive measure officers can use to support victims. The notice is issued by the police where there is a threat of further violence from the suspect and gives the victim respite from the abuser to allow them an opportunity to engage with appropriate services.

	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
Warwickshire	5	5	3	7	6	6	1	5	5	6	8	7	3

It is acknowledged that there are a number of other civil orders utilised in relation to Domestic Abuse, and we hope to report on these in future in order that a fuller picture of interventions can be achieved.

MARAC (Multi Agency Risk Assessment Conference) Awaiting updates

MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors and other specialist statutory and voluntary sectors.



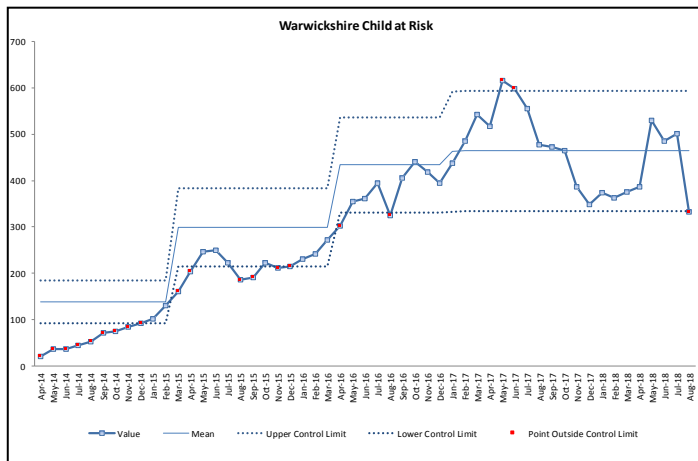
184 cases were discussed at Warwickshire MARACs last quarter (58 repeat cases). This is a decrease compared to the previous quarter (199) but above the quarterly average (177).

Child at Risk / Child Sexual Exploitation

Child at Risk and Child Sexual Exploitation offences are identified for analysis purposes through the application of appropriate keywords in the crime recording system.

As noted earlier in this report, due to changes in data processing procedures, we are reporting on the volume of offences based on May data to give a more accurate analysis.

Child at Risk



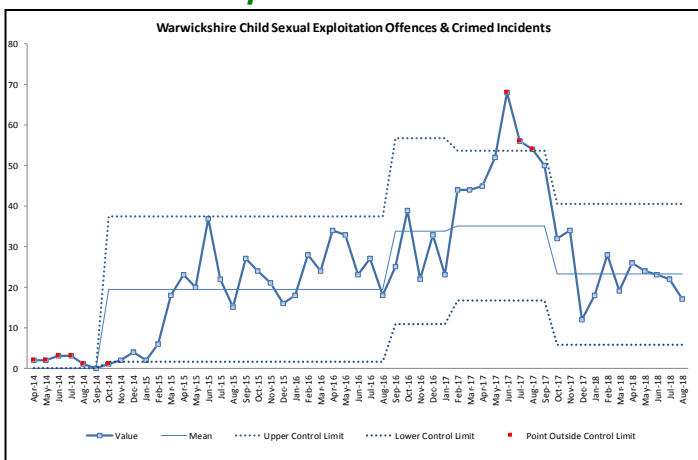
	Jun-18	Jul-18	Aug-18
North Warwickshire	269	292	190
South Warwickshire	217	209	143
Warwickshire	486	501	333

NB: Child at Risk markers were not used robustly until the start of 2015/16.

333 'child at risk' markers were applied to offences/incidents in August. This is a reduction compared to the previous month (501) and significantly below the monthly average (464). Reduced volumes were seen across both policing areas. This in line with previous years where volumes typically decrease in August.

The use of the Child at Risk marker/keyword has decreased by 19% (528) when comparing 18/19 year to month figures to last year.

Child Sexual Exploitation

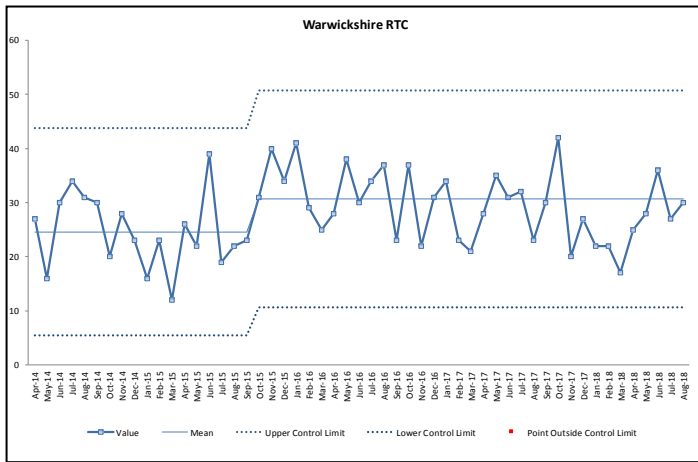


'Child Sexual Exploitation' (CSE) is one specific 'Child at Risk' marker, identifying offences where children and those under 18 have been or are at risk of being involved in exploitative situations where they receive something as a result of performing sexual activities, or having such performed on them.

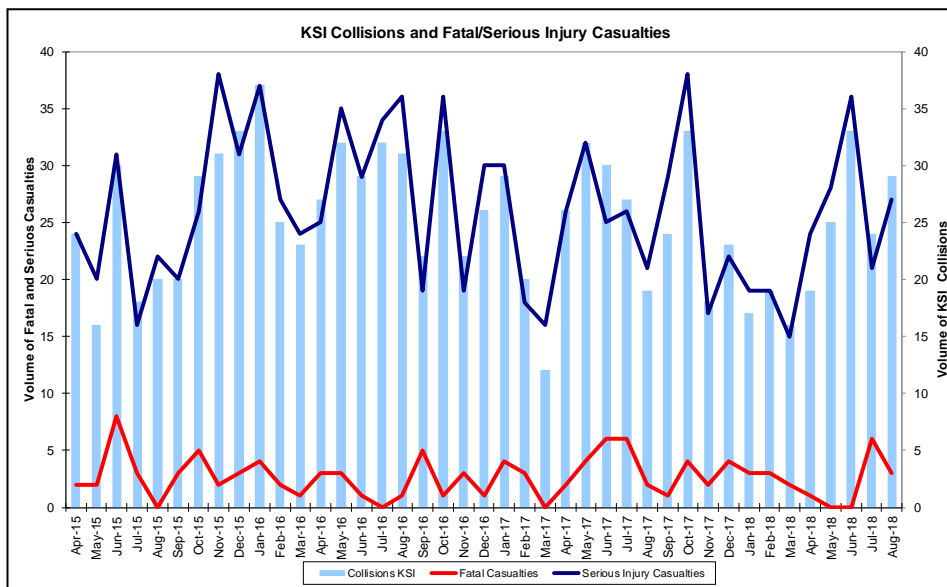
17 CSE offences/ incidents were recorded in August, comparable to the previous month (22) but below with the monthly average (23).

The use of the CSE marker/keyword has decreased by 59% (163) when comparing 18/19 year to month figures to last year.

Road Traffic Casualties



	Jun-18	Jul-18	Aug-18
North Warwickshire	15	20	17
South Warwickshire	21	7	13
Warwickshire	36	27	30



In the last quarter⁴ there was 16 road deaths – 6 motorcyclists, 5 pedestrians, 2 car drivers, 2 van drivers and 1 HGV driver.

9 fatalities occurred in North Warwickshire (3 on the motorway) and 7 in South Warwickshire.

In July & August - half (50%) of all fatal and serious injury casualties were car drivers or passengers; 16% were motorcyclists, 21% were in goods vehicles and 5% were cyclists.

Speed enforcement operates through fixed and mobile enforcement cameras at 84 sites across Warwickshire and 26,676 offences have been recorded from April to August 2018.

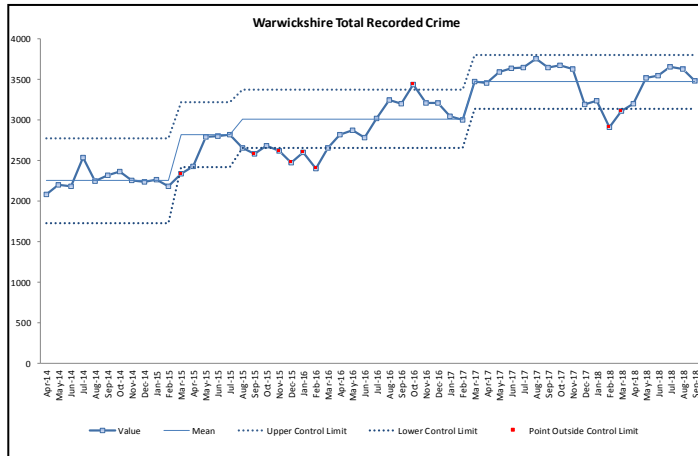
⁴ At the time of publication data regarding serious injury casualties in September is unavailable. The omission of this performance data is not affecting our ability to respond to serious RTCs. The fatality data included here is accurate.

Preventing & Reducing Crime

Total Recorded Crime

Signs of Improvement would be:

- ❖ Recorded crime levels reflect accurate & timely reporting, driven by increased public confidence



	Jul-18	Aug-18	Sep-18
North Warwickshire	2104	2012	1925
South Warwickshire	1555	1620	1559
Warwickshire	3659	3632	3484

Peer Comparison

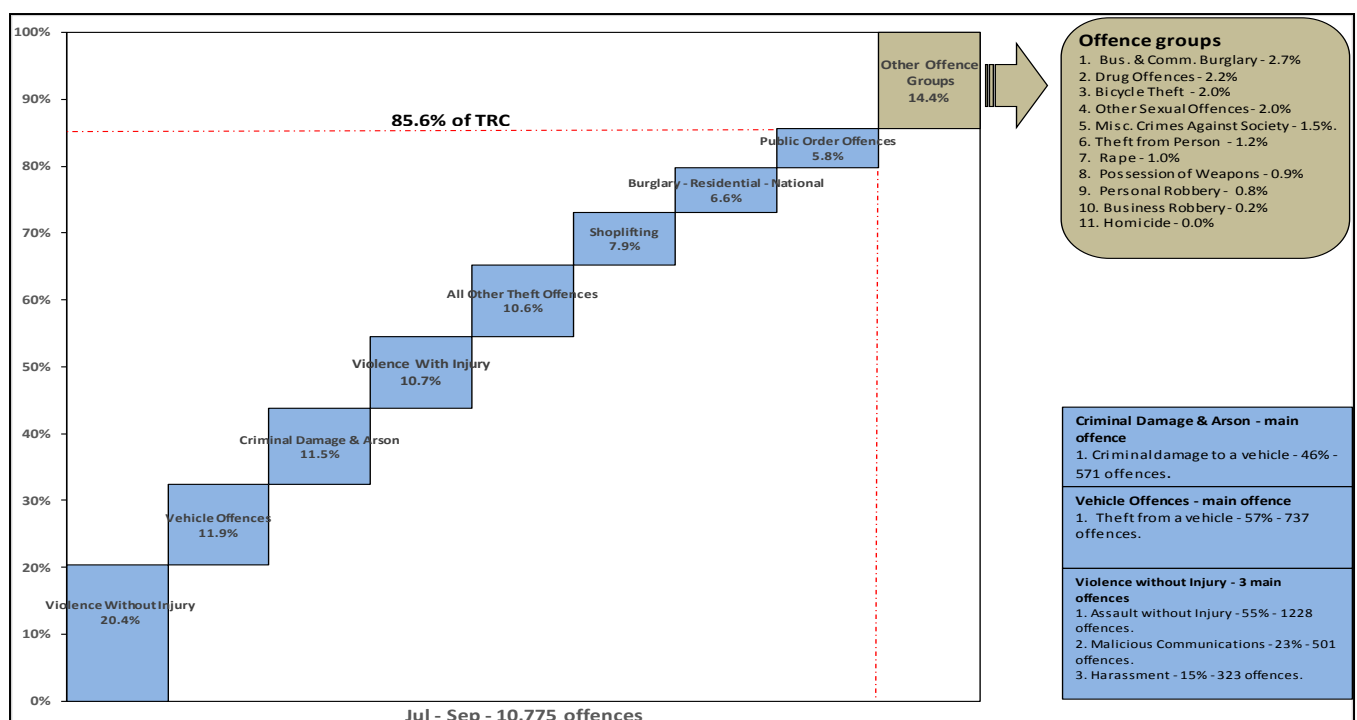
<p>Offence Volume</p>	<p>Above Group Avg</p>
<p>Relative Position</p>	<p>No change</p>

10,775 offences were recorded across Warwickshire last quarter. This is a 5% increase compared to the previous quarter (10,266) and above the quarter average (10,196).

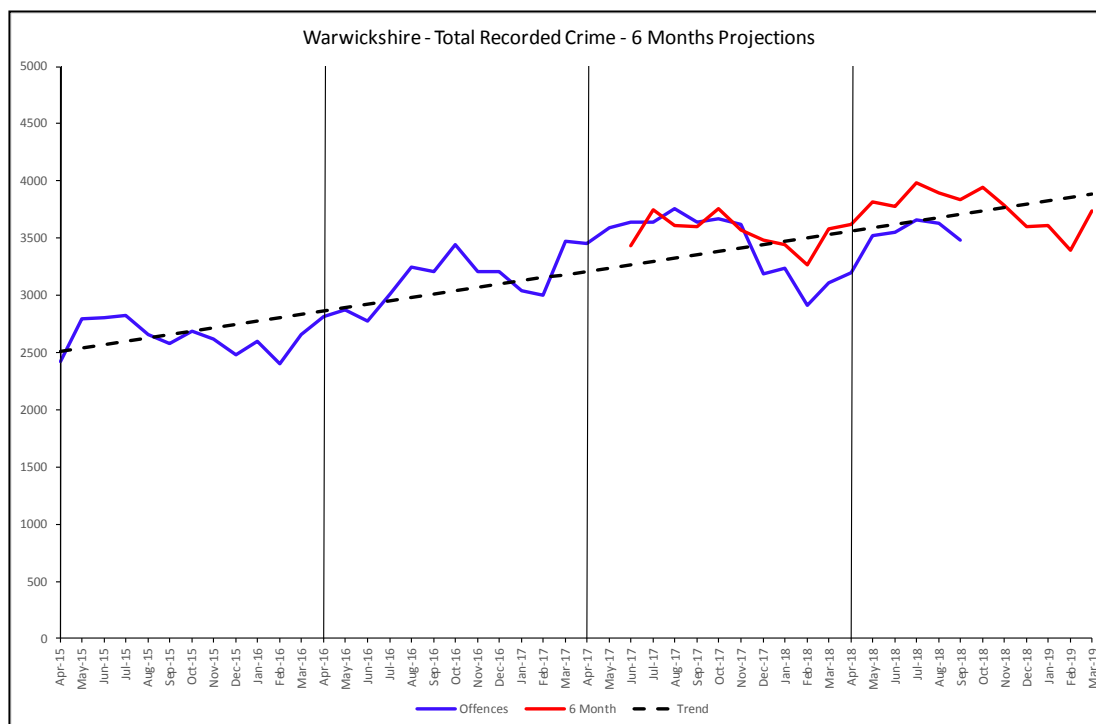
Increased volumes were seen across both policing areas in the last quarter.

Total recorded crime is following a generally seasonal pattern, with volumes increasing over the summer period and starting to decrease in September.

Breakdown of Total Recorded Crime Jul-Sep by proportion



The following chart provides a medium (6 month) projection for total recorded crime offences. At force level, the recorded volumes are below the projection. The projection for the next quarter indicates an decrease in recorded volumes.



ASI share projection data for key crime types with policing area commanders on a monthly basis. This allows for the continual evaluation of policing plans and their subsequent adjustment to provide the most effective deployment of resources to reduce and prevent crime.

The following table provides an indication of where crime volumes may be at the end of 2018/19. These projections are based entirely on the recorded crime patterns of the previous 4 years and this year to date and do not take account of any changes to the policing or wider environment.

	17/18 Year End	18/19 Projection	Projected % Change
Total Recorded Crime	41467	43118	4%
Violence with Injury	4420	4653	5%
Violence without Injury	7511	8882	18%
Sexual Offences – Rape	517	483	-7%
Sexual Offences – Other	948	951	0%
Business Robbery	76	57	-25%
Personal Robbery	333	352	6%
Residential Burglary - Dwelling	2203	2168	-2%
Business & Community Burglary	2299	1967	-14%
Vehicle	4887	4964	2%
Theft from Person	435	503	16%
Shoplifting	3756	3670	-2%
Bicycle Theft	958	835	-13%
All Other Theft	4452	4311	-3%
Criminal Damage & Arson	4613	4780	4%

The table below shows a comparison between policing areas. Volumes of individual crime groups are shown as a proportion of total crime in each policing area and also as a rate per 1,000 population. Both of these allow for a level of comparison between the locations. Areas of exception within policing areas are highlighted in the table. Nuneaton and Bedworth District is clear outliers in terms of Total Recorded Crime.

Policing Area Comparison by Crime Type

	Warwickshire				North Warks District				Nuntn & Bedwt District				Rugby District				Stratford District				Warwick District			
	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop	Last Month	Quarter Average	%Total Crime	Per 1,000 Pop
Violence With Injury	1108	1079	11%	1.99	133	130	12%	2.10	347	342	12%	2.73	223	211	12%	2.15	157	149	9%	1.28	248	247	10%	1.77
Violence Without Injury	2099	1982	20%	3.77	211	204	18%	3.34	668	599	23%	5.26	397	389	21%	3.82	315	327	18%	2.58	508	464	20%	3.62
Rape	107	109	1%	0.19	7	10	1%	0.11	32	30	1%	0.25	15	21	1%	0.14	25	20	1%	0.20	28	29	1%	0.20
Other Sexual Offences	215	219	2%	0.39	26	26	2%	0.41	65	55	2%	0.51	29	35	2%	0.28	37	45	2%	0.30	58	58	2%	0.41
Business Robbery	6	15	0%	0.01		3	0%		3	3	0%	0.02	1	4	0%	0.01	1	2	0%	0.01	1	4	0%	0.01
Personal Robbery	81	85	1%	0.15	10	8	1%	0.16	21	33	1%	0.17	17	15	1%	0.16	12	11	1%	0.10	21	18	1%	0.15
Vehicle Offences	1155	1211	11%	2.07	164	190	14%	2.59	353	322	12%	2.78	238	226	13%	2.29	170	196	10%	1.39	230	276	9%	1.64
Theft from Person	112	125	1%	0.20	3	6	0%	0.05	35	35	1%	0.28	18	22	1%	0.17	15	19	1%	0.12	41	44	2%	0.29
Bicycle Theft	175	184	2%	0.31	4	6	0%	0.06	38	46	1%	0.30	63	47	3%	0.61	27	32	2%	0.22	43	52	2%	0.31
Shoplifting	880	885	9%	1.58	49	52	4%	0.77	247	263	9%	1.94	152	152	8%	1.46	108	125	6%	0.88	324	293	13%	2.31
All Other Theft Offences	1098	1083	11%	1.97	158	154	14%	2.50	208	219	7%	1.64	184	179	10%	1.77	289	276	16%	2.36	259	255	10%	1.84
Criminal Damage & Arson	1186	1171	12%	2.13	125	116	11%	1.98	326	323	11%	2.57	216	225	11%	2.08	184	181	10%	1.50	335	326	13%	2.39
Other Crimes Against Society	1124	989	11%	2.02	124	96	11%	1.96	324	313	11%	2.55	226	213	12%	2.18	170	145	10%	1.39	280	222	11%	1.99
Burglary – Business & Community	472	525	5%	2.04	94	88	8%	3.64	115	113	4%	2.18	52	76.5	3%	1.24	133	124	8%	2.56	78	123	3%	1.33
Burglary - Residential (dwelling only)	448	538	4%	1.94	42	67	4%	1.63	104	129	4%	1.97	67	90	4%	1.60	120	117	7%	2.31	115	135	4%	1.96
Total Recorded Crime	10268	10198		18.44	1150	1156		18.19	2887	2825		22.73	1898	1905		18.28	1763	1766		14.42	2570	2547		18.30

Data is based on ONS mid-2016 population estimates

Crime Outcomes

Crime Outcomes are the way that forces record how an investigation has been finalised. There are 24 different outcome options which help to give a complete picture of the results of investigations into reported crimes. These outcome options are sub-divided into categories of:

- 'action taken' (i.e. charges and summonses, cautions, penalty notices, cannabis warnings and community resolutions);
- 'no action taken' (i.e. prosecution prevented, evidential difficulties etc)
- 'investigation complete' (i.e. offences where there are no identified offenders and no other productive lines of enquiry)
- 'other'*
- 'not yet outcomed' (i.e. offences still under active investigation)

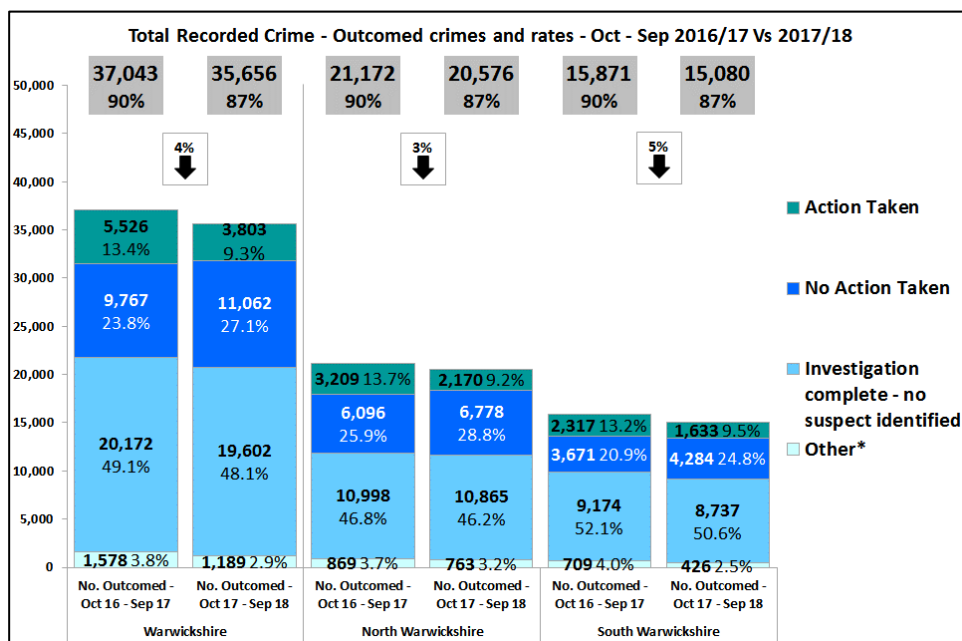
Twelve months have passed since the introduction of ATHENA in October 17. The data presented here is a 12 month picture, showing outcome performance pre and post ATHENA. Over the last year, we have seen a reduction in the proportion of overall offences outcomed including the proportion identified as 'action taken'. Furthermore, there is a trend for offences to take longer to be assigned an outcome

We will provide a more comprehensive annual report on outcomes outlining results in more detail.

Outcome Rate

The following chart shows the pattern of outcomes for total recorded crime offences for the last 12 months and the previous 12 months. The number of crimes and outcome rates relate to those offences recorded and outcomed in each 12 month period.

- Across Warwickshire, 87% (35,656) of all offences (40,790) recorded in the last 12 months were assigned an outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (37,043, 90%).
- There has been a 4% reduction in the number of offences recorded and outcomed in the last 12 months compared to last year.



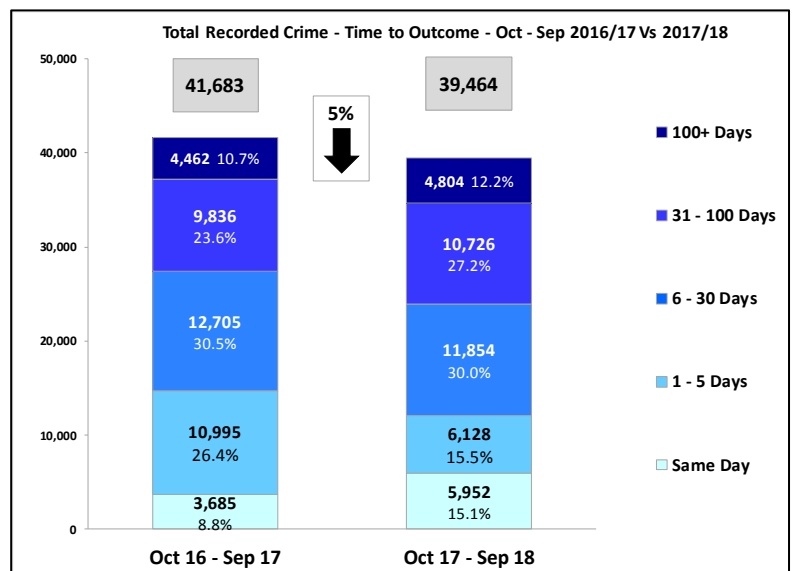
* 'Other' outcome category includes: 'further investigation not in the public interest' and 'transferred to external agency'

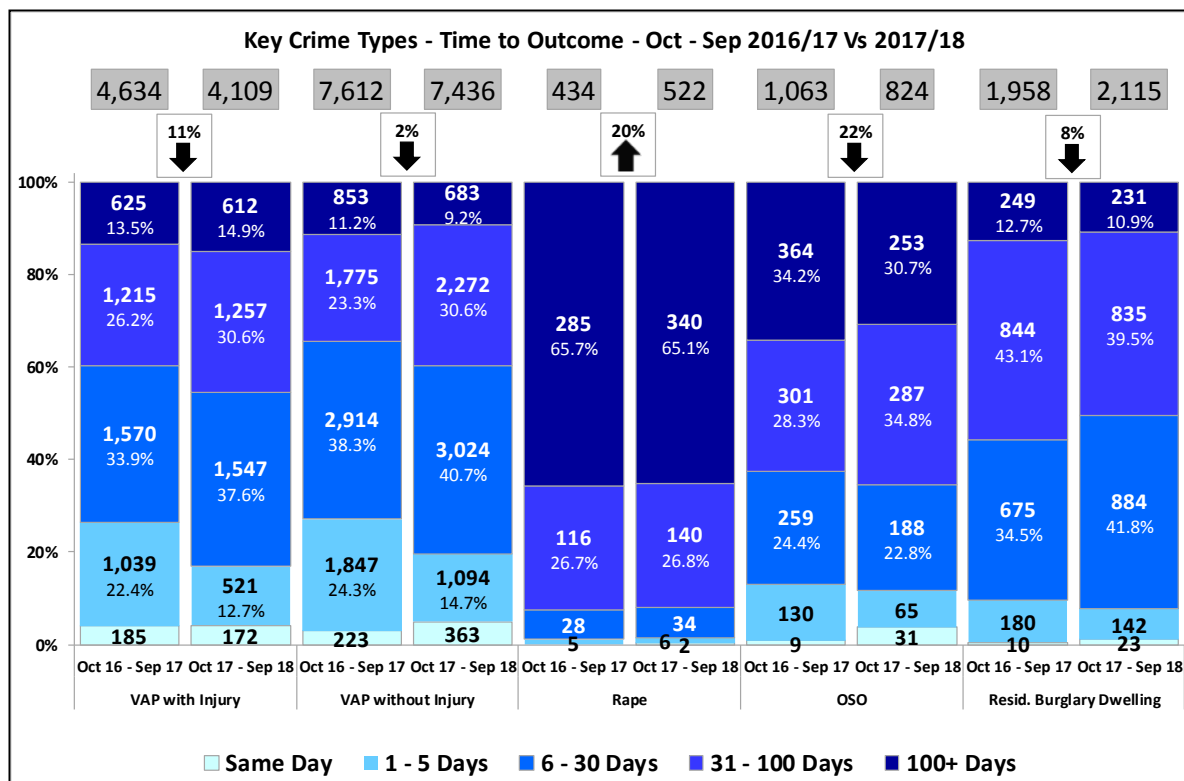
- 11.6% (9,658) of all offences recorded in the last 12 months were assigned an ‘action taken’ outcome within the same 12 month period. This is a lower volume and outcome rate than the previous 12 months (14,233, 16.7%).
- Total outcome rates across North Warwickshire and South Warwickshire have decreased by an average 3 percentage points compared to the previous year.
- The ‘action taken’ rates across both policing areas have reduced by an average 4 percentage points compared to the previous year.

Time to Outcome

In order to include outcomes that may have taken a long time to assign, the following charts cover offences outcomed in the last 12 months regardless of when the offence was initially recorded, firstly by total recorded crime, and secondly by key crime types. These figures can then be compared to the equivalent 12 month period last year.

- There has been a 5% reduction in the number of offences outcomed in the last 12 months compared to last year.
- Across Warwickshire, 31% of offences where an outcome has been assigned were outcomed within 5 days of the offence being recorded. This is a decrease compared to the previous year (35%).

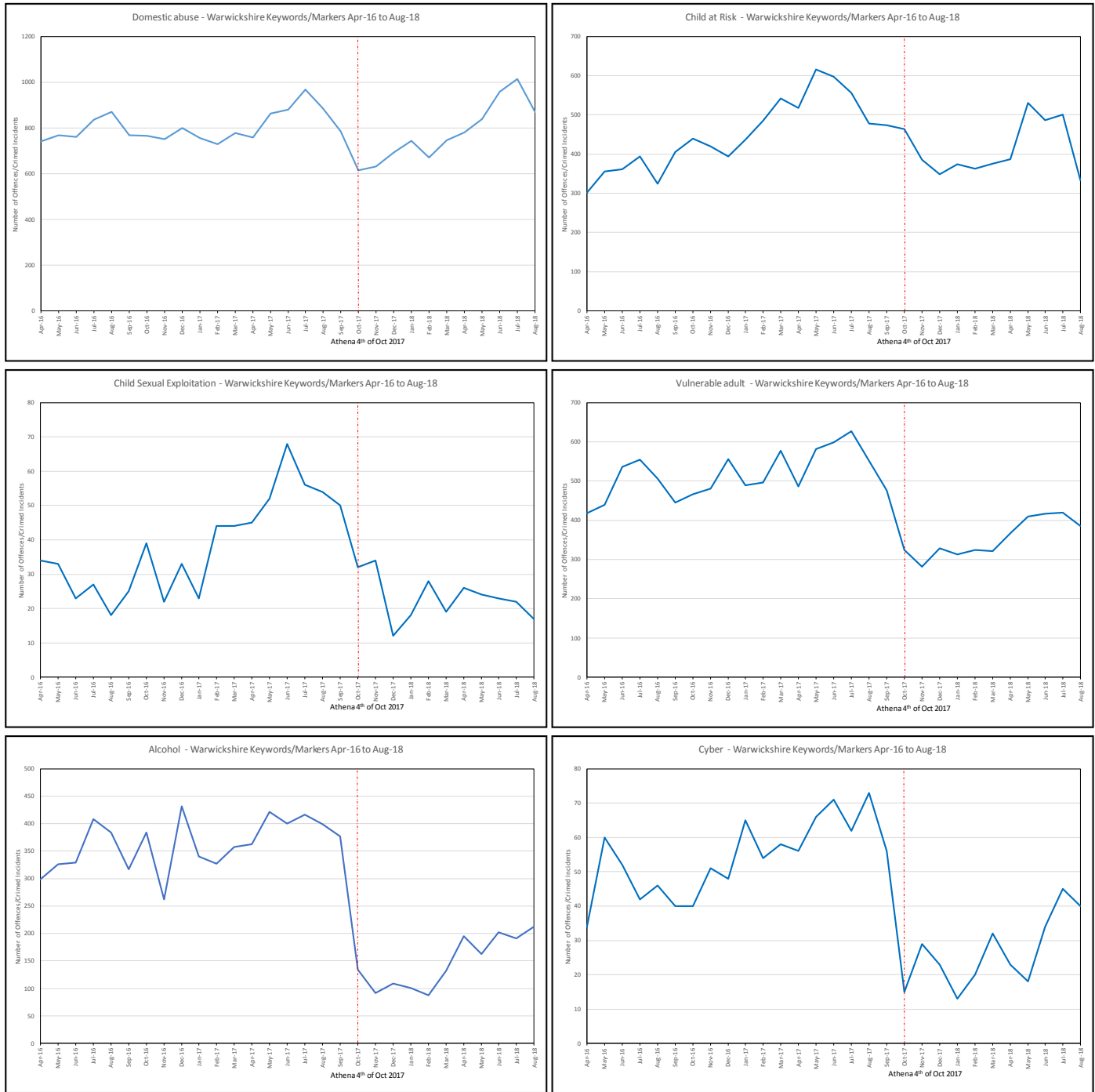




- Violence with injury offences** - 11% reduction in the number of violence with injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence with injury offences (84%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (74%).
- Violence without injury offences** - 2% decrease in the number of violence without injury offences outcomed in the last 12 months compared to last year. A greater proportion of violence without injury offences (80%) are being outcomed 6+ days of the offence being recorded compared to 12 months ago (73%). The proportion of offences outcomed on the same day has also increased from 2.9% in the previous year to 4.9% in the last 12 months.
- Rape offences** - 20% growth in the number of rape offences outcomed in the last 12 months compared to last year. The proportionality of rape offences across the various time ranges has remained relatively the same in the last 12 months compared to the previous year.
- Other sexual offences** - 22% reduction in the number of other sexual offences outcomed in the last 12 months compared to last year. The proportion of other sexual offences outcomed on the same day has increased from 0.8% to 3.8% in the last 12 months. This trend is subject to further investigation to understand what may be driving this change.
- Residential burglary dwelling offences** - 8% reduction in the number of residential burglary dwelling offences outcomed in the last 12 months compared to last year. In the last 12 months, a lower proportion of residential burglary dwelling offences (50%) are being outcomed 100+ days of the offence being recorded compared to 12 months ago (56%). More offences (50%) are being outcomed in the first month of being recorded compared to the equivalent time period last year (44%).

Vulnerability Factors

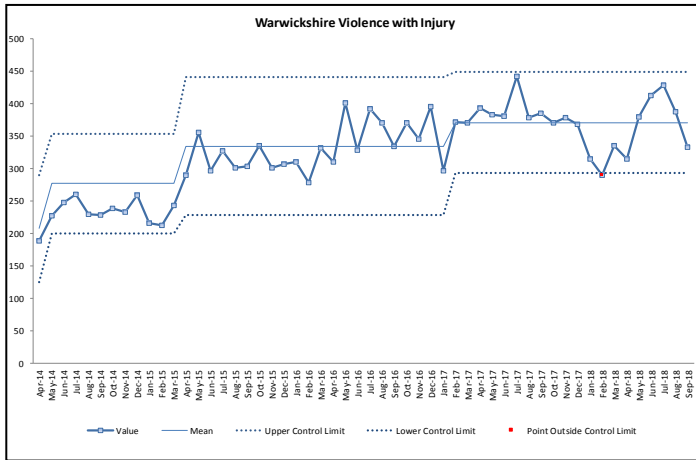
The force identifies vulnerable victims and offences with a vulnerability factor through the use of markers or keywords. Following a notable drop in the identification of these offences in October it would appear that use of the keywords has stabilised, albeit at reduced levels compared to previous months.



Violence with Injury⁵

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



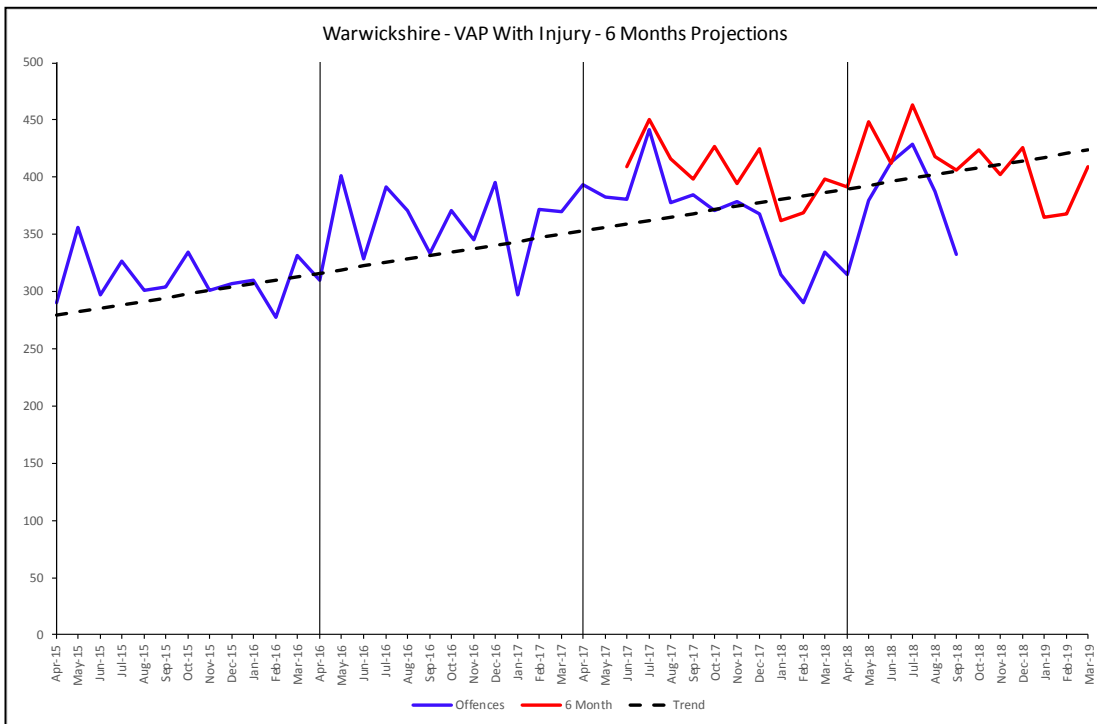
	Jul-18	Aug-18	Sep-18
North Warwickshire	270	232	219
South Warwickshire	159	156	114
Warwickshire	429	388	333

Peer Comparison

<p>Offence Volume</p>	<p>Below Group Avg</p>
<p>Relative Position</p>	<p>No change</p>

1,150 violence with injury offences were recorded in the last quarter; a 4% increase on the previous quarter (1,108) and above the quarter average (1,079). Increased volumes were seen across both policing areas, although volumes remain within the expected range.

The following chart provides a medium (6 month) projection for violence with injury offences. At force level, the projection indicates an increase in recorded offences in the next few months.

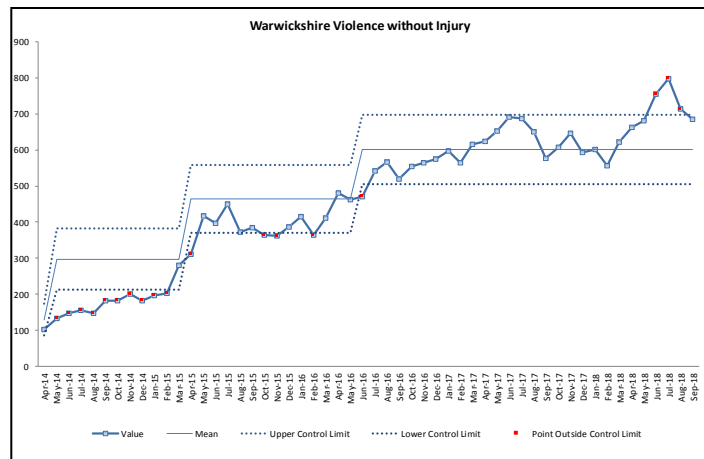


⁵Violence with Injury includes murder & attempt murder, assault where there is injury or an attempt to inflict injury and death by driving

Violence without Injury

Signs of Improvement would be:

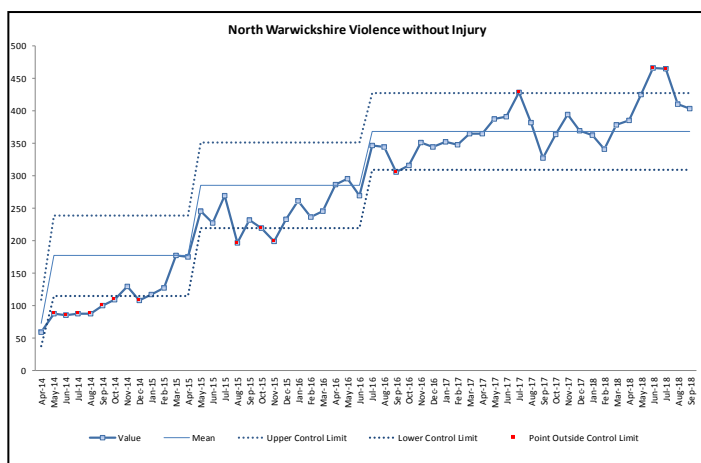
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



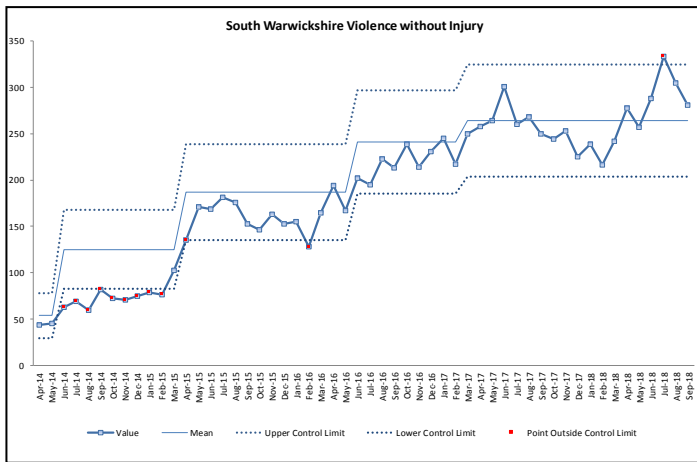
	Jul-18	Aug-18	Sep-18
North Warwickshire	465	410	404
South Warwickshire	333	305	281
Warwickshire	798	715	685

2,198 violence with 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.

Overall this increase is believed to be driven predominantly by England football matches during the world cup in July as there was an uplift of an average 46% of offences across the force on match days compared to the rest of the month.

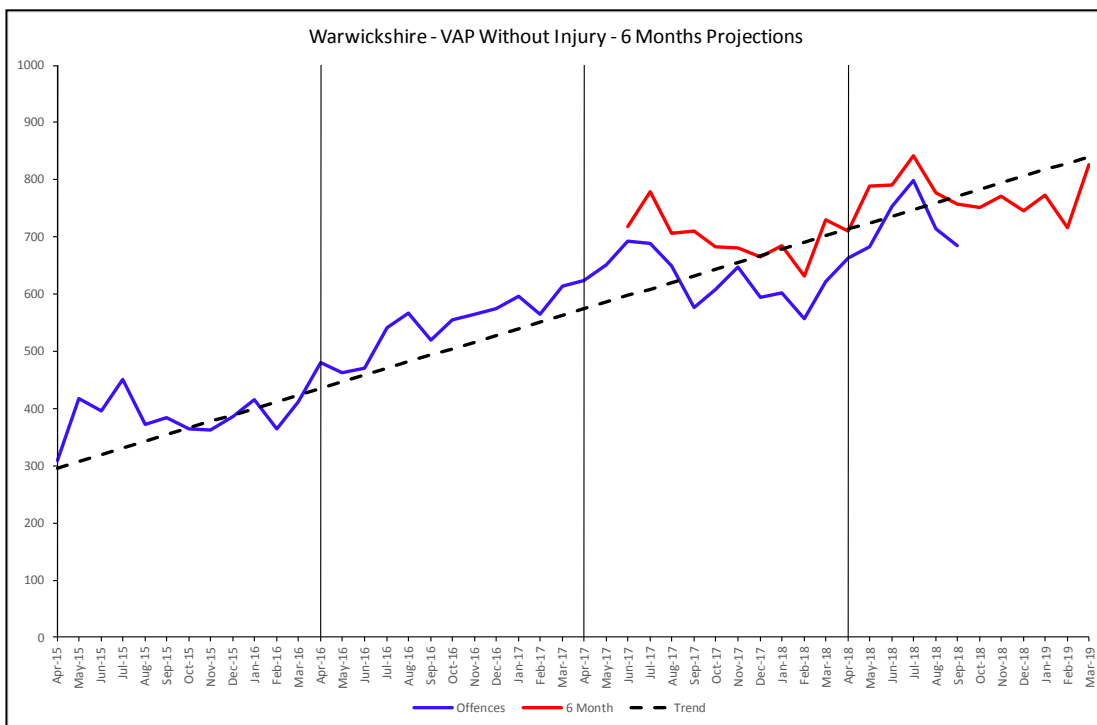


1,279 offences were recorded across North Warwickshire during the last quarter, comparable to the previous quarter (1,276) and above the quarterly average (1,191).



919 offences were recorded across South Warwickshire during the last quarter, a 13% increase compared to the previous quarter (817) and above the quarterly average (790).

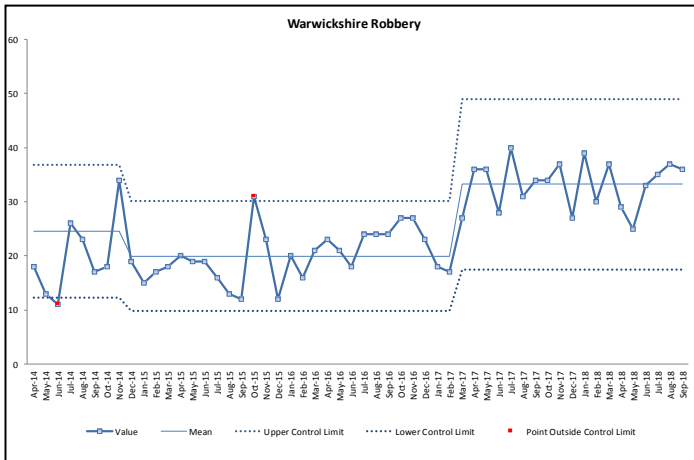
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates an increase in recorded offences over the next quarter.



Robbery

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG



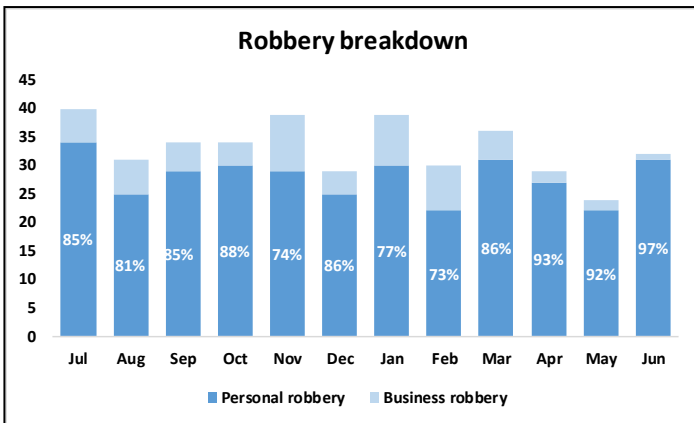
	Jul-18	Aug-18	Sep-18
North Warwickshire	22	27	23
South Warwickshire	13	10	13
Warwickshire	35	37	36

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	No change

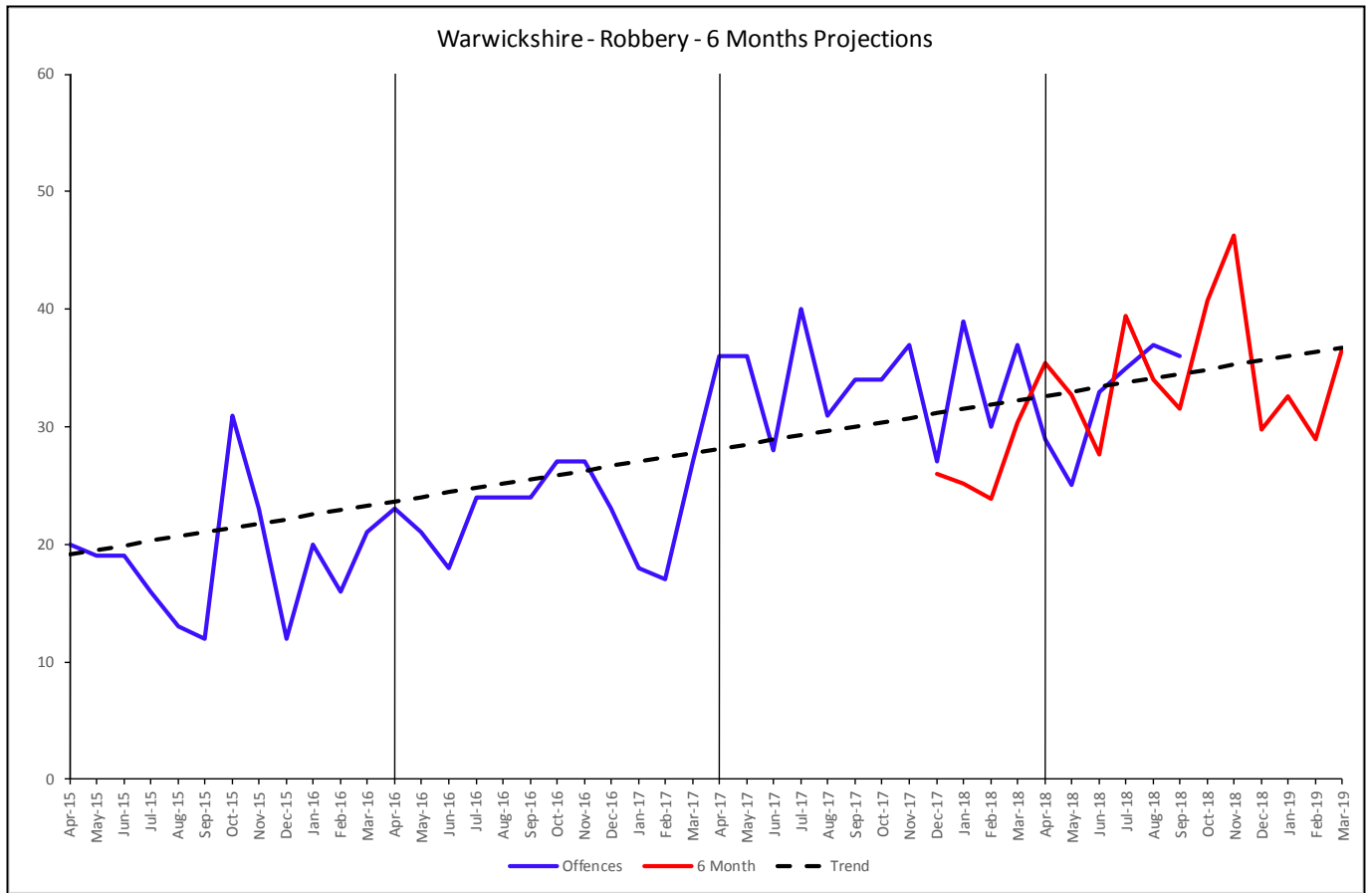
108 offences were recorded in the last quarter. This was a 24% increase compared to the previous quarter (87) and above the quarter average (100).

Increased volumes were seen across both policing areas last quarter. However volumes for both policing areas remain within the expected range.



More than 90% of offences throughout the quarter were personal robbery. There were only 6 business robbery offences over the quarter.

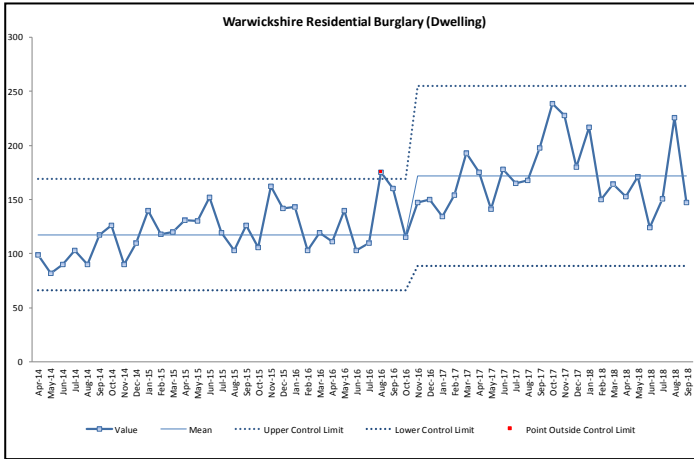
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next quarter.



Residential Burglary - Dwelling

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG



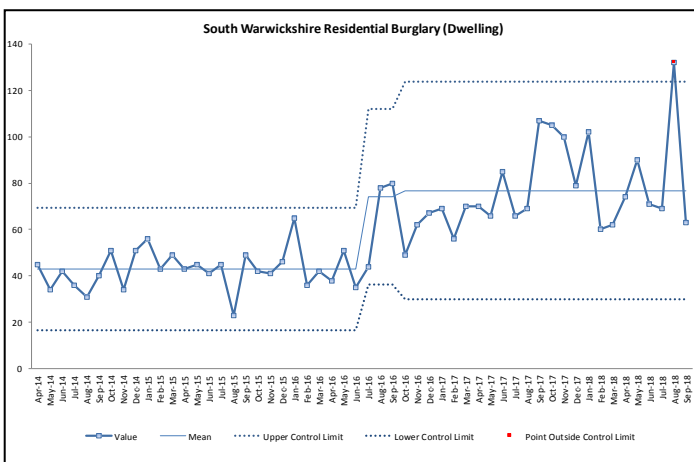
	Jul-18	Aug-18	Sep-18
North Warwickshire	82	94	84
South Warwickshire	69	132	63
Warwickshire	151	226	147

Peer Comparison

Offence Volume	Above Group Avg
Relative Position	No change

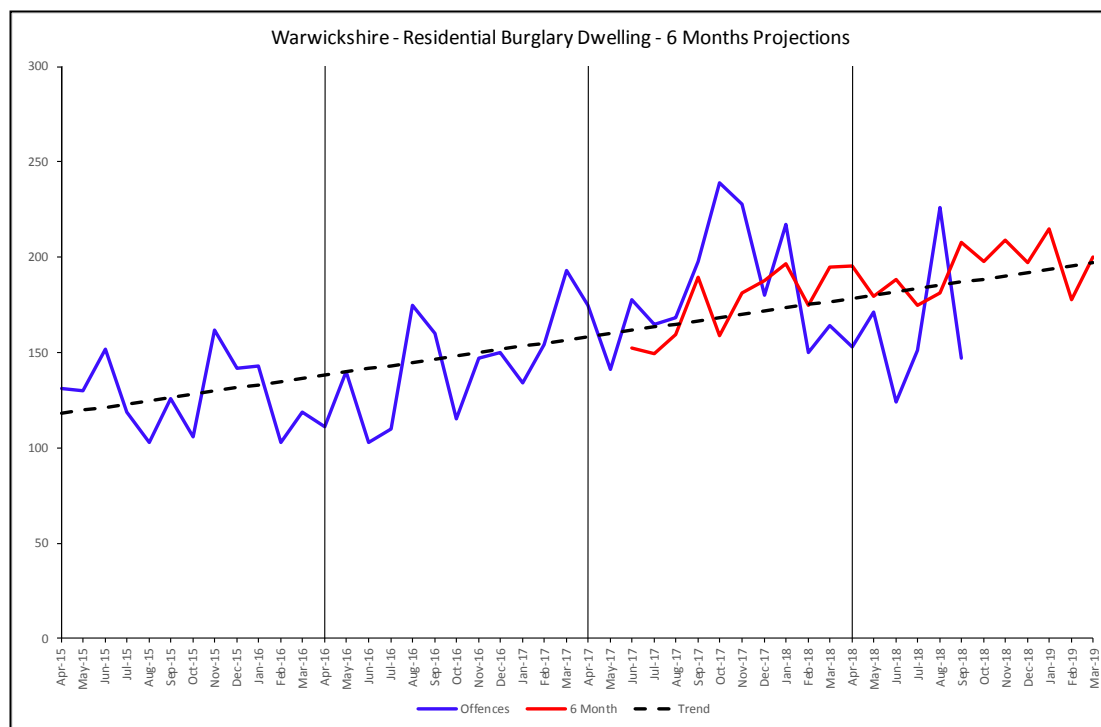
This data is a subset of residential burglary offences, excluding those offences targeting sheds and outbuildings, so that it remains consistent with the previous domestic burglary classification.

524 residential burglary-dwelling offences were recorded in the last quarter. This is a 17% increase compared to the previous quarter (448) but below the quarter average (538). Increased volumes have been seen across both policing areas last quarter but volumes remain within the expected range.



Exceptional volumes were seen in South Warwickshire in August but have returned to normal levels in September.

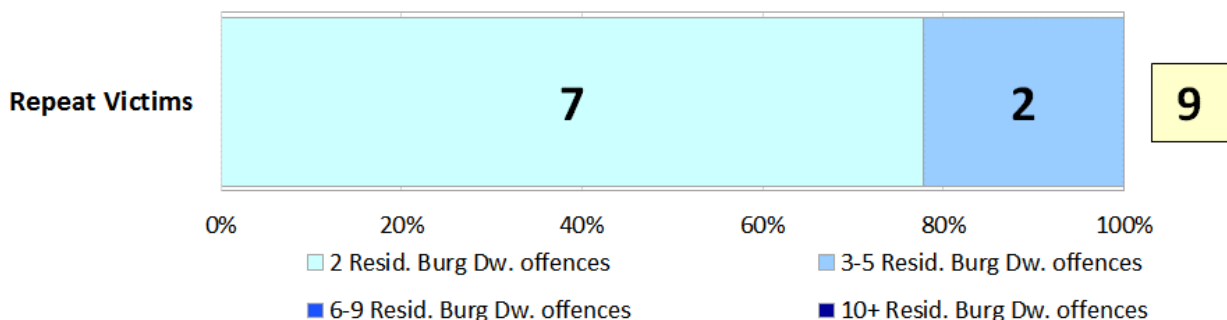
The following chart provides a medium (6 month) projection for residential burglary-dwelling offences. At force level, the recorded volumes are below the projected but volumes are expected to continue on a slow upward trend.



Repeat Residential Burglary-Dwelling

This data, at individual nominal level, forms part of the dataset provided to the policing area IVM teams.

In August (latest available data), 4% (9) of all residential burglary-dwelling victims (231) across Warwickshire were repeat victims of another residential burglary-dwelling offence in the last 12 months. The number of repeat victims has increased from the previous month but the repeat rate has remained stable (5, 4%). The following chart provides a breakdown of residential burglary-dwelling repeat victims by instances of repeat victimisation.

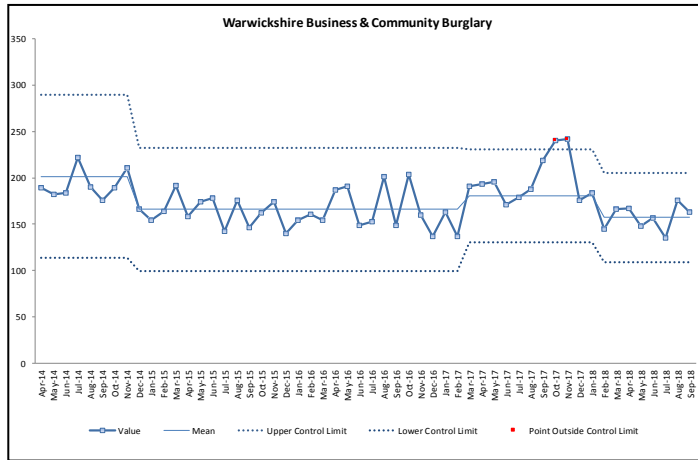


One North Warwickshire repeat victim has been a victim of 3 residential burglary-dwelling offences over the last 12 months, and was shown to be a repeat victim in both July 18 and August 18.

Business & Community Burglary

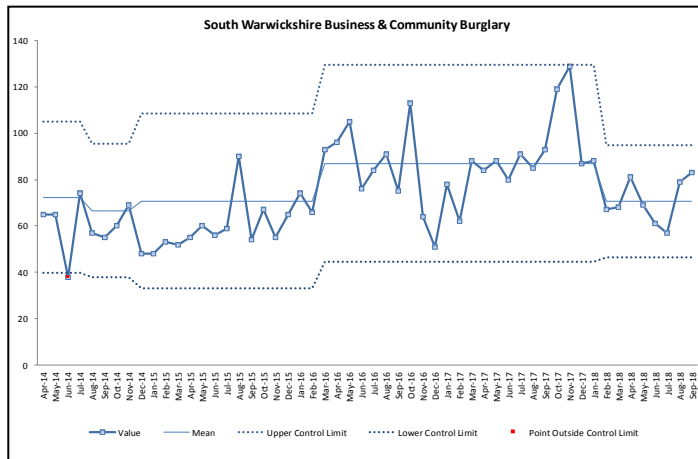
Signs of Improvement would be:

- ❖ Stable volumes of recorded crime
- ❖ Trends in line with MSG



	Jul-18	Aug-18	Sep-18
North Warwickshire	78	97	80
South Warwickshire	57	79	83
Warwickshire	135	176	163

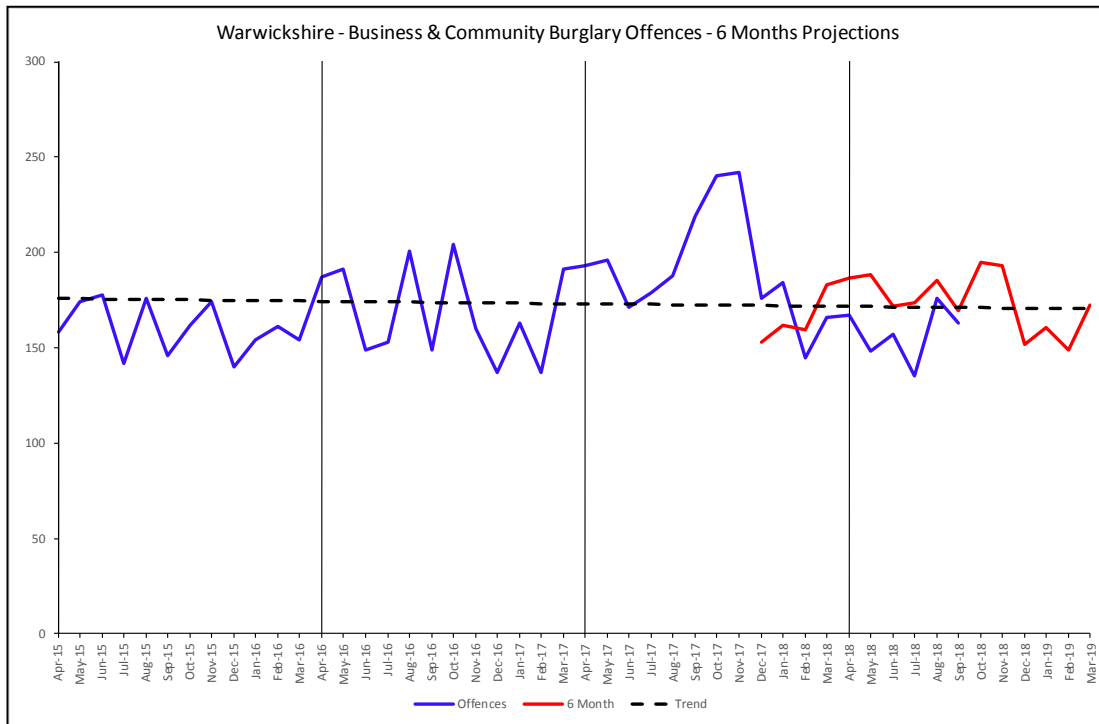
474 business and community burglary offences were recorded in the last quarter. This is comparable to the previous quarter (472) but below the quarter average (525). Increased volumes have been seen across South Warwickshire policing area last quarter but volumes remain within the expected range.



Volumes across South Warwickshire have been below the monthly average for 8 consecutive months.

The monthly average has now decreased from 87 to 71 business and community burglary offences per month.

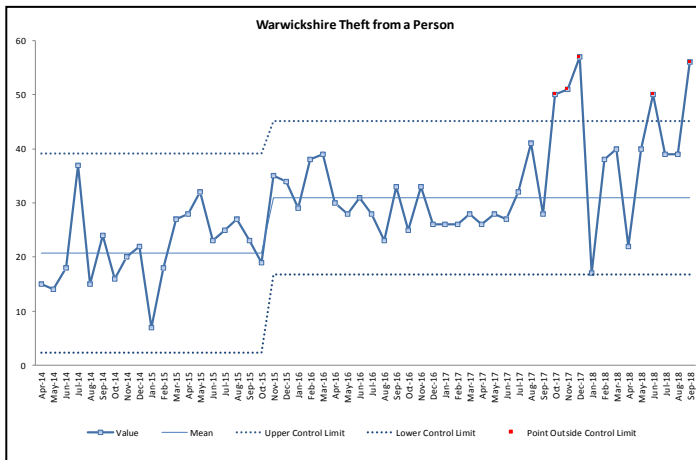
The following chart provides a medium (6 month) projection for business and community burglary offences. At force level, the recorded volumes are comparable with projections and volumes are expected to continue on a slow downward trend.



Theft from Person

Signs of Improvement would be:

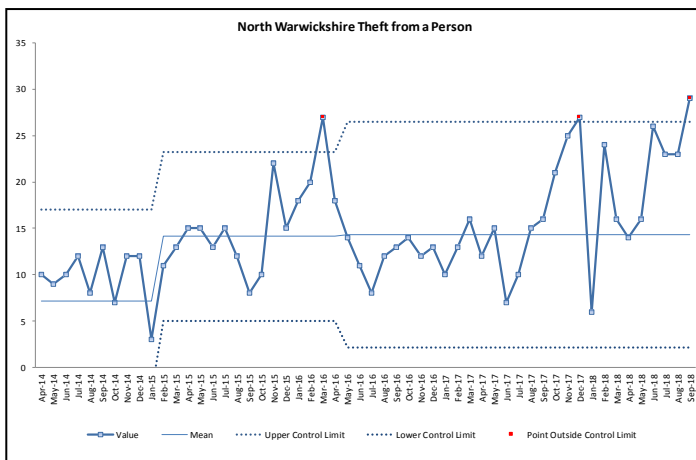
- ❖ Stable volumes of recorded crime



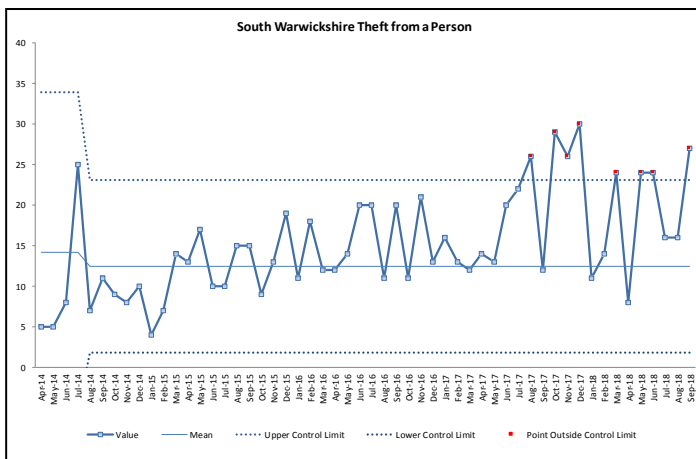
	Jul-18	Aug-18	Sep-18
North Warwickshire	23	23	29
South Warwickshire	16	16	27
Warwickshire	39	39	56

134 theft from person offences were recorded in the last quarter, an increase of 20% on the previous quarter (112) and significantly above the quarter average (125). Increased volumes were seen across both policing areas last quarter.

Exceptional volumes were recorded in both policing areas in September.

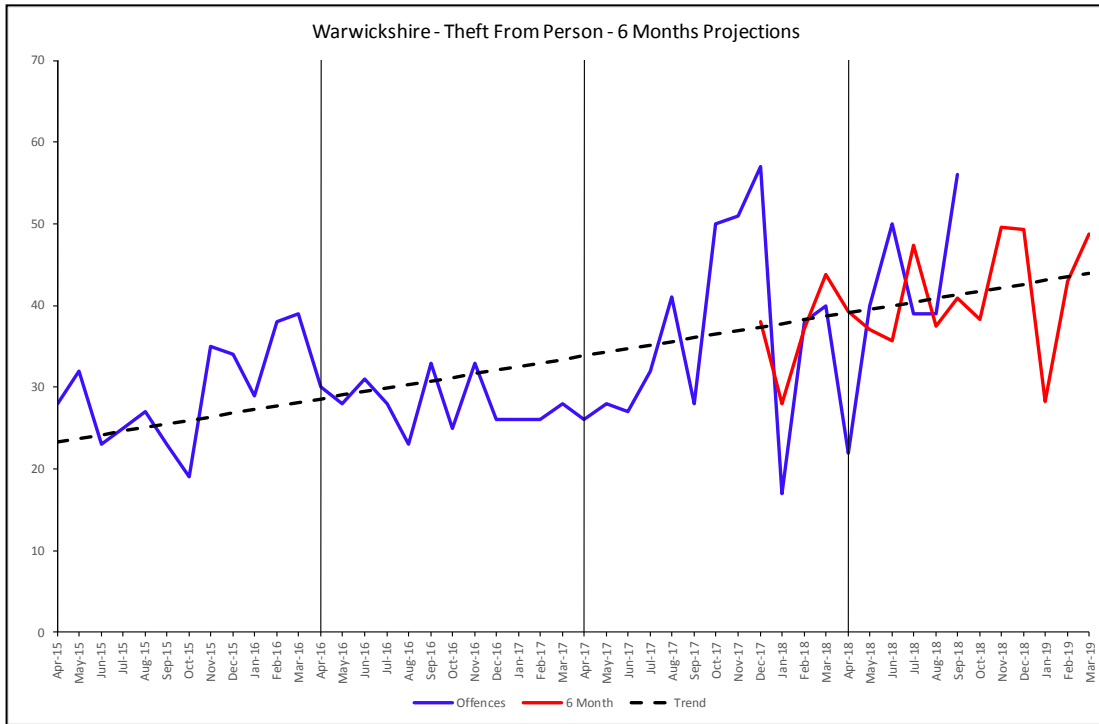


75 offences were recorded across North Warwickshire in the last quarter; a 34% increase compared with the previous quarter (56) and above the quarterly average (63). Exceptional volumes were recorded in September.



59 offences were recorded across South Warwickshire in the last quarter; a 5% increase compared with the previous quarter (56) and above the quarterly average (62). Exceptional volumes were recorded in September.

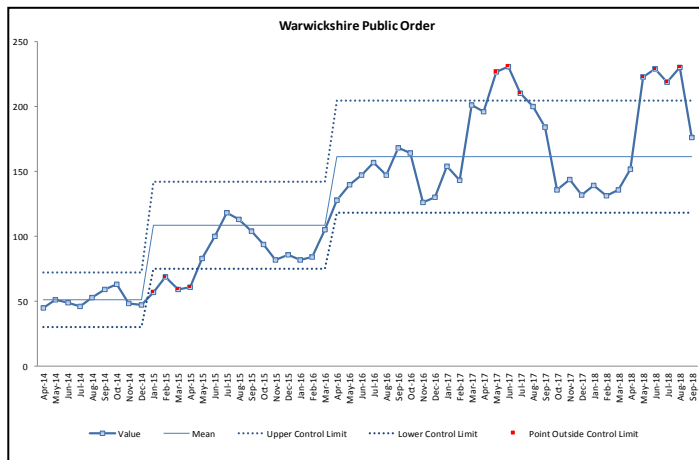
The following chart provides a medium (6 month) projection for theft from person offences. At force level, the recorded volumes are above the projection, however volumes are projected to decrease in the next quarter.



Public Order

Signs of Improvement would be:

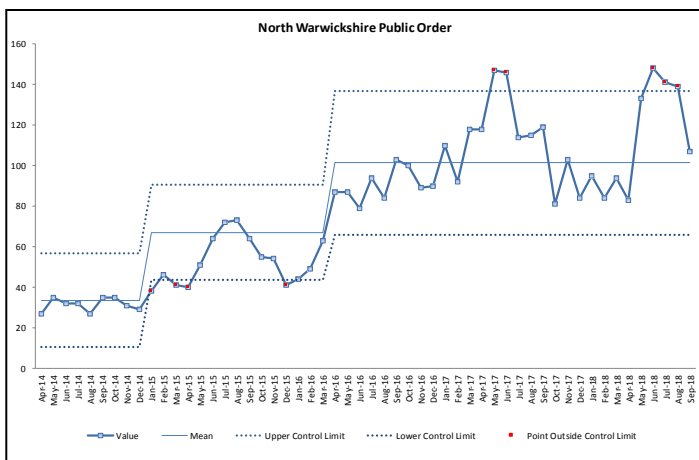
- ❖ Stable volumes of recorded crime



	Jul-18	Aug-18	Sep-18
North Warwickshire	141	139	107
South Warwickshire	78	91	69
Warwickshire	219	230	176

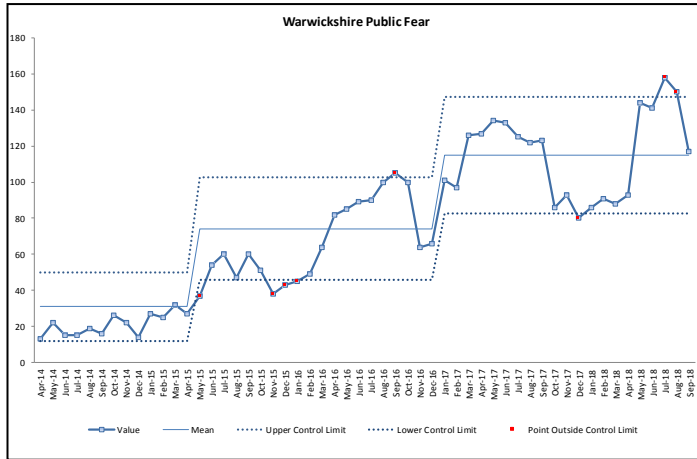
625 public offences were recorded in the last quarter, an increase of 3% on the previous quarter (604) but below the quarter average (512). Increased volumes were seen across North Warwickshire.

Exceptional volumes were seen across Warwickshire in July and August which were driven by exceptional volumes across North Warwickshire.



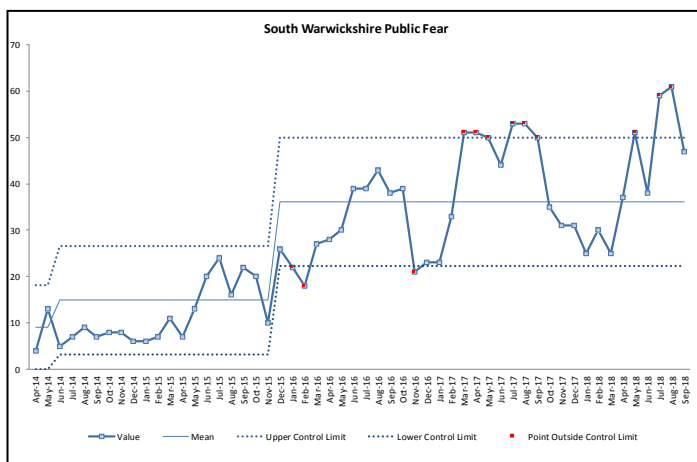
387 offences were recorded across North Warwickshire in the last quarter; a 6% increase compared with the previous quarter (364) but below the quarterly average (323). Exceptional volumes were recorded in July and August.

Public fear, alarm & distress offences



Further analysis of public order offences in July and August revealed that public fear, alarm & distress offences were driving the exceptional monthly increases and represented 72% of all public order offences in July and 65% in August.

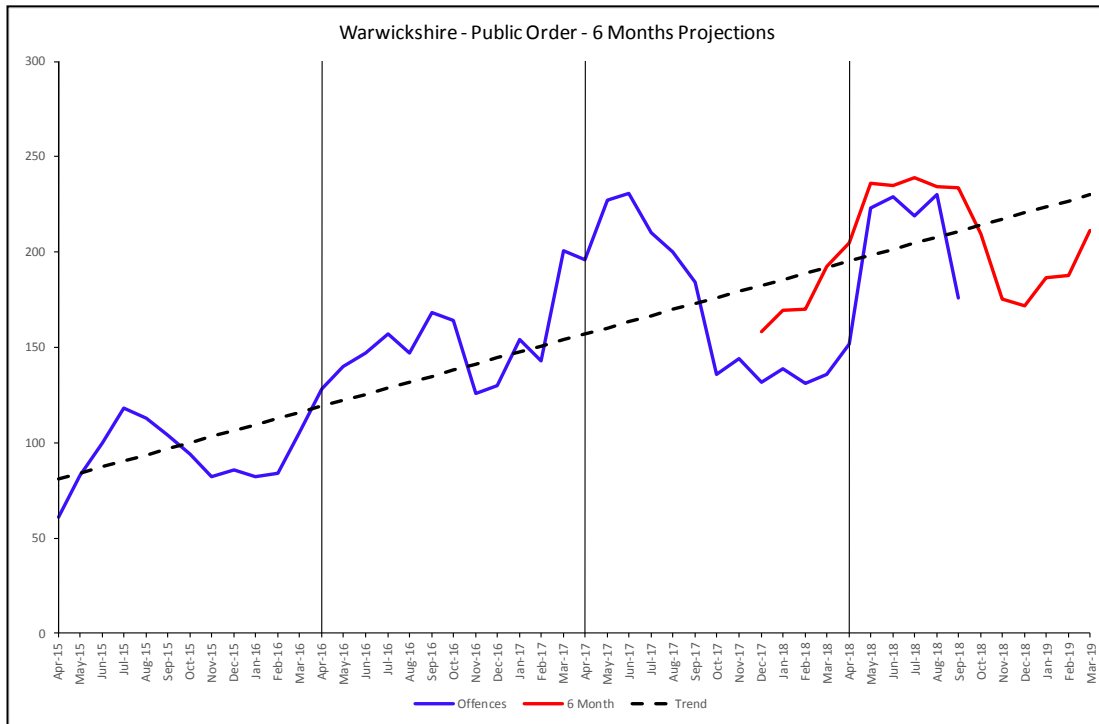
Exceptional volumes were seen across Warwickshire in July and August which were driven by exceptional volumes across South Warwickshire.



167 offences were recorded across South Warwickshire in the last quarter; a 33% increase compared with the previous quarter (126) and above the quarterly average (118). Exceptional volumes were recorded July and August with strong presence in both districts.

The increase in public fear offences across the summer months was influenced by the sustained good weather and the football World Cup.

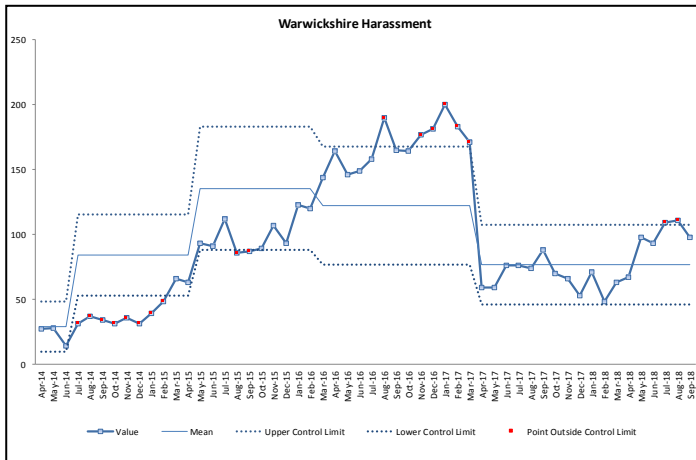
The following chart provides a medium (6 month) projection for public order offences. At force level, volumes are projected to decrease from current volumes in the next quarter.



Harassment

Signs of Improvement would be:

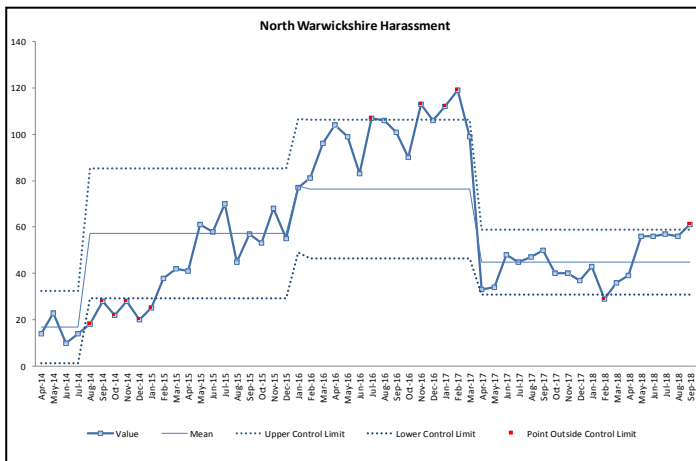
- ❖ Stable volumes of recorded crime



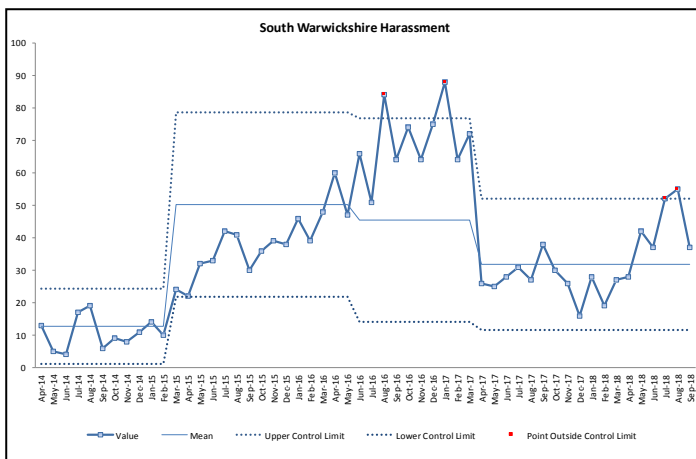
	Jul-18	Aug-18	Sep-18
North Warwickshire	57	56	61
South Warwickshire	52	55	37
Warwickshire	109	111	98

318 harassment offences were recorded in the last quarter, an increase of 23% on the previous quarter (258) but below the quarter average (237). Increased volumes were seen across both policing areas.

Exceptional volumes were seen across Warwickshire in July and August. The greatest volume and increase has been seen in sec2 harassment offences.



174 offences were recorded across North Warwickshire in the last quarter; a 15% increase compared with the previous quarter (151) and above the quarterly average (138). Exceptional volumes were record in September.

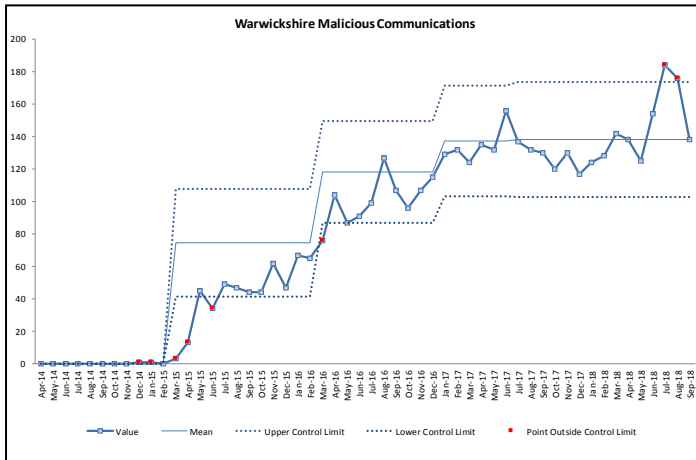


144 offences were recorded across South Warwickshire in the last quarter; a 35% increase compared with the previous quarter (107) and above the quarterly average (100). Exceptional volumes were record in July and August.

Malicious Communications

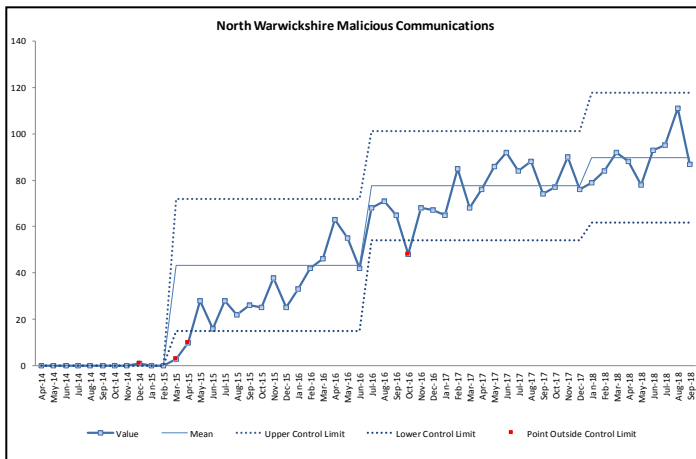
Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



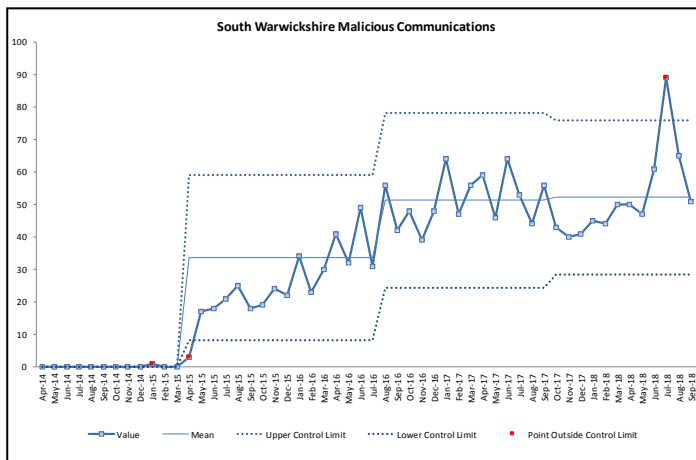
	Jul-18	Aug-18	Sep-18
North Warwickshire	95	111	87
South Warwickshire	89	65	51
Warwickshire	184	176	138

498 malicious communication offences were recorded in the last quarter, an increase of 20% on the previous quarter (417) and above the quarter average (419). Increased volumes were seen across both policing areas.



Volumes across North Warwickshire have been above the monthly average for 8 consecutive months.

The monthly average has now increased from 78 to 90 malicious communication offences per month.



205 offences were recorded across North Warwickshire in the last quarter; a 30% increase compared with the previous quarter (158) and above the quarterly average (157). Exceptional volumes were seen in July.

Business Crime

Signs of Improvement would be: Stable volumes of recorded crime

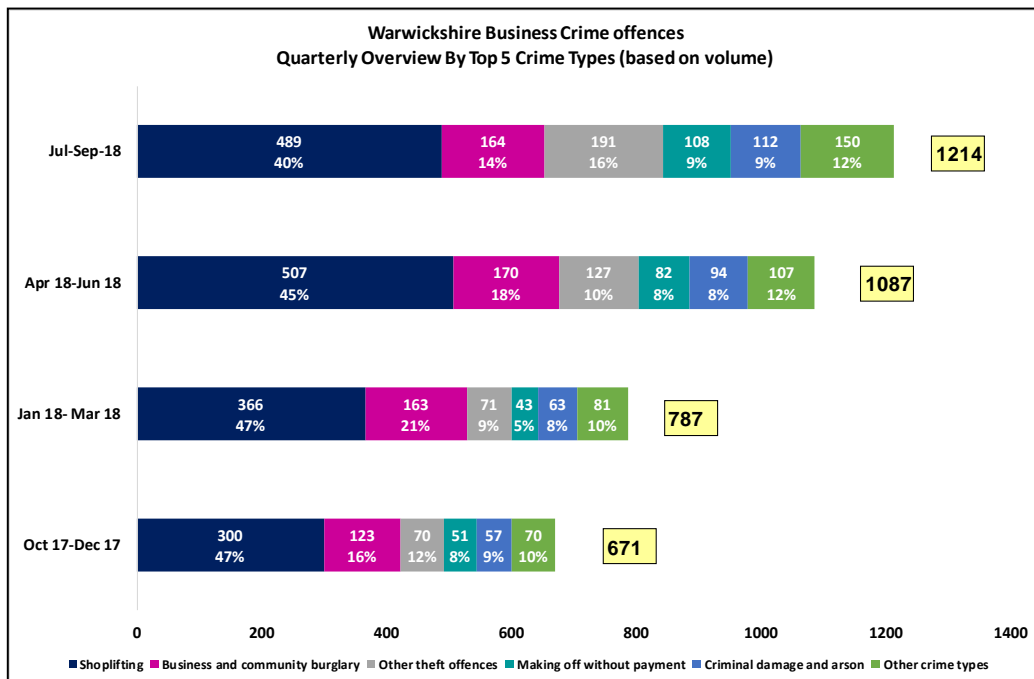
Business crime is now identified by the application of a keyword. The charts only shows data from October 2017 as data prior to this is not directly comparable.



	Jul-18	Aug-18	Sep-18
North Warwickshire	215	229	176
South Warwickshire	239	169	185
Warwickshire	454	399	361

1,214 business crimes were recorded in the last quarter, a 12% increase compared with the previous quarter (1,087) and above the quarter average of 950. Increased volumes were seen across South Warwickshire.

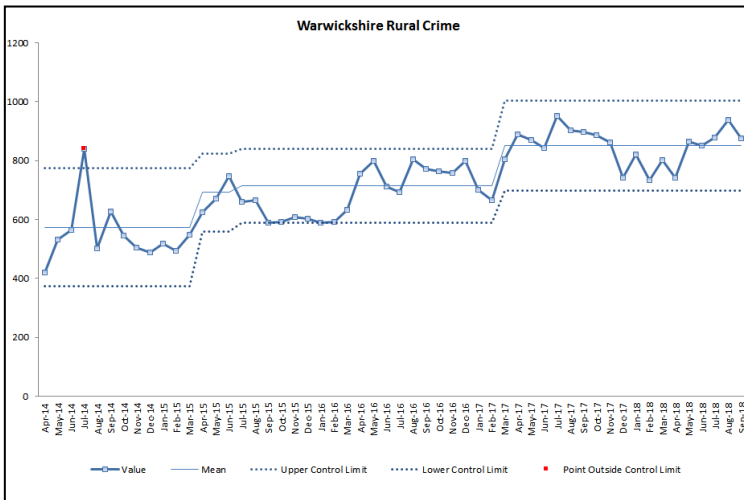
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by quarter. Volumes of Shoplifting offences decreased in the last quarter, but volumes of Other theft offences, Making off without payment offences, Criminal damage and Arson offences and Other crime types increased compared with the previous quarter. However, volumes have decreased in each of the previous 2 months which could suggest that recorded volumes are now in line with offences committed.



Rural Crime

Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

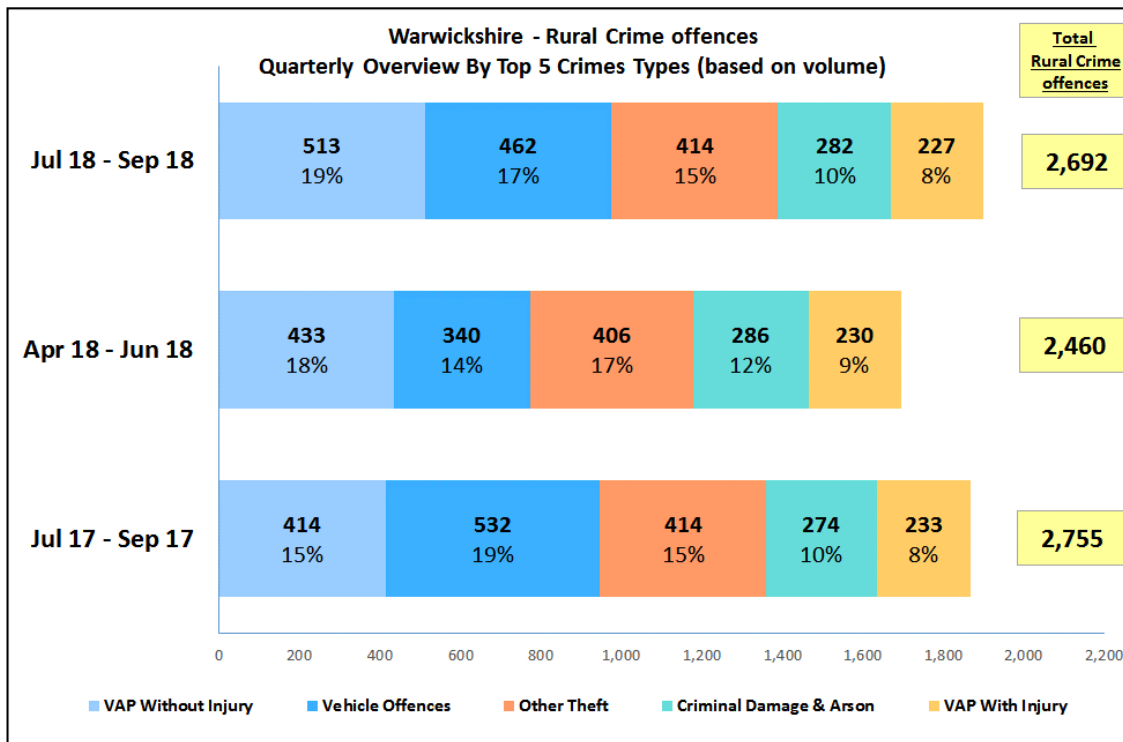


	Jun-18	Jul-18	Aug-18
North Warwickshire	363	398	385
South Warwickshire	516	540	490
Warwickshire	879	938	875

Rural crime offences are a subset of total recorded crime and are identified by their geographical location⁶.

2,692 offences were recorded across Warwickshire last quarter. This is a 9% increase on the previous quarter (2,460) and is higher than the quarter average (2,500). This increase was driven by higher volumes in South Warwickshire (15% increase).

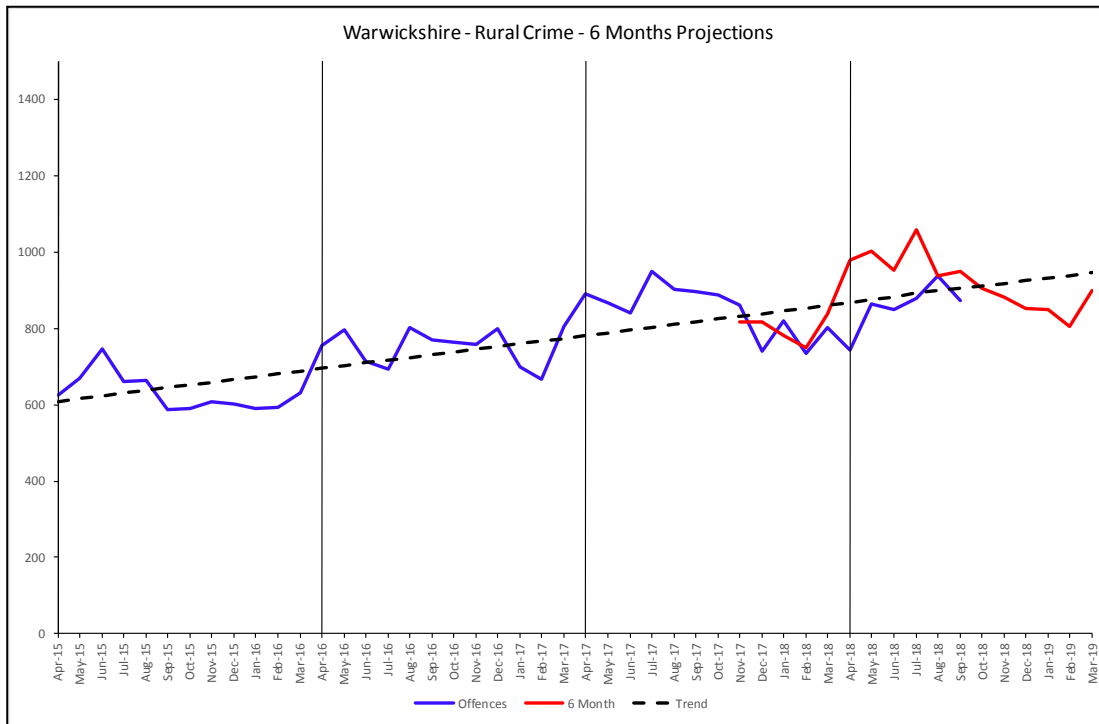
This chart shows the top 5 'rural crime' offence types for Warwickshire ranked by number of offences with percentage share of total rural crime broken down by policing area for the last quarter compared to previous quarter and previous year.



The top 5 'rural crime' offence types in this quarter represent 71% of all rural crime offences compared to 69% for the last quarter.

⁶ Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes have been below the projection and volumes but expected to decrease in the next quarter.



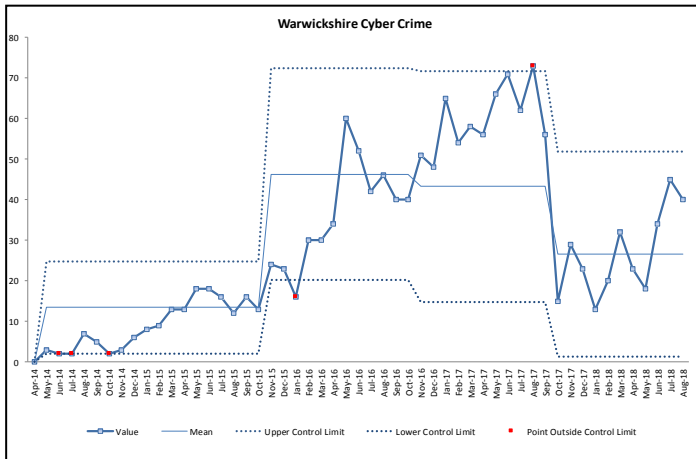
Cyber/ On-line Crime

Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

A marker for cyber crime offences was introduced in April 2014, in order to assist in the identification of such offences. The marker is an internal method of being able to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

As noted earlier in this report, due to changes in data processing procedures, we are reporting on the volume of offences based on August data to give a more accurate analysis.



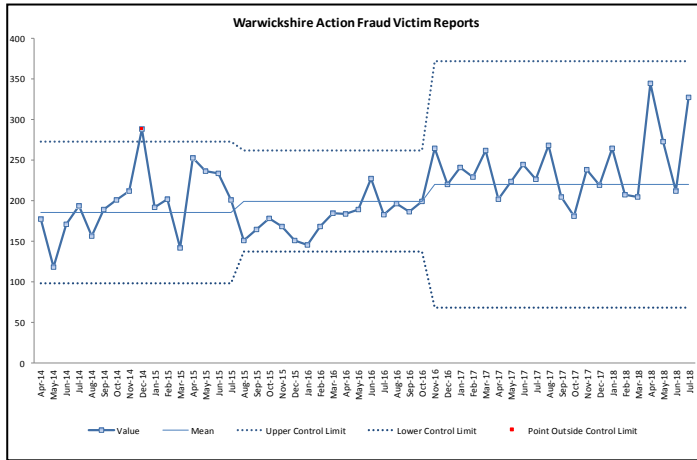
	Jun-18	Jul-18	Aug-18
North Warwickshire	17	9	19
South Warwickshire	17	36	21
Warwickshire	34	45	40

40 offences were flagged as cyber crime in August. This was a decrease compared to the previous month (45) and below the monthly average (27). This was driven by a reduction in volumes across South Warwickshire last month.

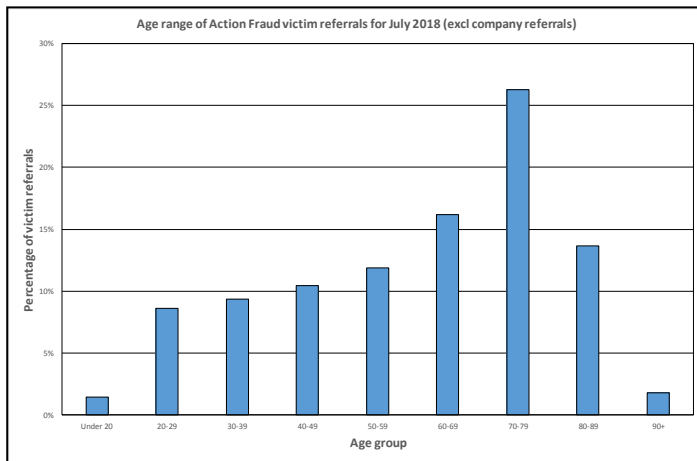
The use of the cyber/ online marker/keyword has decreased by 56% post ATHENA when comparing Nov-16 to Sep 17 and Oct-17 to Sep-18.

Action Fraud

Fraud offences (including those cyber related) are principally recorded through Action Fraud. Offences occurring within Warwickshire are then disseminated to the force for investigation and safeguarding of vulnerable victims where appropriate.



327 Action Fraud victim reports (which exclude company referrals) were recorded in July 2018⁷. This was an increase compared to June 2018 (212) and is significantly above the monthly average (220).



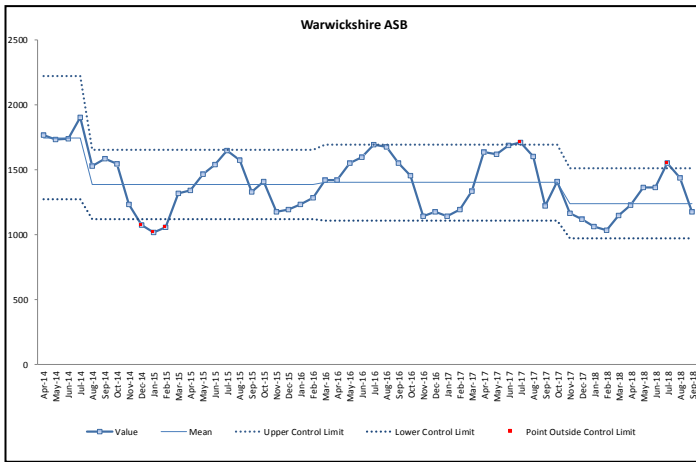
Victims aged 70-79 accounted for over 1 in 4 Action Fraud victim reports (26%) in July 2018.

⁷ Data is only available to July 2018 due to the delay in receiving and processing the data from Action Fraud.

Anti-Social Behaviour

Signs of Improvement would be:

- ❖ Accurate reporting and risk assessing of ASB incidents

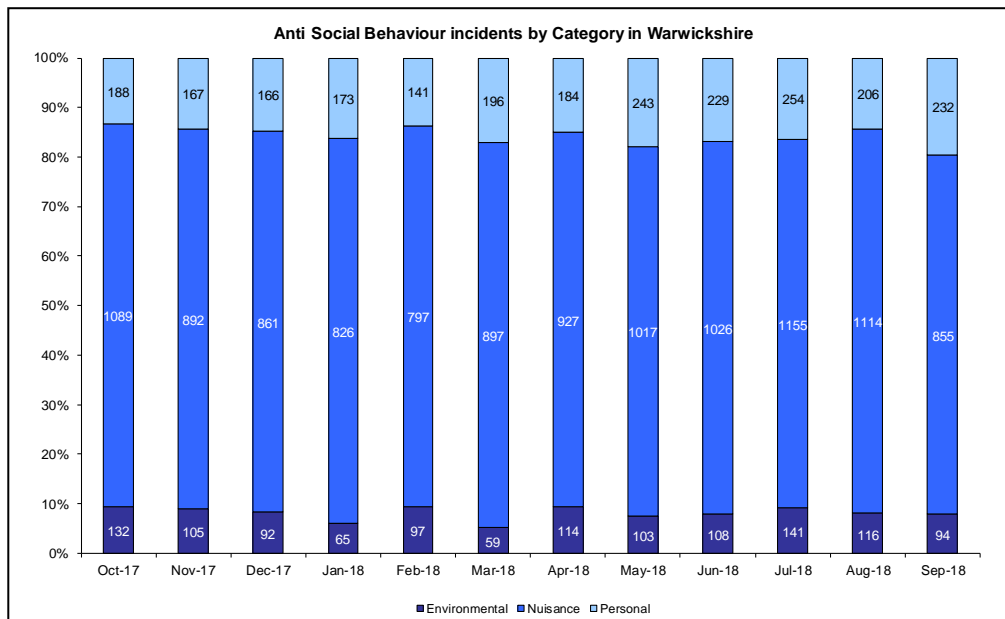


	Jun-18	Jul-18	Aug-18
North Warwickshire	928	842	661
South Warwickshire	622	594	514
Warwickshire	1550	1436	1175

4,161 ASB incidents were recorded in the last quarter. This was a 5% increase compared to the previous quarter (3,951) and above the quarter average (3,764). Increased volumes were seen across both policing areas.

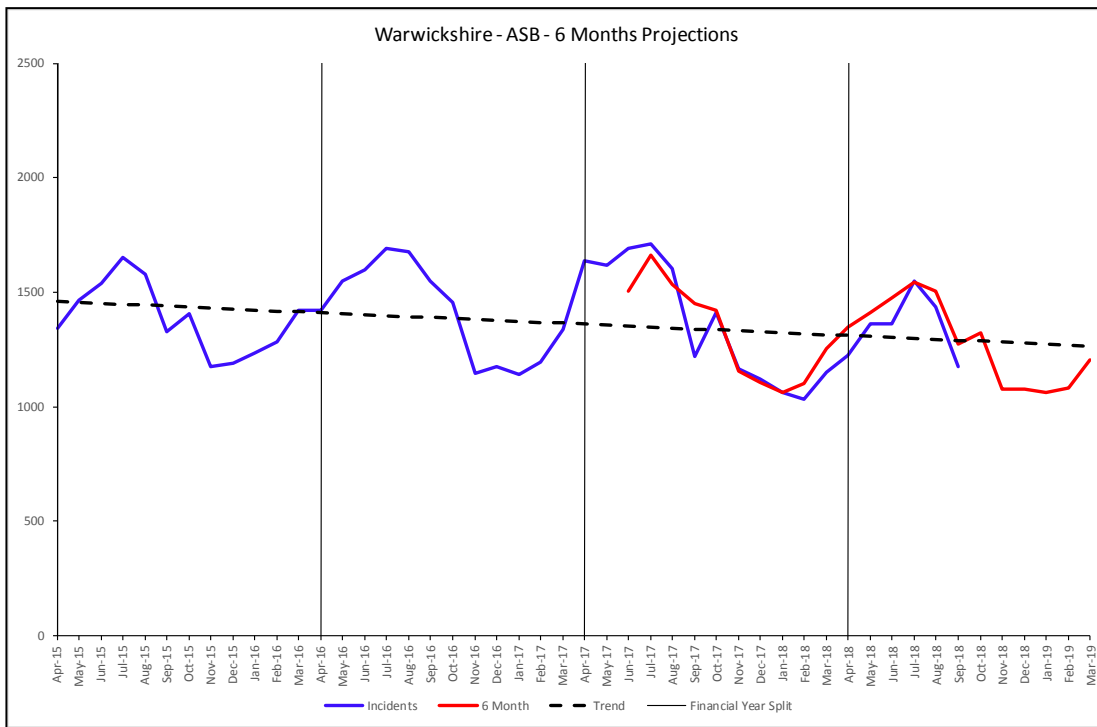
ASB is following the expected seasonal trend. The spring/summer months are expected to show an increasing volume of incidents with volumes at their highest during the summer and with reduced volumes during the autumn/winter months.

There are three recognised types of ASB: ‘personal’ is behaviour which is targeted to an individual or group rather than a wider community; ‘nuisance’ is where the impact is felt by a local community in general rather than individual victims; ‘environmental’ includes incidents where behaviour has an impact on the natural, built or social environment.



In the last quarter, 75% of all ASB incidents were nuisance, 17% personal and 8% environmental. This is comparable to the previous quarter.

The following chart provides a medium (6 month) projection for ASB incidents. At force level, the projection indicates volumes will continue to decrease on a seasonal downward trend.



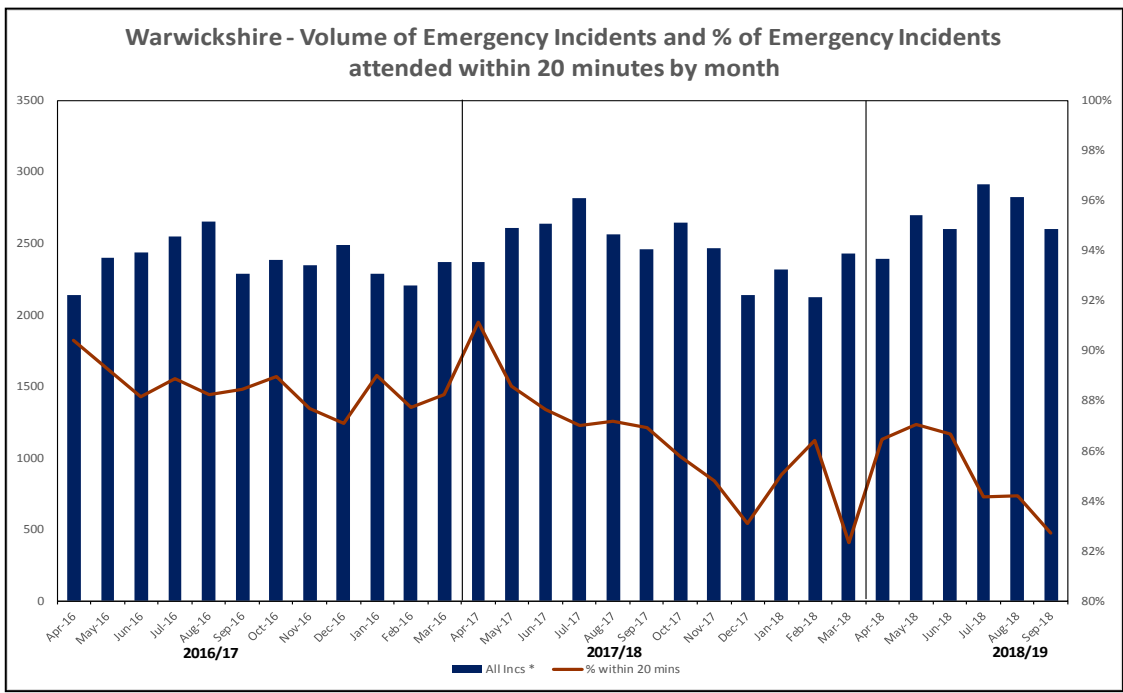
Ensuring Efficient & Effective Policing

Response Times to Emergency Incidents

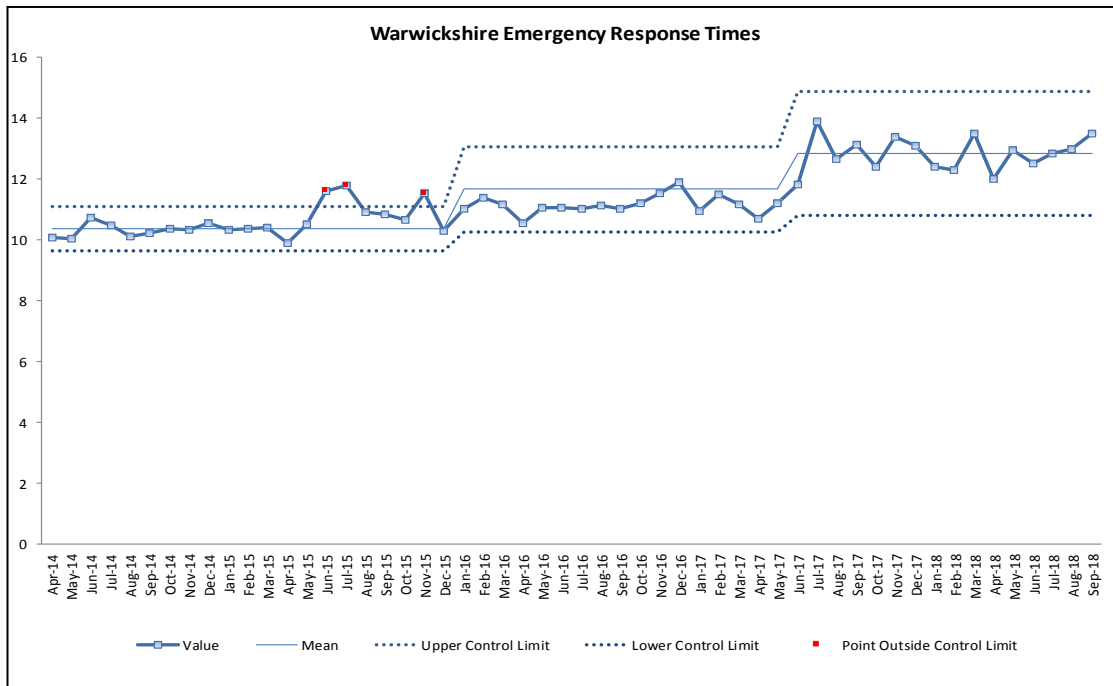
The alliance managed response guidelines are to safely deploy the nearest available and appropriate resource as expeditiously as possible, while assessing the threat, risk and harm associated with the incident and other emergency demands for service at that time. While time of response is a key indicator, the quality of the response is also important and this information should be considered in conjunction with user satisfaction performance.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

8,344 emergency incidents were recorded in the last quarter, a 9% increase compared to the previous quarter (7,690) and a 7% increase compared to last quarter in 2017/18 (7834). The proportion of incidents attended within 20 minutes (83%) is comparable with the previous month.



The current average response time for emergency incidents is 13 mins 30 seconds - this is an increase compared to the previous month (13 mins 00 seconds) and is above the monthly average (12 mins 48 seconds).



NB: from April 2016 we have been able to produce a more accurate data set

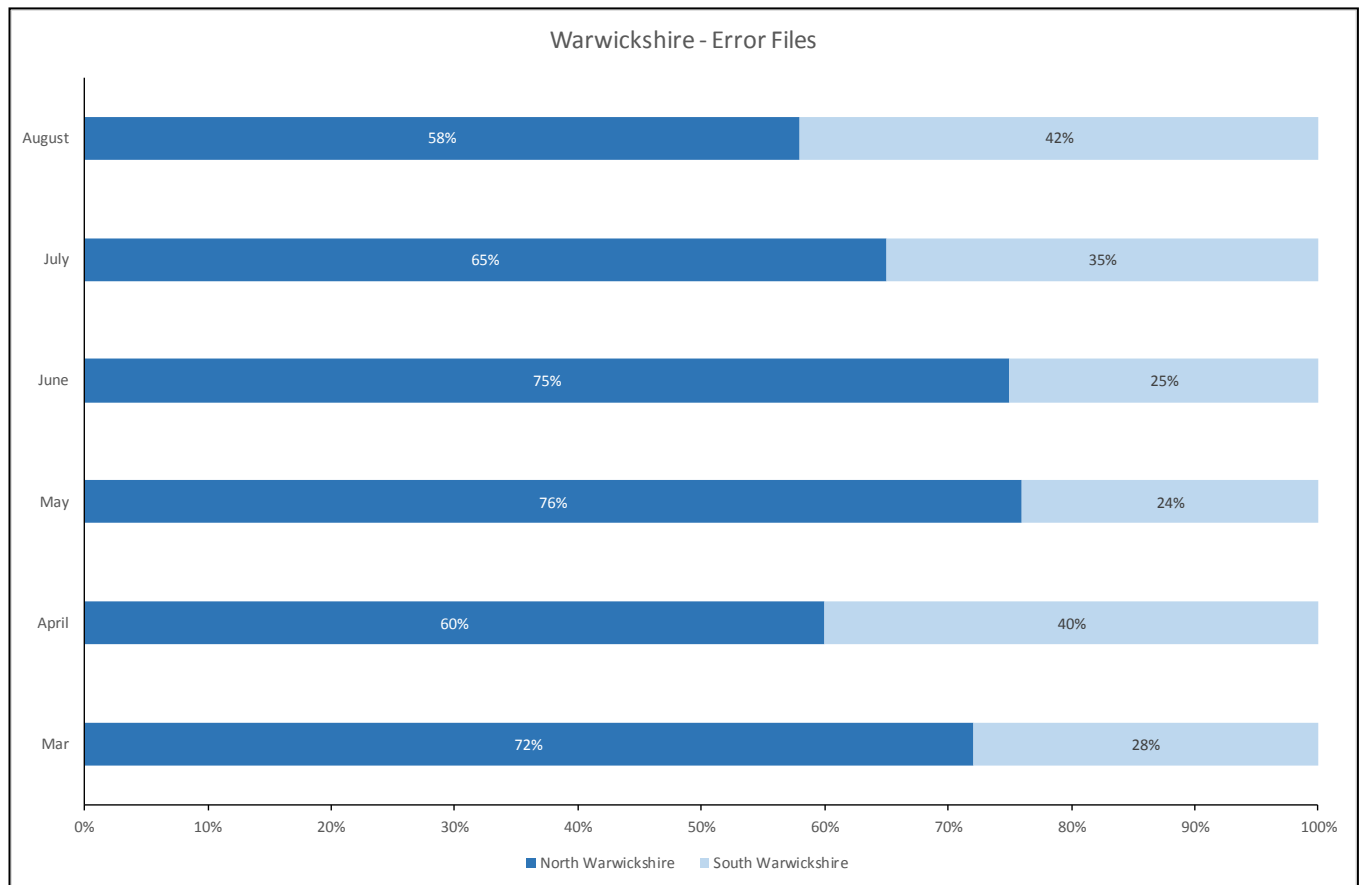
Criminal Justice – File Quality

With the implementation of ATHENA, the case element has created some challenges in terms of file submission and quality. An overview of file quality performance is provided in this report. An additional stand alone CJ report will be published alongside this report, providing greater detail across performance measures.

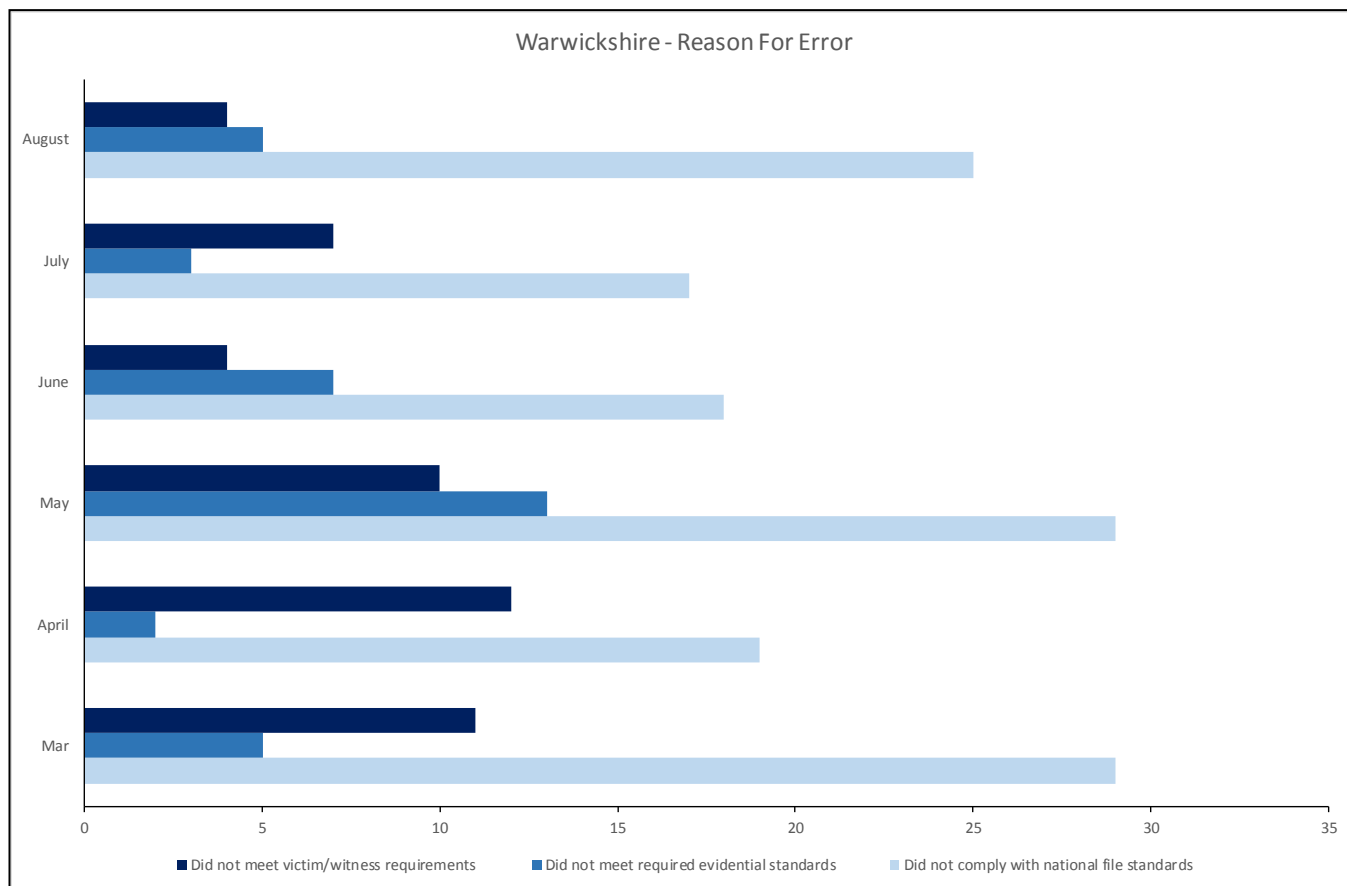
Case File Quality Assessment (CFQA)

The quality of case files is assessed monthly by CPS, with assessment criteria including complying with national file standards, meeting required evidential standards and meeting victim/witness requirements.

The following chart shows the volume of files that were reviewed by CPS which they deemed to have errors. In each month, the largest proportions were in North Warwickshire.



Most of the errors were identified as non-compliance with national file standards.



Discontinuance

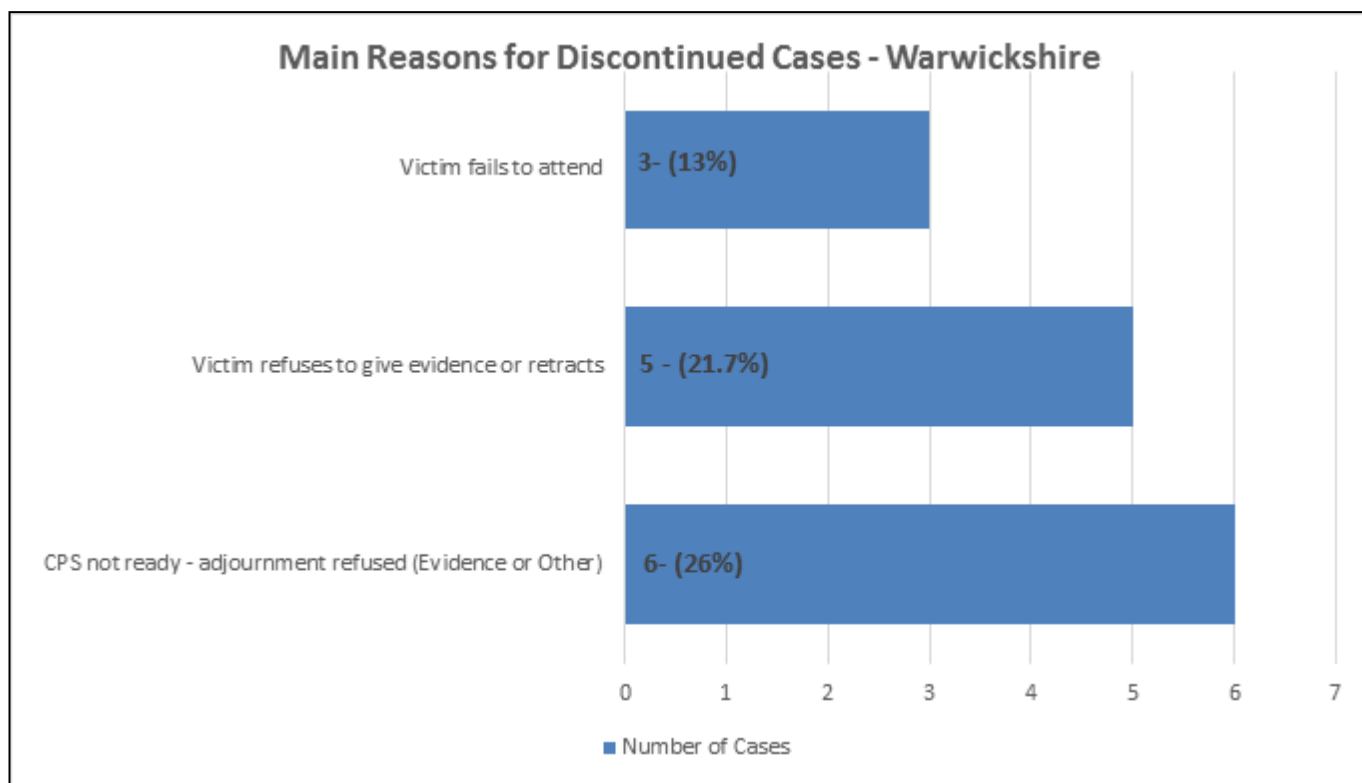
The number of cases that are discontinued are monitored monthly by our local CPS Team, along with the reasons given as to why the case was discontinued.

23 cases were discontinued across Warwickshire in August 2018.

Policing Area	Cases discontinued (%)	Rank
North Warwickshire	17 (74%)	2 nd
South Warwickshire	6 (26%)	1 st
Warwickshire	23	

The largest number of discontinued cases were in North Warwickshire (17– 74%)

CPS discontinued these cases for 15 reasons. The following chart shows the top 3 reasons.

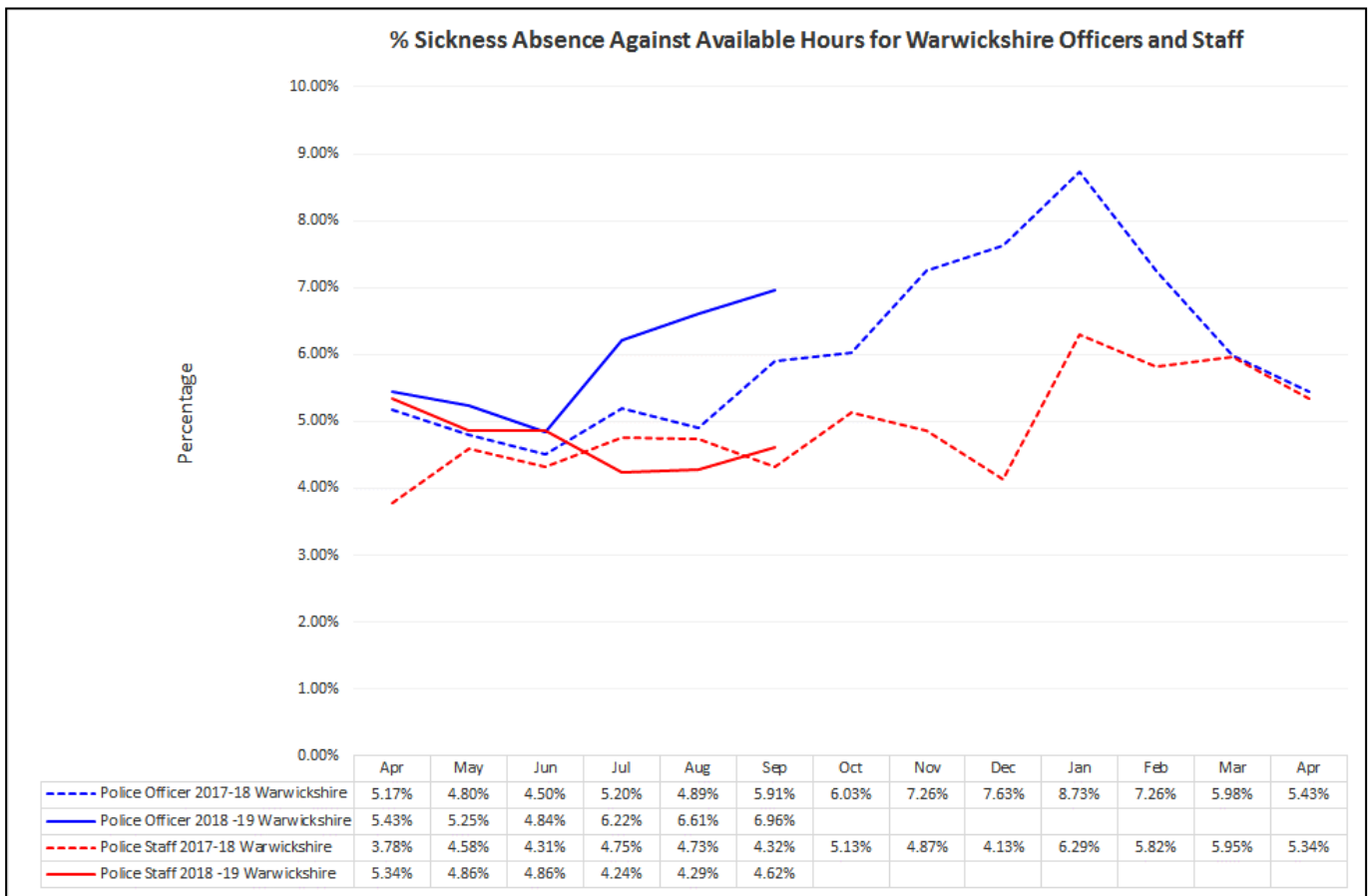


Sickness

Workforce sickness forms part of the overall Health & Wellbeing Agenda around staff welfare.

The average percentage of hours lost to sickness in September is 6.96% for Officers, which is an increase from 6.61% in August. From the start of 2018/19, monthly and quarterly sickness levels for Officers have been higher than the equivalent months and quarters in 2017/18.

For Police staff, the average percentage of hours lost in September is 4.62% which is an increase from 4.29% in August. The average percentage of hours lost to sickness for Police staff showed improvement in this quarter (4.38%) compared to the previous quarter (5.02%) and the equivalent quarter in 2017/18 (4.60%).



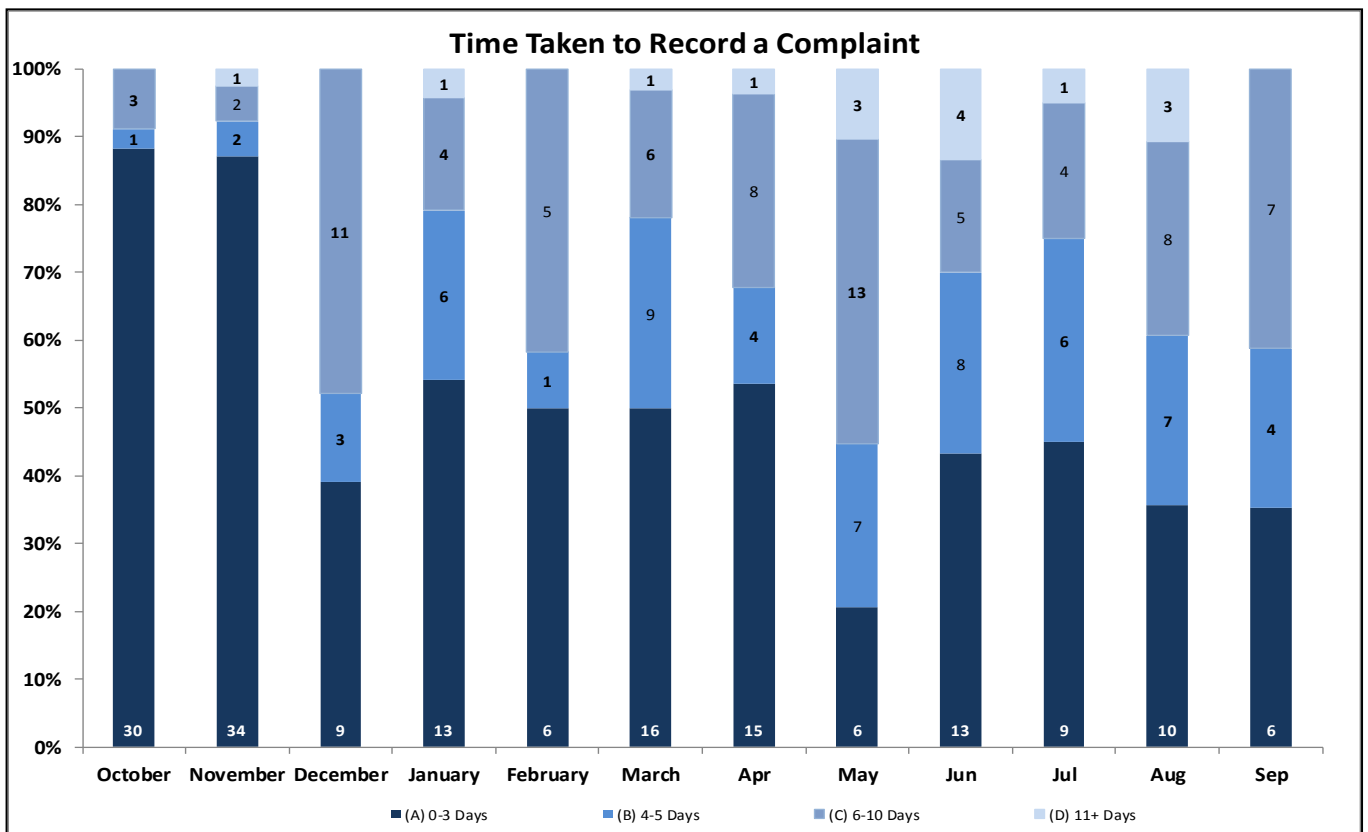
Complaints

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for October 2017 to September 2018.

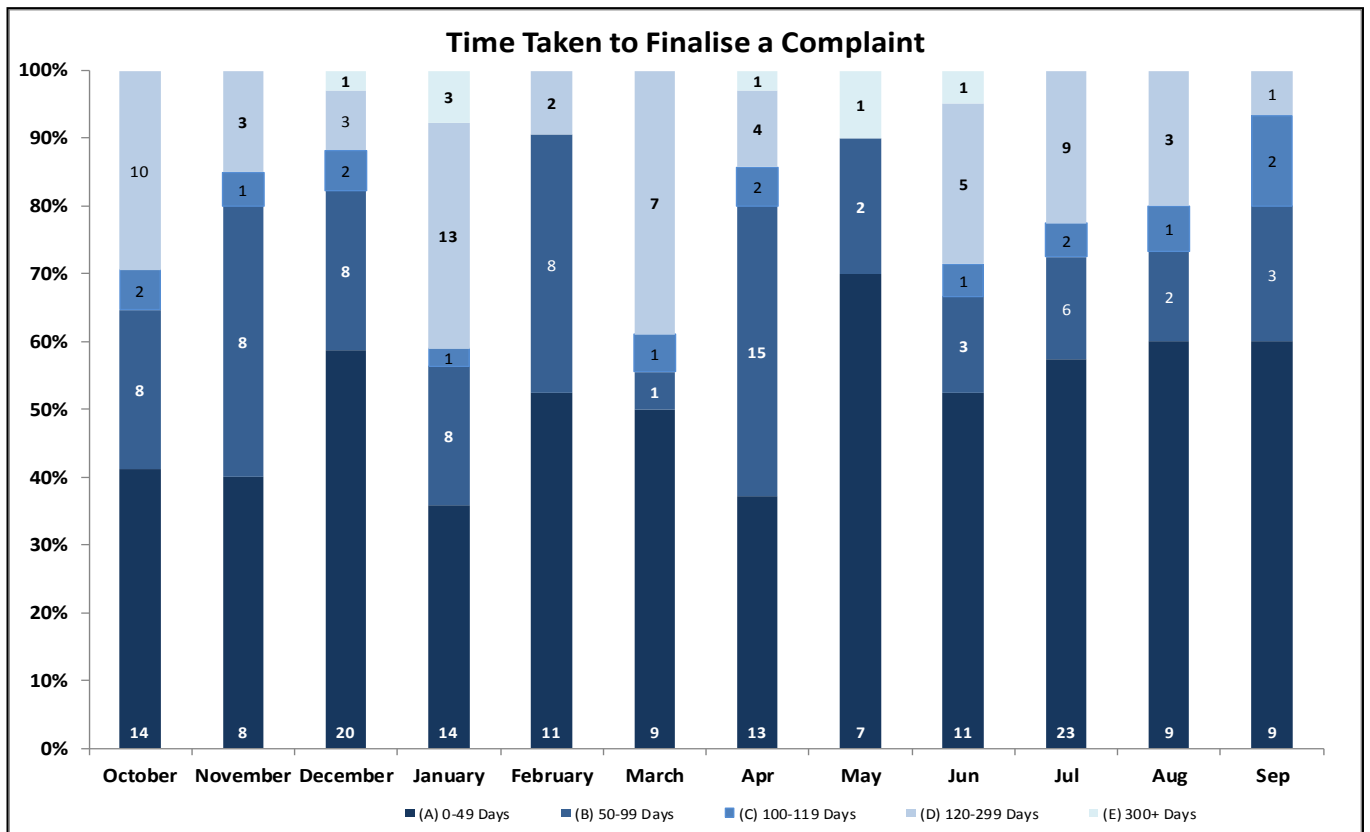
Timeliness to Record & Finalise

Due to previous performance issues identified in relation to the timeliness of recording complaints and finalisation of complaints, the below focuses on these two areas. The charts help to provide a greater understanding of the forces position and progress.

The national target is to record cases within 10 days and to finalise within 120 days. The alliance forces have an aspiration to improve on this and to record & action 80% of all complaints within 3 days. In the last quarter only 39% of complaints were recorded in 3 days, well below this 80% aspiration. However 94% of complaints were recorded within the 10 day national target.



The second national target is to finalise cases within 120 days. In the last quarter 80% of cases were finalised in 120 days, a slight decrease compared to the previous quarter (82%).



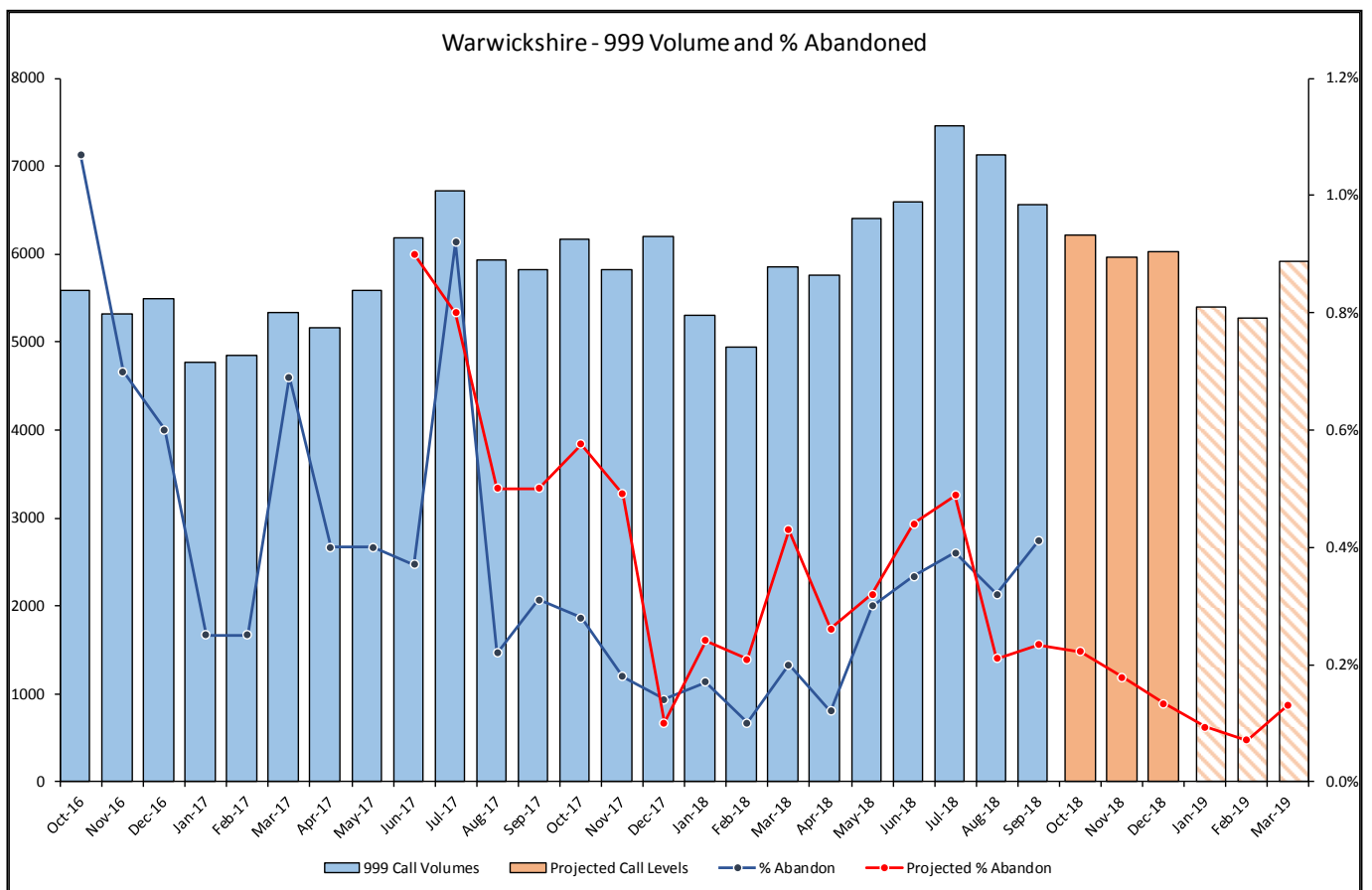
Call Handling

Calls on the 999 system

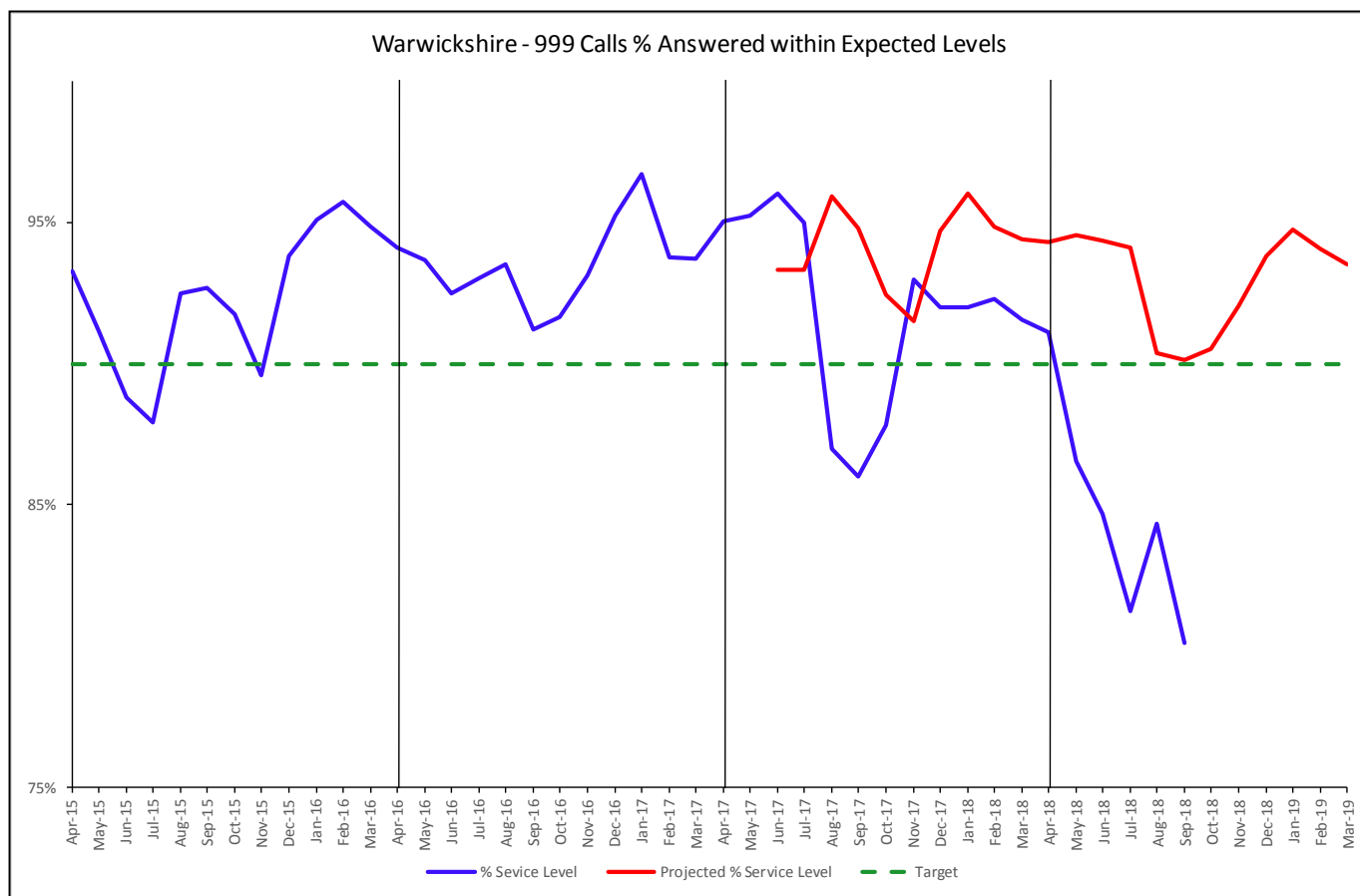
21,160 calls on the 999 system were received last quarter, an increase compared to the previous quarter (18,760). The percentage of abandoned 999 calls increased last quarter (0.4%) compared to the previous quarter (0.3%).

The following chart shows the trend in call volumes and abandon rate, along with a short (3 month) and medium (6 month) term projection of how this performance may change. The projections (red line) are based entirely on previous performance and demand.

Actual performance for the abandoned rate has been higher than projected position. The goal is for OCC performance to remain lower than then projection data.



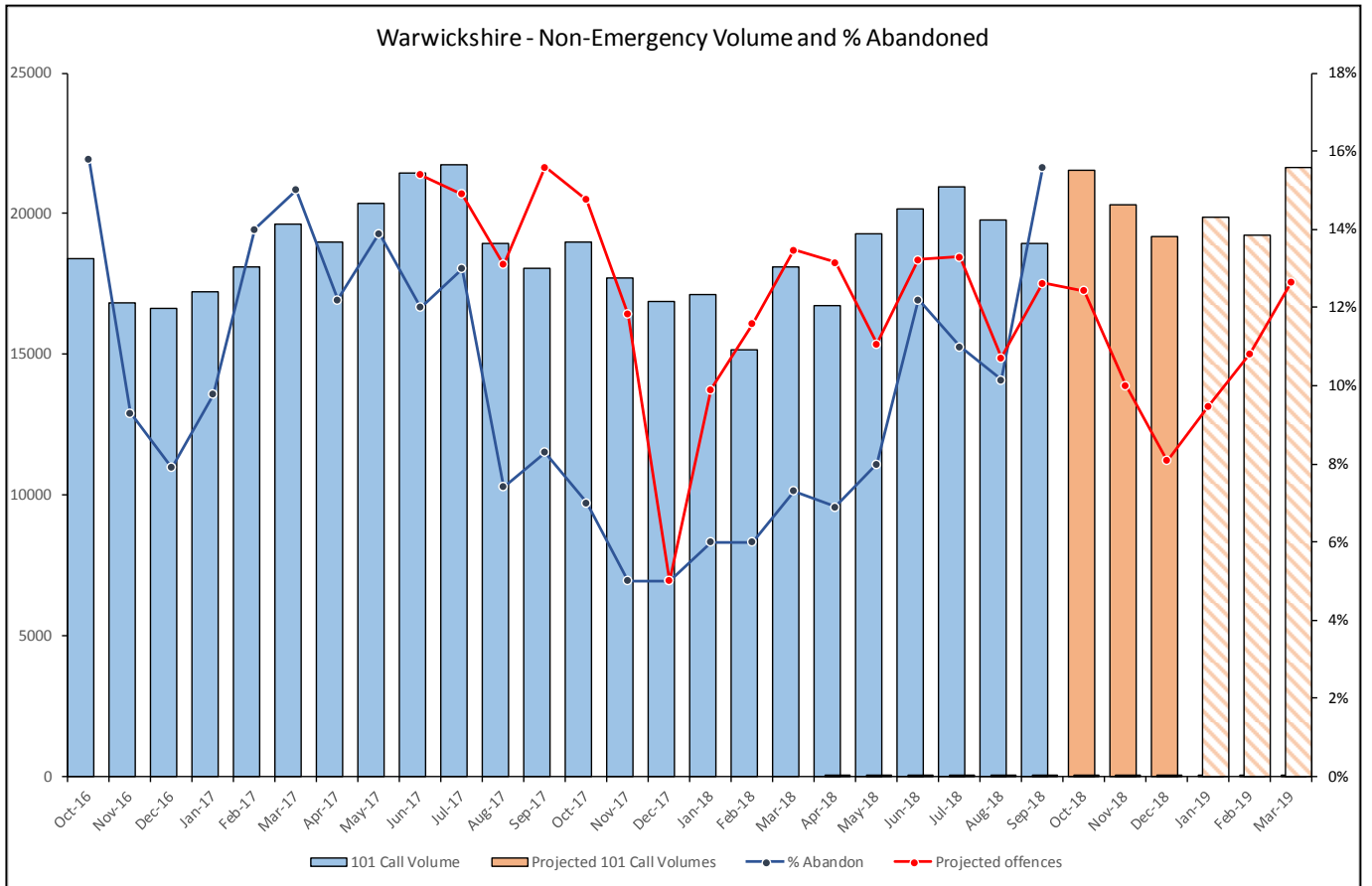
The proportion of 999 calls answered within 10 seconds decreased for the last quarter compared to the previous quarter and was lower than the 90% target. Again, the goal is for OCC performance to be better than then projection data.



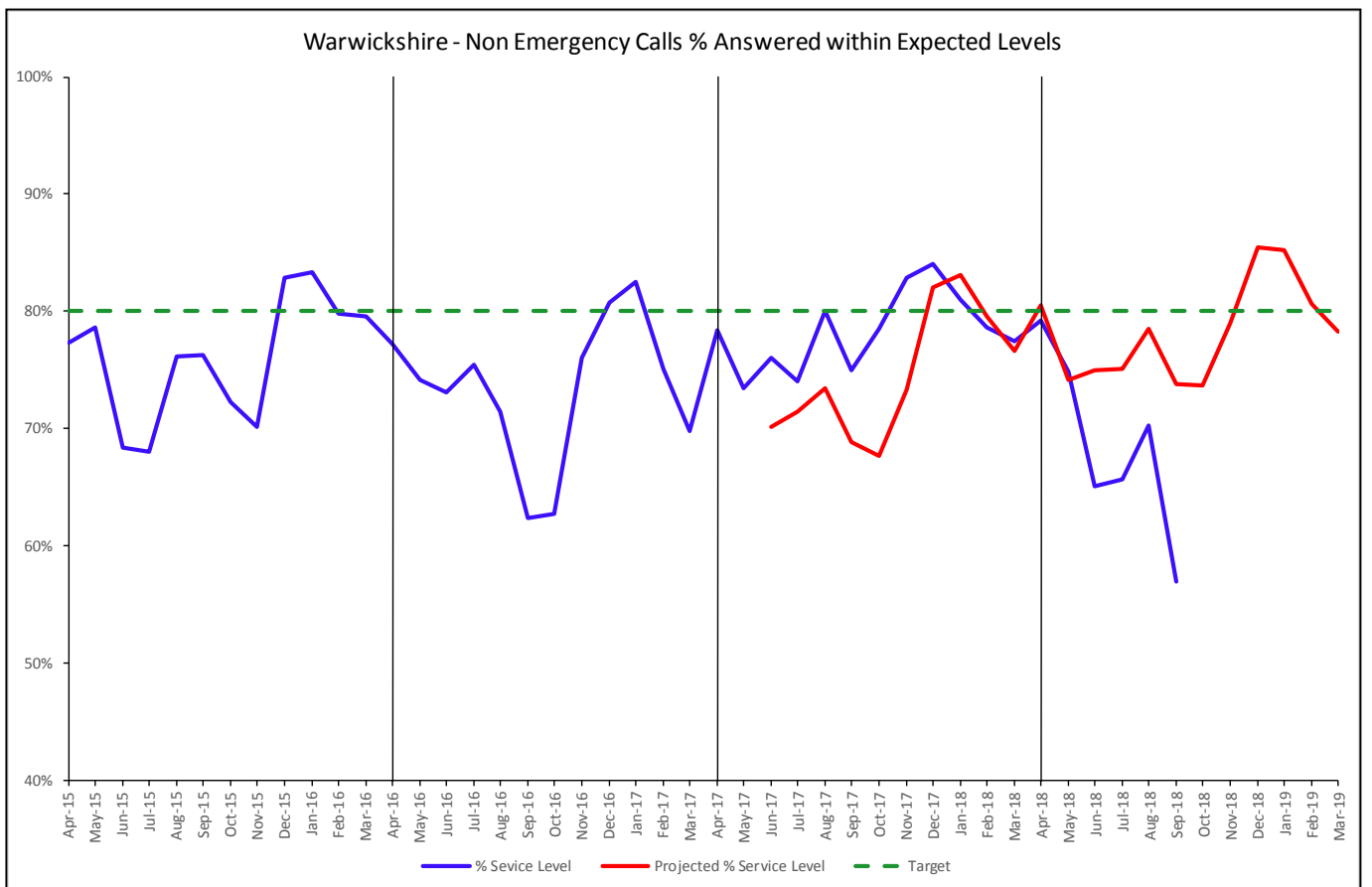
Non-Emergency Calls

59,674 non-emergency calls were received last quarter; an increase compared to the previous quarter (56,222). There has been an increase in the non-emergency calls abandoned rate last quarter (12.9%) compared to the previous quarter (9.0%).

The following chart shows the trend in call volumes and abandon rate, along with a projection of future performance. As with the 999 chart, the projections (red line) are based entirely on previous performance.



The % of calls answered in 30 seconds decreased for the last quarter compared to the previous quarter and was lower than the 80% target. Performance is below the projected levels and the goal is to reverse this trend.





**Philip Seccombe
Police and Crime
Commissioner
for Warwickshire**

PERFORMANCE SCRUTINY

Q2 - 2018/19

**This report has been prepared in response to
Warwickshire Police's Performance Q2 2018/19.**

**Its purpose is to enable the Police and Crime Commissioner to formally
scrutinise force performance and hold the
Chief Constable to account.**

AUTHOR	David Patterson - OPCC
DATE	17 th October 2018
VERSION	v 1
GPMS	Official

Force Performance

1. INTRODUCTION

The purpose of this report is to enable informed discussion between the Police and Crime Commissioner (PCC) and the Chief Constable in respect of force performance. This aim is coherent with the PCC's statutory responsibilities to: -

- Hold the Chief Constable to account for the performance of the force.
- Secure an efficient and effective police service for Warwickshire.

The report has primarily been prepared through scrutiny of the performance data provided in the A&SI document 'Warwickshire Police Performance Summary July-September 2018'. It has also considered additional sources of management information, namely: -

- Report of the Director of Enabling Services Q2 2018/19
- Warwickshire County Council's Insight Community Safety Performance 2018/19
- Domestic Abuse Dashboard 2018/19

The report also recognises national performance data provided by iQuanta and ForceSight, the detail of which is unable to be placed in the public domain due to the constraints imposed by the Office for National Statistics.

The following observations and comments highlight areas of both reassurance and concern: -

2. CONFIDENCE IN POLICE

The reduction in public confidence from 79% in Q1 to 77% in Q2 is noted, as is the forces deteriorating ranking position when compared with both the MSG (Most Similar Group) and nationally.

3. VICTIM SATISFACTION

One of the four key objectives of the Police and Crime Plan 2016-2020 is 'Putting Victims and Survivors First'. In November 2017 the PCC launched the 'Charter for Victims and Witnesses' that consists of nine key expectations that set out the standards of service communities should receive from the police and criminal justice agencies in the county if they fall victim to, or witness, a crime. The first of which is that *'A victim or witness can expect to be given useful, informative and timely communication about the progression of the crime investigation from Warwickshire Police,*

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tailored to the circumstances of each victim. The Police and Crime Panel are to review the success, or otherwise, of the introduction of the charter at their next meeting in November.

Victim Satisfaction rates have been declining month on month through Q1 and Q2 and currently stand at 76.9%, significantly below the high of 88% achieved at the same point in 2017. Whilst there has been a decrease across all five measured stages of satisfaction, this decline is largely attributable to the 'follow up' element with satisfaction rates of just 65%. An identical situation also exists in cases of domestic abuse with 'follow up' satisfaction rates of 66% and Hate Crime at 68%.

This element of 'follow up' has been a chronic weakness in the processes since the start of ASI reporting in April 2016 and detracts from the excellent service initially provided. It has been commented upon in previous PCC 'holding to account' reports and whilst the force's recent efforts to remedy this situation through intranet messages are acknowledged, such remedial activity does not appear to have yet achieved the desired results.

The relatively high 'whole experience' victim satisfaction rates for domestic abuse victims continues to be a positive position, where 95% of victims *would 'recommend contacting the police to others in a similar situation.'*

The progress and results of the refined model for surveying and measuring victim satisfaction rates for both volume crime offences and vulnerable victims, as proposed by C.Supt. Gardner in his paper of June 2018, is awaited with interest.

4. REPEAT VICTIMS

The increased analysis of repeat victimisation by A&SI is a welcome development, as was the explanation of the Integrated Victim Management (IVM) process provided by ACC Franklin-Smith to the OPCC following July's PCC / CC meeting.

Of some concern is the seemingly high rate of all victims being repeat victims (25%). In addition, the number of victims reporting 10+ offences stood at a high of 46 victims in September 2018, compared to a low of 21 victims in April 2018. Marginal increases in total numbers over Q2 were also experienced, mirroring the seasonal increases in reported total crime. Of note is the welcome decrease in the percentage (12%) of sexual offences repeat victims, as is the low rate (4%) of burglary dwelling repeat victims.

5. DOMESTIC ABUSE (DA)

DA volumes are reported upon using the previous month's data due to process issues with Athena. The Q2 'vulnerability factors' data for DA, as identified by Athena keywords, is an improving position

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as levels are beginning to return to those seen pre-Athena, thereby providing a more accurate measure of performance in this key area of protection.

DA volumes were extraordinarily high in June and July, presumed to be caused by a seasonal variation as similar spikes are also evident in the last three years data. The DA rates for August are now improving and are below the upper control limit. DA trends will continue to be monitored throughout Q3 in expectation of a further reduction.

Of concern is the associated DASH forms and the low rate of correct completion on first submission, as identified by Strategic Vulnerability and Safeguarding. DCC Moore's recent communique to the workforce on the importance and necessity of accurate and timely DASH submission is a positive development. As is the development of a DA performance Dashboard by A&SI and also D.Supt. Quinn's initiative to hold a DA Daily Management Meeting (DMM) to review the actions taken in respect of all new DA incidents.

6. VULNERABILITY FACTORS

Following the decline in the KPI figures that coincided with the introduction of Athena in October 2017, the recovery in the Athena led data for DA. Some inconsistent improvement has been experienced in the in the other areas of vulnerability, but they have not returned to pre-Athena levels. The issues of Athena is being addressed through other forums and mechanisms and as such no further comment is made.

7. INCREASING

- **Theft from Person**

The greatest percentage increases in crime has been experienced in this category showing a 20% increase on Q1 and a 23.8% increase YTD and currently is significantly above the upper control limit. It is however recognised that in terms of actual numbers (202) this form of crime represents approximately 1% of the total crime figures. An explanation is sought as to the causes of this significant increase.

- **Violence without Injury**

This category comprises the second largest percentage increase at 10.8% YTD and is the largest of all the crime categories, accounting for 20.2% of all crime. Any improvements achieved in this area of performance should consequently result in significant reduction in the total crime figures. An explanation is sought as to the causes of this significant increase, together with an understanding of what action is proposed to address this issue.

- **Business Crime**

To date, this category has remained above the mean control limit for all of 2018/19 and whilst the proportions of the six business crime categories have remained relatively stable, with shoplifting the largest category, it is of concern that Q2 figures are nearly double those experienced in Q3 of 2016/17. An explanation is sought as to the causes of this significant increase.

Robbery

Whilst there was a 24% increase in robbery offences in Q2 when compared to Q1, YTD figures demonstrate a 1.1% increase in Personal Robbery and a 37.5% decrease in business robbery. Trends will continued to be monitored throughout Q3.

8. SEASONAL

Following on from the increases that exceeded the upper control limits during the summer months the following categories have now declined, albeit they still remain above the mean control limit-

- Public Order
- Harassment
- Malicious Communications

Historical data would strongly indicate that such increases are externally influenced by season. Trends will continue to be monitored throughout Q3 in expectation of further reductions.

9. IMPROVING

It is noted that following seasonal spikes the below KPI's are currently either on, or below, the mean control limit and show a YTD improvement. National data would tend to support the positive direction of travel of improving performance and as such no adverse comment is made: -

- Total Crime - 2.4% YTD
- Burglary Residential, albeit a significant spike was experienced in August - 5.9% YTD
- Burglary & Community Burglary - 16.9% YTD
- Vehicle Crime - 0.9% YTD
- Hate Crime - 6% YTD
- Sexual Offences. Rape - 30%
- Other Sexual Offences - 13.6%
- Child Sexual Exploitation - 60.2% YTD
- Violence with Injury - 2.4% YTD

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- Anti-Social Behaviour - 16.9% YTD
- MARAC Cases
- Malicious Communications
- Missing persons
- Rural Crime. Of interest is that the most prevalent rural crime (19) is 'violence without injury', rather than the acquisitive offences traditionally associated with rural crime. Also, the proportions of the 'top' five rural crime offences have remained relatively stable during the last fifteen months.

The PCC is aware of the recent achievements by the Eastern SOCU and ROCU in relation to the supply of controlled drugs and firearms within the county. The success of the operation is to be congratulated.

10. OUTCOMES

The previous issue with obtaining reliable, accurate and current data outcome data due to process issues with Athena are acknowledged. The production of a comprehensive annual outcome review by ASI is therefore a welcome development and is awaited with interest. From the data included in the 'Performance Summary Q2' it is of concern that the picture appears to be of a deteriorating position in terms of the length of investigation and with a 4% reduction (9.3%) in 'action taken' when compared to the same period last year, despite an increase in the proportion of offences where a suspect is identified. National and MSG data would also tend to support this view. The report by D.Supt. Tedds on the usage of Outcome 16 is awaited with interest.

Of note is the current increase in the number and percentage of investigation assigned outcomes on the same day as reported, 15.1% compared to 8.8%, indicative of more effectively managing demand.

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.

11. ROAD TRAFFIC CASUALTIES

Sixteen fatalities occurred on Warwickshire roads during Q2, compared to 1 fatality in Q1, with July being particularly disheartening. Six of the deaths were motorcyclists and five pedestrians, demonstrating their vulnerability. This is further exemplified by motorcyclists comprising 16% of all KSI's, but only constituting some 2% of all road users. Whilst the 26.5k speed enforcement offences

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recorded during the first five months of 2018/18 demonstrate comprehensive speed enforcement activity, further work at a pace is clearly required to develop the county's road safety agenda.

12. CALL HANDLING

The number of 999 calls are projected to fall following the seasonal increases experienced during Q2. When the number of calls increases then, somewhat predictably, the abandoned rate and time taken to answer the calls also increases.

The significant drop off in performance since the start of 2018/19 in terms of the percentage of calls answered within 10 seconds, currently at 80%, is significantly below the goal of 90% is of concern as are the abandoned rates of 101 calls which have consistently remained above projected levels for the 15 months.

The current pressures on the OCC in terms of staffing, training and experience are understood and the formation by ACC Wessell of a 'Public Contact Improvement Group' is a positive development, as is the work undertaken by the OCC Service Development Manager.

13. SICKNESS

Of real concern is the rate of sickness for police officers that has increased throughout Q2 and as at Sept accounted for a loss of 6.96% of available hours. Although it was of interest to note at the last Health and Wellbeing Board that the numbers of officers absent officers was actually below the national average, revealing that it is the length of absence that was resulting in the high figure of loss of available hours. This unsatisfactory position is compounded by the current shortfall in officer establishment. The results of the Health and Wellbeing Survey and the Police Federation Pay and Morale survey are also indicative of adverse stresses within the workforce, together with the higher than anticipated number of officers leaving the organisation (20 leavers in Q2).

It is acknowledges that an ambitious programme of recruitment has been undertaken and that much work has been done by the Health and Wellbeing Board to address this position. The deployment of a Police Inspector to a dedicated Health and Wellbeing position is a welcome development, as is Human Resources intention to provide detailed absence data on a monthly basis across all ranks, departments and locations.

14. CRIMINAL JUSTICE.

The proportion of erroneous case files submitted from North Warwickshire is disproportionately high when compared to South Warwickshire. Reassurance has been provided by the force that an Inspector has been allocated as a resource with a view to addressing this issue. Further detail would

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be of benefit to understand what action has since been taken and what improvements have been achieved as a consequence.

15. COMMENTS

The current policing landscape of ever increasing complexity and demand is acknowledged, as is the ongoing activity by the force's to recruit to full establishment and reduce the levels of sickness in order to increase capacity and capability.

It's requested that the Chief Constable provides his professional judgement to the PCC regarding the key challenges with force performance over the short to medium term, particularly in respect of the highlighted issues of: -

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'?
2. Increases in the specified crime categories.
3. Outcomes rates.
4. Road safety.
5. Criminal Justice file quality in North Warwickshire.

David Patterson

Development and Policy Lead - Performance

Warwickshire Office of the Police and Crime Commissioner (OPCC)

OPCC Performance Scrutiny – Response

Date: 23rd 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. (24th for PTPM, 7th for TSJ).

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

T/ACC Alex Franklin-Smith
Warwickshire Police



Agenda Item 6

VICTIMS & WITNESSES CHARTER

This report has been prepared on behalf of the
Warwickshire Police and Crime Commissioner.

It is for the information of the
Warwickshire Police and Crime Panel
22nd November 2018.

AUTHOR	Christopher Lewis - OPCC
DATE	7 th November 2018
VERSION	Version Final
GPMS	Official

1. Police and Crime Panel (PCC)

The PCP have requested to scrutinise the impact of the Police and Crime Commissioner's (PCC) 'Victims and Witnesses Charter' that was launched in November 2017, specifically the impact that the Charter has had in Warwickshire and how this is being monitored. It also presents an opportunity to look at the progress with victims and witnesses services generally to ensure the actions agreed following the review in 2015 are producing the desired outcomes.

2. Victims and Witnesses Charter

One of the key objectives of the PCC's Police and Crime Plan 2016-2020 is putting victims and survivors first. A charter for victims and witnesses was consequently a key pledge the PCC made during his election and the OPCC has subsequently worked closely with Warwickshire Police and the other agencies involved in delivering justice to make it a reality. The PCC has stated that he is determined that it should help to make another genuine step forward in improving victim satisfaction.

The charter consists of nine key expectations that set out the standards of service communities should receive from the police and criminal justice agencies in the county if they fall victim to, or witness, a crime. It seeks to give victims and witnesses a voice and ensure that the needs of the most vulnerable and intimidated will be recognised and understood. It also provides a means for the public to hold the PCC, the police and the other justice partners to account to make sure the standards are being delivered.

3. Impact

On Friday 3rd November 2017 the Charter was launched by Baroness Helen Newlove, the 'Victim's Commissioner', at a partnership ceremony held at Leek Wootton. Since then the Charter has been at the organisational cultural core of the OPCC and has been repeatedly referenced when dealing with victim and witness issues with other criminal justice agencies, including Warwickshire Police. The focus has been to further embed the vision of putting the needs of victims and witnesses at the heart of the criminal justice system. The Warwickshire Charter has been used as a beacon to display the PCC's intent on these matters to other agencies. It has also reassured Warwickshire victims and witnesses, especially those who come into direct contact with the OPCC.

It should be said that there is not a neat performance framework that sits around the Warwickshire Charter that captures data and translates into easily defined measures of success or failure. Measuring victim and witness issues is complex and requires professional judgement

and interpretation across the criminal justice board. Some of the issues are challenging in terms of the availability of data, where historically HM Government has not required criminal justice agencies to measure such performance. Establishing the compliance measures for the Code of Practice for Victims of Crime 2015 is a typical example and remains unresolved to date. Likewise, agencies have never been required to report against the Ministry of Justice Witness Charter 2013. Bespoke criminal justice victim and witness reporting systems have therefore not been fully developed to date. That said there are some sources of both quantitative and qualitative data available to the Warwickshire OPCC that enables valid professional judgement to be made on the impact the Charter has had in Warwickshire. The following narrative deals with the nine areas that the Warwickshire Charter seeks to influence: -

1. 'A victim or witness can expect to be given useful, informative and timely communication...'

There are numerous positive developments to report upon here. Mr Christopher Lewis, as the OPCC lead for victims and witnesses, has developed a strong working relationship with Warwickshire Police on these matters. In particular, the new Warwickshire Policing Model has a 'Harm Hub' component containing a 'Victim Management Unit' (VMU). The main aim of the VMU is to work with repeat victims of crime and disorder to reduce their chances of repeat victimisation.

The OPCC has an excellent relationship with the leadership of the VMU and the importance of the Charter and the need for effective communication has been pressed home. It is reassuring the force has given a lot of time to explaining to staff the need to establish good communication with victims and witnesses. The creation of aide memoires for officers and staff, the use of screen savers on computers reinforcing the message together with posters in police stations is evidence of this commitment to effective communication. This whole approach was also robustly endorsed during the Chief Constable's Leadership Seminars held earlier this year for all staff.

In a wider perspective Victim Support, who provide contracted support services to victims in Warwickshire for the PCC, are very alert and attentive to their communication style and plans and there is no doubt effective empathetic communication sits at the core of their organisational culture. The following quote from a recent Victim Support performance report is not atypical of the quality of support provided by the organisation,

"Fantastic, more than 100% happy with the support. To be perfectly honest I don't think I would have been able to carry on without you, thank you so much".

As a result of regular engagement by the PCC and the OPCC on victim and witness issues with criminal justice partners they are also acutely aware of the need for quality communication

relating to the progression of the crime investigation particularly in a post charge context. These partners include: -

- Crown prosecution Service (CPS)
- HM Courts and Tribunal Service (HMCTS)
- National Probation Service (NPS)
- Community Rehabilitation Company (CRC)

On the 6th November 2018 a workshop with criminal justice partners was held, examining all aspects of communication with victims and witnesses to establish what further improvements can be made. An action plan is now in development to drive forward the areas identified for service improvement.

2. *'Victims of crime are offered appropriate support to help them cope and recover...'*

The PCC continues to fund support services for victims of crime to enable cope and recovery processes to be offered. The main area of investment relates to the general support services contract currently held by Victim Support. However, the PCC also significantly invests in specialist areas allowing support to be offered to victims of domestic abuse, sexual abuse and violence and child sexual exploitation.

In terms of the Victim Support contract which attracts an annual investment of £461k from the PCC, Victim Support deal annually with approximately 12,000 victim of crime referrals. Cope and recovery support maybe achieved in a simple supportive short term series of contacts. In depth, extensive and longer term support can also be provided. Typically to ensure good cope and recovery outcomes Victim Support will offer support across a range of services relating to advocacy, information provision, emotional support, home and personal security advice and signposting to other agencies. Since the PCC has led the Victim Support contract and also invested in other victim support areas, more help and assistance has been offered to more victims of crime than was ever previously achieved.

3. *'All victims of crime are given the opportunity to make a victim personal statement or business impact statement...'*

The Warwickshire Victim and Witness Forum (VWF) chaired by Mr Chris Lewis from the OPCC has recently undertaken a strengths, weaknesses, opportunities and threats (SWOT) assessment on Victim Personal statements (VPS) and Business Impact statements (BIS).

In broad terms it is felt the culture of offering and taking VPS is good in Warwickshire. However, this probably can't be said for BIS. The actual statistical monitoring of VPS and BIS take-up is complex and requires further pan agency work. Feedback from HHJ Lockhart QC (resident

Warwick Crown Court senior presiding judge) is however very supportive and the courts very much value the use of VPS in respect of understanding the impact of the crime and it also assists in determining appropriate sentences.

VPS and BIS will be very much kept under scrutiny by the VWF and the detailed findings of the SWOT will be converted into an action plan for the VWF in 2019.

4. *'The needs of the most vulnerable and intimidated...will be recognised and understood...'*

Recognising vulnerability as early as possible is a priority across the whole criminal justice sector and is constantly reinforced by the work of the PCC and the influence brought to bear in the Victim and Witness Forum and the Strategic Criminal Justice Board.

The development of the Warwickshire Police VMU is a prime example of local policing wanting to achieve the organisational aspiration of 'being great at protecting the most vulnerable'. Victim Support are also very alive to this mission statement and constantly assess and scrutinise their referrals for vulnerability factors and markers. Likewise, the alliance Witness Care Unit, who have responsibility for the progression of prosecution files in close liaison with the CPS and HMCTS, are also very alert to identifying vulnerability and providing bespoke support. Those who support vulnerable victims and witnesses are absolutely committed to offering the right enhanced services. In addition, liaison is good between the criminal justice agencies, but there is no room for complacency.

Identifying vulnerability is reliant on accurate and comprehensive victim and witness personal data. With the advent of Athena this aspect has been challenging as it has been found that such data quality has not always been good enough. This performance issue will remain under tight scrutiny by the PCC and VWF.

5. *'Victims and witnesses will be offered appropriate care and support...'*

Another feature of the VWF 2018 work programme is an assessment of vulnerability and the use of special measures in Warwickshire. The work has direct correlation with this particular aim of the Charter. Where vulnerability or special needs have been identified it is imperative that police officers make victims and witnesses aware of the availability of special measures that can be offered in trials upon application to the respective court. The use of screens, live link and pre-recorded evidence are a few examples from the complete suite of special measures that are available for the court's consideration.

It is also essential that such individuals are also offered support from the court based witness service delivered by Citizen's Advice (CAWS) on behalf of the Ministry Of Justice. CAWS do excellent work in Warwickshire and maximise the use of the bespoke facilities available for

vulnerable and intimidated witnesses at Leamington and Nuneaton. On the 3rd November 2017, Baroness Newlove visited the Warwickshire Justice Centre at Royal Leamington Spa and was very impressed and encouraged by the modern facilities in regular use.

In order to maximise the quality of witness evidence CAWS also provide pre-trial visits in both crown and magistrates courts. Typically, CAWS will support about 300 witnesses in Warwickshire courts per quarter, where approximately half will be viewed as either vulnerable or intimidated and about a third will take up pre-trial visits. In excess of 80% of these witnesses are highly satisfied with the service, resulting in over 90% prepared to give evidence again in court.

6. *'Support for any victim or witness does not end at court'*

It is a common theme that all victim support services the PCC supports are not time limited. Support ends when the client is personally ready to leave the support programme after extensive and sensitive self-assessment assisted by the case worker.

At the time of writing there are no statistics available to give a sense of actual post court support demand. This will be further explored. However, as a measure of support services professional commitment it is not untypical for support to last easily over a year and quite likely extending into two years or more for complex cases such as historical sexual violence. A case that Victim Support recently highlighted concerned a vulnerable youth who was seriously assaulted and assistance is now extending into its second year because of complexities around the case. Support will always be tailored to the needs of the client.

7. *'Victims of crime are offered restorative justice...'*

Victim Support coordinate and offer, when appropriate, Restorative Justice (RJ) opportunities to victims of crime in Warwickshire. They work closely with other key partners who also have key interests in developing restorative opportunities. Typically this would include Warwickshire Police, Warwickshire Youth Justice Service, National Offender Management Service (NOMS), NPS and CRS.

Typically, Victim Support work with about 20 appropriate referrals per quarter. Setting up RJ cases can be complex and detailed pieces of work due to ensuring the needs of both victim and offender are understood and professionally and safely managed. RJ will never be a high output quick turnaround transactional mechanism. It is an investment in a evidence led belief that professionally delivered restorative processes will deliver long term positive change in offender behaviour, coupled with giving victims the opportunity to seek a form of closure around their crime. For some it is a profound and life changing experience.

The offer of RJ in Warwickshire has been dynamic and innovative. Victim Support have highlighted a recent case where a young female victim who was groomed on-line and subsequently raped in Warwickshire has recently met her attacker for an RJ conference. It has taken over 12 months to arrange. The offender is serving a substantial custodial sentence. However, such was the success of the meeting that the young woman is now able to start rebuilding her life successfully. The qualitative benefit of that experience for her is immeasurable. Victim Support was recently awarded the Restorative Justice Council Quality Assurance Award for their RJ work in Warwickshire and West Mercia.

8. *'When victims seek financial compensation from the CICA, effective support is provided by agencies...'*

Without doubt, effective support is provided when agencies are supporting victims and a CICA claim is relevant. A CICA claim is notoriously difficult and challenging for many seeking a claim. The process requires particularly well informed and consistent support, otherwise the process can be very off putting for victims acting alone. In the main, the scope of the CICA has been reduced in relatively recent years; put simply there is less money available for compensation and the type of offences suitable for basing a claim on have also reduced. Overriding this is a detailed application process. That said, Victim Support have knowledge and expertise in this area and have a good track record of assisting victim claims. They are also an influential national lobby group on this matter.

A very recent Warwickshire case relates to a CICA award of over £16,000 to a child victim of very serious sexual abuse. Victim Support provided valuable assistance to the victim and family during the process.

On a note of caution, insufficient numbers of police officers and staff have adequate knowledge of the current CICA process. This results, at times, in mixed and confusing compensation messages being relayed to victims. This issue is being further explored to scope out the scale of the issue and determine what corrective measures need to be taken.

9. *'Victims and witnesses have a voice'*

All criminal justice (CJ) agencies have complaints processes. However, in general there is very little official sharing of complaint data between the agencies and of specific complaints relating to victim and witness issues. Complaints processes are not proactively marketed by CJ organisations or understood by victims and witnesses.

There are however some positive developments, for example the VWF operates an 'Issues Log' that identifies adverse matters in relation to trials where there have been difficulties for victims

and witnesses. Whilst the majority of trials go ahead without incident, where there have been problematic issues then CAWS identifies the salient points and records them on the log. The issues are then debated and considered as an official agenda item at the bi-monthly VWF. This mechanism has been very useful in identifying a range of issues, prompting robust debate between the CJ partners. The chair of the VWF then either escalates the issue to the Warwickshire Criminal Justice Board or seeks direct remedial action from the most relevant CJ partner. All of this action is conducted in the interest of victims and witnesses and serves to provide a voice on their behalf.

The most concerning issue at present relates to the Transforming Summary Justice (TSJ) agenda and the strict guidelines placed on magistrates courts significantly limiting the opportunity for adjournments to be requested by the CPS. Too often it seems the CPS have been harshly treated resulting in a case being dismissed or dropped and so victims and witnesses are denied justice. This matter has been escalated and is subject of ongoing dialogue between the CPS and HMCTS.

The PCC recently commissioned an independent consultant to undertake a Victims Needs Assessment (VNA) for Warwickshire. Part of this research comprised the extensive surveying of victims of crime in Warwickshire, providing these victims with a voice to shape future service delivery. Many views and much data was gathered as a result, to inform the publication of the first comprehensive and definitive VNA for the victims of crime in Warwickshire.

In essence, victims and witnesses said they want: -

- **Information and Communication.** Timely accurate information and effective methods of communication, both in delivering information and updates and listening to victim needs.
- **Procedural Justice.** Victims wanting fair treatment by the CJS, including knowledge of and access to judicial entitlements. This increases victims' perceptions of legitimacy and aids their compliance.
- **Multi-agency Working.** Co-located multi-agency partnership working across statutory and voluntary sectors.
- **Professionalised Services.** Particularly those that provide victims with a single individual advocate or case worker, to help them in their whole journey throughout the Criminal Justice System (CJS).

These principles are at the core of the new victim services being commissioned by the PCC from the 1st April 2019.

5. Victim Services Task and Finish Group.

In 2014/15 Mr Chris Lewis worked with the Victim Services Task and Finish Group, as appointed by the Police and Crime Panel. A report was produced containing 19 recommendations that were translated into an action plan. The action plan was last updated in November 2015 at which point 10 actions were completed.

A current review of the action plan for the purposes of this report would suggest that a number of the uncompleted actions / recommendations still have some relevance, whilst for some others the victim and witness landscape has changed resulting in their reduced importance. As an immediate future priority it may be prudent for Chris Lewis to update the action plan in order to reframe the recommendations in a 2018/19 context for the consideration of the Police and Crime Panel.

6. Summary

It is the professional judgement of the Warwickshire PCC that the Warwickshire Victim and Witness Charter has good resonance across the criminal justice landscape in Warwickshire. As a result of PCC leadership and influence there has been positive progression against the nine core principles of the Charter.

The Warwickshire victim and witness agenda is vibrant and subject of constant attention much of which is steered by the PCC. Going forward the ethos of the Warwickshire Charter has to be consistently and effectively communicated to ensure its principles become totally secured in the 'DNA' of the Warwickshire criminal justice system and the agencies who support on a daily basis both victims and witnesses.

Chris Lewis

Development and Policy Lead – Victim Services

Warwickshire OPCC

Warwickshire Police and Crime Panel

22 November 2018

Report of the Planning and Performance Working Group

Recommendation

That the Warwickshire Police and Crime Panel notes the draft minutes of the Planning and Performance Working Group meeting held on 5 November 2018

1.0 Key issues considered by the Working Group

- 1.1 The Working Group met on 5 November 2018 and considered performance data from the previous quarter in addition to the Athena software platform and the steps Warwickshire Police are taking to improve areas of weakness identified by HMICFRS.
- 1.2 The Panel acknowledged that the reconstitution of the force post alliance would be the main strategic focus of the OPCC over the next year. The termination of the alliance would create a challenging operating environment and they recognised that challenge and scrutiny would have to be balanced against the additional pressures faced by Warwickshire Police. They welcomed the Chief Executive of the OPCC's commitment to maintaining a business as usual approach to day to day police work.
- 1.3 The challenges in fully implementing the Athena IT platform would continue to impact upon the performance and reporting of Warwickshire Police. The OPCC had now completed a review of the roll out and agreed an action plan with the Chief Constable and monitoring of this would be part of general performance monitoring.

2.0 Next Meeting

The next meeting of the Working Group is scheduled for Monday 21 January 2018 at 10am.

Background Papers:

None.

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Minutes of the Police and Crime Panel

Planning and Performance Working Group held on 5 November 2018

Present:

Members of the Working Group

Councillor Nicola Davies
Councillor Neil Dirveiks
Bob Malloy (Chair)

Office of the Police and Crime Commissioner (OPCC)

Neil Hewison, Chief Executive
David Patterson, Development and Policy Lead

Also Present

Tom McColgan, Democratic Services Officer

1 General

(1) Apologies

1.1 Andy Davis sent his apologies for the meeting.

(2) Disclosures of interest

1.2 There were none.

(3) Minutes of the meeting held on 3 September 2018

1.3 In response to the Working Group, Officers stated:

- (I) The revised schedule for the Crime Data Integrity Audit would be circulated to the Panel
- (II) The whole performance report was being reviewed and forecasting would be reviewed as part of this process. Warwickshire Police had also developed a balanced scorecard for Call Handling and Domestic Abuse which would help to focus reviewing the areas.
- (III) The Office of the Police and Crime Commissioner (OPCC) would relay the request made by the Panel at the last meeting to identify specially agricultural crime with in general 'rural crime' and to overlay the rural crime graph with urban crime data.

(4) Working Group Action Log

- 1.4 In response to the Working Group, the Chief Executive stated that the 2019/20 budget would present additional challenges due to the end of the strategic alliance arrangements on 9 October 2019; halfway through the financial year. Andy Davis had been working with the OPCC on developing the public consultation ahead of setting the budget and this work now had to effectively begin again in light of the new circumstances. The Chief Executive stated that he would bring a verbal update on progress to the next working group.
- 1.5 In response to Councillor Dirveiks, the Chief Executive stated that although there had been difficulties in recruiting, the overall number of officers had not declined. The OPCC received monthly updates on recruiting which they could share with the Working Group.

2 Complaints

- 2.1 The Development and Policy Lead introduced the report and stated that it was similar to reports seen by the Working Group previously with additional data from the Independent Office for Police Conduct. Warwickshire was broadly in line with national averages across all measures and there were no obvious outlying indicators in the data.
- 2.2 The Chair stated that he was pleased to see that the proportion of complaints resolved through local resolution in Warwickshire was higher than average and asked if the OPCC was looking for an increase in the proportion of complaints resolved through local investigation.
- 2.3 The Development and Policy Lead responded that local investigations tended to add little value to resolutions while delaying the process. He felt that local resolutions provided better outcomes to complainants.
- 2.4 In response to the Chair, the Chief Executive stated that the OPCC was not satisfied by the speed at which complaints were resolved but were reassured by the number of complaints being resolved by local resolution. The Professional Standards Department was under pressure but appeared to be stabilising and Warwickshire was not out of kilter with other similar forces in terms of recording and responding to complaints. The Professional Standards Department was a joint alliance department and so would face challenges as resources were split ahead of October 2019.
- 2.5 In response to the Chair, the Development and Policy Lead clarified that allegations were not the equivalent to complaints and were not spread evenly

through the Force. The figures were also not directly comparable with other forces as reporting practices varied.

3 Performance

- 3.1 The Development and Policy Lead introduced the performance reports and stated that the direction of travel across indicators was generally positive.
- 3.2 In response to the Chair, the Development and Policy Lead stated that recent data on public confidence showed that Warwickshire Police was 3rd in its comparison group of 8 similar forces which was an improving position. The level of confidence residents had in Warwickshire Police was also above the national average.
- 3.3 In response to the Chair, the Chief Executive stated that the independent consultant mentioned in the reports was an expert in surveys and had been brought in to ensure that good quality data was being collected for example stopping asking for feedback on follow up where the reported incident had not required a follow up. The consultant was also looking at collecting better quality data about the experiences of people with particular vulnerabilities which would tie in with the work the Force was doing on the Victims and Witnesses Charter.
- 3.4 In response to the Councillor Davies, the Development and Policy Lead stated that the Integrated Victim Management Unit was assessing repeat victims and could create actions plans for the most vulnerable individuals. The OPCC was pushing to ensure that Domestic and Sexual Violence forms were being submitted and that these were being picked up at the Victim Management Unit's daily briefings. The Chief Executive stated that the OPCC was working closely with the Victim Management Unit to develop an improved methodology to improve information sharing and reduce the need for victims to repeat their story to multiple support workers. This new methodology would be delivered by a new contract for Victims' Services.
- 3.5 Councillor Davies stated that it would be useful to invite the manager of the Victims' Service when it is commissioned to the full Panel in summer 2019 to describe the service and how it was integrated into the wider force.
- 3.6 In response to the Chair, the Chief Executive confirmed that a Domestic Violence Protection Notice could be issued by the Police Force during an investigation in order to prevent a suspect from living at the same address as the victim and was issued without the involvement of the courts. A Domestic Violence Protection Order was issued by the courts.

- 3.7 In response to the Chair, the Development and Policy Lead stated that while Athena had impacted the recording of outcomes he could not confirm how large the backlog of case outcomes to be recorded currently was and thus the impact this was having on the data.
- 3.8 The Chief Executive stated that the OPCC had challenged the Police on the recording of outcomes before and there had been some improvement but more progress was needed. The OPCC did not want to overwhelm the Chief Constable and had to prioritise the areas they challenged, the focus had been on public confidence but if this remained strong the focus would likely return to case outcomes.
- 3.9 The Chair stated that the Force's response to the OPCC's challenge on outcome reporting seemed to be focused on giving an overview of the process rather than identify any substantial issues in the processes.
- 3.10 The Development and Policy Lead responded that he was keen to investigate outcomes further especially where a decision had been taken that there was not enough evidence to pursue a case. The Chief Executive added that he did not feel that the Force had responded to the OPCC's challenge in bad faith but that he was frustrated by the lack of information available.
- 3.11 In response to Councillor Davies, the Chief Executive stated that going forward the OPCC would have to be mindful of the extreme pressure the reorganisation caused by the termination of the alliance would place on the senior leadership team. It had to be recognised that the Force was not in normal times.
- 3.12 Councillor Dirveiks stated that it would also be important for the Panel to keep its brief as a 'critical friend' in mind during the coming year and to be mindful of additional strain it may potentially place on the OPCC or indirectly on Warwickshire Police.
- 3.13 Councillor Davies expressed concern at the number of cases not being pursued because the Crown Prosecution Service was not prepared by the court date. She stated that it seemed there was a lack of accountability for the Crown Prosecution Service and HM Courts and Tribunals Service as their actions were affecting outcomes for the Police and residents.
- 3.14 The Chief Executive stated that the OPCC did attend the Local Criminal Justice Board at which the Crown Prosecution Service was also represented but the OPCC had limited influence over the Crown Prosecution Service.

- 3.15 Councillor Dirveiks asked how the number of discontinued cases related to the total cases as a quarter of discontinued cases related to North Warwickshire but it was not clear whether this meant North Warwickshire was disproportionately affected.
- 3.16 The Development and Policy Lead stated that he did not have a comparison between total cases and discontinued cases but agreed that this would be a useful measure. The Chief Executive stated that he believed it was about in line with the total cases.
- 3.17 Councillor Davies expressed concern that the lack of user confidence in the IT systems may influence officer's decisions regarding cases and felt that it may be beneficial if refresher training was offered to experienced officers.

4. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Inspections Briefing Note

- 4.1 The Chief Executive stated that the OPCC regularly met with the business improvement team who were focused on addressing the areas which had been criticised by the inspector. The Force's Serious and Organised Crime Unit had recently had a positive peer review. The OPCC had a fair degree of confidence that the Force would not be rated as 'requires improvement' when they were inspected in March 2019. However the alliance split would impact the efficiency rating.
- 4.2 Councillor Davies welcomed the work the Force and OPCC was doing to address concerns raised by the last inspection.
- 4.3 In response to the Chair, the Development and Police Lead stated that HMICFRS had a liaison officer who worked with West Mercia and Warwickshire Police Forces and so were fully aware of the termination of the alliance and its impact.

5 Athena

- 5.1 The Development and Policy Lead gave a verbal update to the Working Group on the Athena software package which was introduced in October 2017. An Athena Development Team had been established and they had undertaken a number of interventions since the initial roll out where there was concern that the software was not functioning as intended. Since launch it had become apparent that there was a lack of user confidence in the system. A backlog in recording had built up and there had been a number of system outages resulting in a lack of accurate and reliable information being available to management.

- 5.2 The OPCC had produced a report on the implementation of Athena which identified 25 dis-benefits and identified potential solutions. The Chief Constable had commented on the report and it had been the intention of the OPCC to bring the report to the Police and Crime Panel. The Force had however requested that it not be shared as they felt that it may harm the force and aid criminality were it to be made public. The key actions identified by the Chief Constable were an uplift of resources in areas where there had been the most difficult and the 'case' portion of Athena which was used during investigations was to be replaced by an alternative software package not tied to Athena. The uplift in resources identified meant that some of the expected savings from implementing Athena would not be realised.
- 5.3 The Development and Policy Lead concluded that the OPCC had challenged the Chief Constable and were satisfied that he suggested meaningful actions with a realistic plan of action. An executive summary of the report would be included as part of the Chief Constable's report at the November 2018 meeting of the Police and Crime Panel.
- 5.4 Councillor Dirveiks asked if Athena allowed for sharing of data between forces and if it would influence future collaboration.
- 5.5 The Development and Policy Lead responded that nine forces had adopted Athena and the platform was managed up the Athena Management Organisation. Athena was developed by Northgate who also produced the CONNECT platform on which Athena was based and used as a standalone product by several forces. The nine forces which used Athena were predominantly located in the South and East of the country and while best practice and development costs were shared between the nine forces it was unlikely that they would be suitable future collaborators. There was also a possibility that Athena could be adopted nationally.
- 5.6 In response to the Chair, the Development and Policy Lead confirmed that West Mercia had experienced similar problems in their role out of Athena including around the 'case' module.
- 5.7 In response to Councillor Davies, the Development and Policy Lead stated that there was now a need for performance metrics to monitor whether the solutions suggested by the Force have an impact. The OPCC was represented on both monitoring groups for the project going forward. The Chief Executive stated that Athena was fundamental to the operation of the Force as it impacted on everything from performance and reporting to the health and wellbeing of officers.

5.8 In response to Councillor Dirveiks, the Chief Executive responded that data drawn from Athena would be directly comparable with data drawn from whatever software package is chosen to replace the 'case' module as the outcomes being recorded would be the same. The data quality should improve if officers are more confident using the system. There may also be an improvement in outcomes as if officers are better able to utilise the software the cases they pass on to the Crown Prosecution Service will be of a higher quality and may result in more successful convictions.

6 Police and Crime Panel Work Programme 2018/19

6.1 The Working Group noted that the Road Safety, Complaints Procedure and interim policing model items had been moved to later in 2019. The interim policing model would also be addressed by the Chief Constable in his submission to the November 2018 Panel.

6.2 The Working Group requested that an update on the precept consultation to be either included as part of the Police and Crime Commissioners report at the November 2018 Panel meeting or as a separate item at that same meeting.

6.3 Athena would continue to be monitored as part of performance reports but would not be the subject of a standalone item on the work programme.

6.4 In response to comments submitted by Andy Davis, Councillor Davies stated that she agreed that the alliance negotiations would need to be scrutinised by the panel but she felt it was too early in the process to be able to build this into the work programme. Councillor Dirveiks stated that it was important to leave enough room in the work programme for the alliance items to be added through the year.

6.5 In response to comments submitted by Andy Davis, the Chief Executive responded that the weekly meetings between the Chief Constable and Police and Crime Commissioner were continuing but the website may not have been updated to reflect the recent meetings.

7. Register of Gifts

7.1 Councillor Dirveiks stated that he had looked at the register and could not see any items which would be of concern.

8. Date of the next meeting

8.1 The next meeting of the Panel was due to be held on Monday, 21 January 2019.

Close of meeting: 12 noon

Date of next report/update	Item	Report detail	Date of last report
22 November 2018	Victims and Witnesses Charter	To consider the impact of the charter following its launch in November 2017. (To include a review of progress of outcomes from the implementation of the Action Plan following the review of Victims Services in 2015).	20 November 2015
1 February 2019	Police and Crime Commissioner's Proposed Budget Precept	Single item meeting.	
14 March 2019	Interim Policing Model		19 March 2018
14 March 2019	Consultation and Engagement Strategy 2016-2021 Review	Review of work the PCC has undertaken and will be undertaking as part of his consultation and engagement strategy to gather the view of the public.	19 March 2018
14 March 2019	Complaints	Update from PCC in light of the new requirements of the Police and Crime Act to come into force in 2019	
14 March 2019	Road Safety		
20 June 2019	PCC Annual Report		
20 June 2019	Victim Services	Suggested by the Planning and Performance Working Group: A report to detail the work of the commissioned Victims Service and how this impacts on the wider Warwickshire Police Force	

Standing items*	Complaints	To consider any complaints against the PCC, taking account of the Complaints Protocol (verbal update).	20 September 2018
	Report of Working Groups (Following a meeting of a Working Group)	The Panel has delegated quarterly budget monitoring to the Budget Working Group, which will report its findings and minutes to each relevant PCP meeting. The Panel has delegated scrutiny of the Police and Crime Delivery Plan and Force Performance to the Planning and Performance Working Group, to identify key issues for Panel enquiry.	20 September 2018
	Work Programme	To consider and review the Panel's work programme.	20 September 2018
	Report of the Police and Crime Commissioner	To hold the PCC to account for the delivery of the Police and Crime Plan and to: <ul style="list-style-type: none"> • Review progress updates in the implementation of the Police and Crime Plan. • Consider recent work of the PCC, including activities / decisions taken since the last meeting and engagement with national/regional policing initiatives. 	20 September 2018
Items to be Timetabled			
TBC	The Police Estate	To consider the PCC's approach to managing the Police estate.	N/a