



DOMESTIC ABUSE

Summary

This briefing note has been commissioned by Neil Hewison and provides a summary of Warwickshire's governance arrangements for the management of vulnerability.

Recommendation

To note the report.

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GPMS	Official

1.0 INTRODUCTION.

The purpose of this report is to provide an overview of the management of Domestic Abuse (DA) in Warwickshire in support of the following key priorities of the Police and Crime Commissioner's (PCC) Police and Crime Plan 2016 - 2021: -

- I. Protecting People from Harm.
- II. Preventing and Reducing Crime.
- III. Ensuring an Effective and Efficient Police Service.

These PCC priorities are complemented by the Warwickshire Community Safety Agreement 2017 - 2021 that has the stated objective of '*Working together to prevent harm and protect the most vulnerable*', together with Warwickshire Police's vision to '*Protect People from harm*' with an overriding ambition to be '*Great at protecting the most vulnerable*'. It is clear from these strategic statements that protecting the most vulnerable from harm, including DA, is at the forefront of community safety and policing in Warwickshire.

The report also details how Warwickshire Police are addressing HMICFRS recommendations, highlighting the improvements made whilst also focusing on the areas that are considered to be 'work in progress'. This aim is also coherent with the PCC's statutory responsibilities to: -

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

2.0 DEFINITIONS.

- **Vulnerability.** The Warwickshire Police Vulnerability Strategy 2017 defines vulnerability as '*A person is vulnerable if as a result of their circumstances they are unable to take care of, or protect themselves or others from harm or exploitation*'.
- **Domestic Abuse.** The UK Government defines domestic abuse as '*Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial or emotional.*'

This definition of DA has been adopted in Warwickshire and DA can consequently take different forms, including: -

- § Physical abuse
- § Sexual abuse
- § Financial abuse
- § Coercive control / emotional abuse

- § Digital / online abuse
- § Honour-based violence
- § Forced marriage
- § Female genital mutilation (FGM)

3.0 NATIONAL PERSPECTIVE.

- **Domestic Abuse Bill.** On 21st January 2019 the government published its draft domestic abuse bill, this is in response to the proposed bill's consultation as well as its research into the social and economic cost of domestic abuse. The draft bill includes a statutory Government definition of DA, introduces new DA Protection Orders and also details the aim to establish a DA Commissioner. There are a number recommendations to be implemented both nationally and subsequently at a local level. The draft bill will now be subject to pre-legislative scrutiny by a joint committee of both Houses of Parliament.
- **CSEW.** The latest figures from the Crime Survey for England and Wales (CSEW) show that in the year-ending March 2018 an estimated two million adults aged 16 to 59 years experienced DA in the same year. This figure comprises of 1.3 million women and 695,000 men and exposes that there has been little change in the prevalence of DA in recent years.
- **Police Service.** DA is not a specific criminal offence, with the exception of coercive and controlling behaviour. As such, crimes that are DA related are recorded under the respective substantive offence that has been committed, for example 'assault'.

During the same period as the CSEW data, the police service recorded 599,549 DA related crimes, representing an increase of 23% from the previous year. This in part reflects the police forces improving their identification and recording of DA incidents as crimes and an increased willingness by victims to come forward. In spite of this improvement, it is clear from the CSEW figures that the majority of cases do not come to the attention of the police.

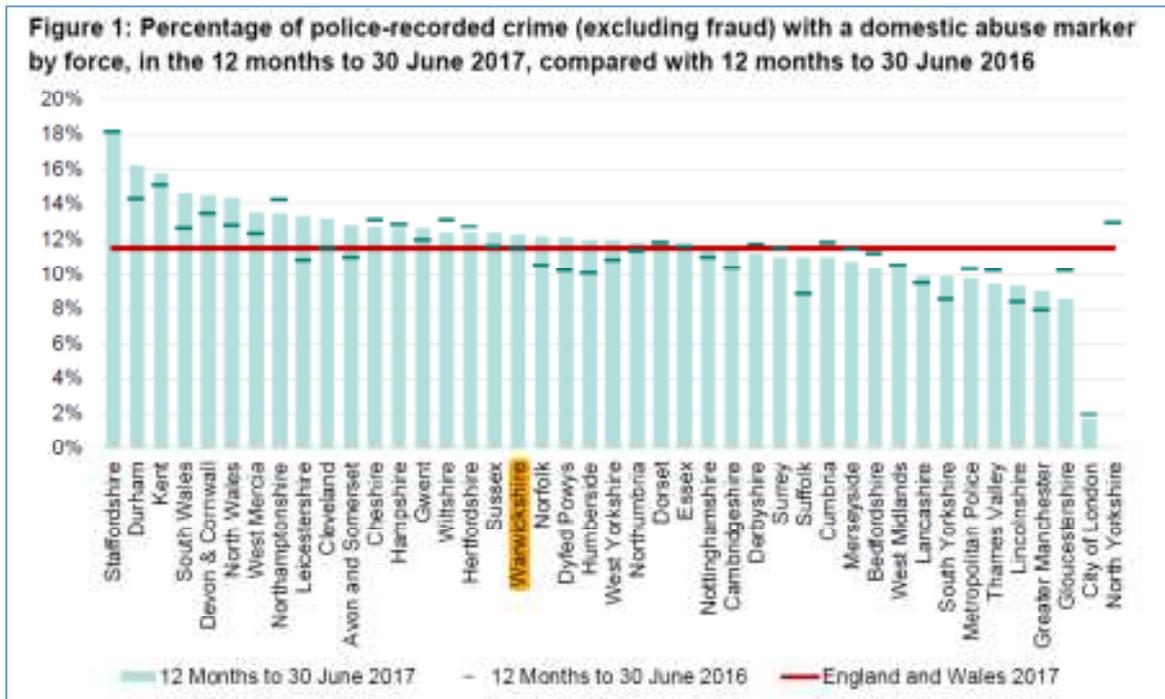
The police service also made 225,714 arrests for DA related offences (in the 39 police forces that could supply adequate data), equating to 38 arrests per 100 DA related crimes recorded. In addition, 76% of DA related prosecutions resulted in a conviction, a figure that was at its highest level since the year-ending March 2010.

The police service were also responsible for making the most referrals to specialist DA services, including Independent Domestic Violence Advisors (IDVAs) and Multi-Agency Risk Assessment Conferences (MARAC). Whilst other agencies such as social care and health care services are already involved in the response to domestic abuse, such involvement is not widespread. Source - ONS Survey Domestic Abuse in England and Wales, year-ending March 2018.

4.0 WARWICKSHIRE POLICE.

- **Domestic Abuse.** As DA is not a specific criminal offence and therefore not subject to Home Office Crime Counting Rules, all DA related incidents and crimes are identified through the application of the appropriate keywords in the Athena ‘Investigation’ crime recording system. The use of the keyword ensures that the vulnerability of a victim is recognised and that an appropriate level of service and support is supplied by Warwickshire Police and multi-agency partners. The force’s priority for DA is to promote partnership working and increase confidence in reporting.

In the first three quarters of 2017/18 there were a total of 6,246 DA incidents recorded on Athena (the first three quarters have been used to enable a comparison for the 2018/19 data available at the time of reporting). During the same period, in 2018/19 there were a total of 7,008 DA incidents recorded, representing an increase of 12.2%.



Percentage of police recorded crime with a DA marker by force in the 12 months to June 2017 compared with 12 months to June 2016.

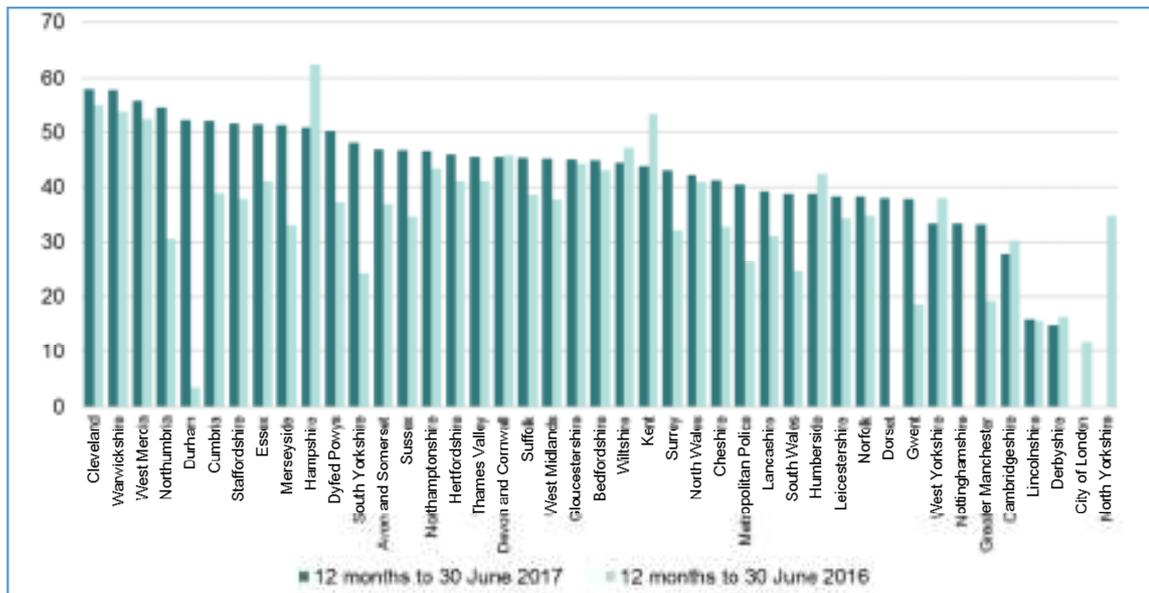
- **Repeat Victimisation.** A repeat victim is defined as, ‘an individual recorded as a victim in the current reporting month that has had at least one other offence in the preceding 12 months’.

The introduction of Athena has resulted in a change in the process of the analytical modelling of repeat victims (subject to at least one further DA offence in the last 12 months). Within the Warwickshire Police ‘Performance Summary’ report for Quarter 3 2018/19, of the 171 DA incidents recorded on Athena a total of 34% of all DA victims were repeat DA victims.

4.1. HMICFRS.

The HMICFRS PEEL - Effectiveness Inspection of Warwickshire Police was conducted in September 2017 following which two vulnerability related recommendations were made, namely: -

- The force should improve its service to vulnerable people, particularly domestic abuse victims, when officers have been unable to attend or attendance is delayed. This should include a re-assessment of the risks that victims face so that safeguarding support can be prioritised.
- The force should take steps to understand the reasons why a high proportion of crimes related to domestic abuse fall into the category ‘Evidential difficulties; victim does not support police action’, and rectify this to ensure that it is pursuing justice on behalf of victims of domestic abuse.



Outcome 16 code per 100 DA related offences by force in the 12 months to 30th June 2016 to 30th June 2017.

5.0 OPCC SCRUTINY.

Representatives from the OPCC are imbedded in a number of governance arrangements in respect of vulnerability and DA, providing a mechanism to enable the PCC to be fully informed in order to meet his statutory responsibilities to hold the Chief Constable to account for the performance of Warwickshire Police and to secure an efficient and effective police service for Warwickshire. These arrangements include: -

- Chief Constable ‘holding to account’ weekly meeting.

- HMICFRS Service Improvement Board - Alliance.
- HMICFRS Assurance Board - Warwickshire Police.
- HMICFRS Assurance Panel for Vulnerability - Warwickshire Police.
- Athena Strategic Governance Board - Alliance
- Victim Satisfaction Strategic Group - Alliance
- Standards and Outcomes Group - Warwickshire Police.
- Domestic Abuse Working Group - Warwickshire Police.
- Service Improvement Team Meeting - Warwickshire Police.
- Multi Agency Risk Assessment Conference (MARAC) Steering Board.
- Violence against Woman and Girls Board.
- Contract review meetings with the support service provider.
- Local DA best practice framework (led by the Crown Prosecution Service (CPS)) meeting that seeks to identify and test ways of working to improve performance, particularly in relation to achieving earlier guilty pleas, preventing victim attrition, and improving the rate of convictions after trial. This board feeds in to the Regional West Midlands Cross-Agency Strategic Forum Group, the purpose of which is to *'oversee and assure the effective handling of DA cases'*.

6.0 **FORCE ACTIVITY.**

In response to the HMICFRS recommendations a number of measures have been implemented by Warwickshire Police with the intention of improving the force's position for the management of vulnerability and DA. These were explored in great depth at the meeting of the HMICFRS Assurance Panel for Vulnerability that was held on the 20th November 2018 and chaired by the Chief Constable. The totality of the force's current response to DA, including the new measures introduced, are summarised as follows: -

6.1 **Governance.**

- **Organisational Ethos.** The senior management in the force have been proactive in changing the organisational culture and officer mind-set regarding DA to reinforce the need for positive action, including the use of powers of arrest, civil orders and more effective supervision.
- **Domestic Abuse Strategic Plan 2018 – 2020.** The strategy includes the following elements and each section gives information on what can be expected to drive up standards, highlight training requirements and improve the overall response to victims: -
 - § Contact.
 - § Receive.

- § Review.
- § Respond.
- § Partnership.
- § Resolve.
- § Support.
- § Improve.
- § Inform.

- **Domestic Abuse Tactical Plan.** The plan is designed to support frontline officers in understanding the process to ensure a robust DA investigation. This includes procedures from the initial call into the Operations Communication Centre (OCC), officer deployment, safeguarding considerations, the completion of the Domestic Abuse Stalking and Harassment (DASH) form, risk identification, use of civil orders and the escalation procedures for a referral to MARAC.

6.2 Contact and Response.

- **THRIVE.** Training is being delivered to OCC staff to improve their decision making and their ability to recognise and prioritise risk through the use of THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) assessments and through the NDM (National Decision Model). All incidents are consequently now subject to a THRIVE assessment upon receipt, which is recorded on the incident to provide an audit trail of the decision making. The most recent audit that was conducted on the 13th February 2019 identified that there was a 91% rate of compliance with THRIVE being recorded on incident logs for domestic incidents. Work is being undertaken to analyse and close the remaining gap.
- **Diary Appointments.** The use of diary appointments by the OCC for DA incidents has reduced and a new process as of the 29th January 2019 introduced by the OCC to more effectively manage low risk DA incidents that are deemed suitable for a diary appointment, namely: -
 - § DA calls will be THRIVE assessed by the Contact Handler (CH) and, where appropriate to do so, those considered low risk incidents will be scheduled for a diary appointment.
 - § At the time of the call, the CH's to clarify with the caller what telephone number is safe for police to re-contact them on.
 - § Diary appointment incidents must be sent to the Incident Progression Team (IPT) list instead of being deferred.

- § IPT will also assess the incident and deal with it in accordance with a flow chart.
 - § IPT will also re-THRIVE any incidents in the diary appointment system or on the patrol list at the 24 and 48 hours mark.
 - § IPT Officers are not checking the CH's decision making, but will provide a second tier of reassurance, working collaboratively with the OCC to ensure the incident is dealt with and providing the best possible service for the victim.
- **Telephone Resolution Pilot.** In recognition that the deployment of officers may not be necessary for all incidents of DA some forces have piloted a telephone resolution process for 'Grade 3' incidents (those where an immediate or priority response is not required). The National College of Policing (NCP) along with the National Police Chiefs Council (NPCC) have developed criteria for further initiatives supported by HMICFRS and Warwickshire Police has been selected as a further pilot site. It was hoped that this would launch in December 2018; however, it is still in development at present.
 - **DA Response car.** An increase in DA incidents was predicted during the 2018 festive period, a time of the year where significant levels of DA had previously been experienced. As such, the force made the decision to deploy a dedicated DA response car during December 2018 to mitigate against this seasonal affect, which from the subsequent performance data appears to have had the desired effect.

6.3 Processes.

- **Athena.** The assessment and management of the risk of harm is principally conducted by Warwickshire's MASH. It consists of a number of key agencies that are co-located with a view to improved service delivery achieved through better inter-agency cooperation, communication and the sharing of data, including Warwickshire Police's Harm Assessment Unit (HAU). With DA incidents, the information is received by the HAU through police reports, MASH partner referrals and external referrals. Prior to the introduction of Athena in October 2017 police reports were automatically referred to the HAU, however since this date referrals now have to be made manually through the process of 'tasking' on Athena. This 'tasking' process did not appear to be well understood by operational officers and staff officers and as a result referrals to the HAU were not being made. In order for the DA assessment to be fully informed, a DASH form is required to accompany the police report that includes a supervisor's grading of the risk of harm as either standard, medium or high. The issue from the HAU perspective was that DASH reports are either absent, incomplete, or inaccurate in some 40% of cases.

This undesirable position was further compounded by a backlog of reports in the Investigation Management Unit (IMU), who have responsibility for the quality assurance and linking of investigation reports. The IMU consequently developed a workaround to mitigate against the significant risk posed by police reports not being referred by the recording officer to the HAU by reviewing daily the list of newly submitted crime reports, non-crime incident reports, secondary classifications, keywords and DASH forms in order to identify both DA and vulnerability matters. These reports were then prioritised and tasked to the HAU for their attention, however this remedial action created an additional burden and strain on the IMU.

Whilst the IMU backlog has now been reduced to 'business as usual' through the implementation of a robust and effective improvement plan, it still needs to be recognised that the introduction of Athena adversely affected the force's ability to efficiently and effectively manage the risk of harm for a significant period of time. It is only recently that these issues have been resolved, performance stabilised and reliable data produced.

- **DASH.** A new process has been implemented in respect of missing or incorrectly completed DASH forms where the IMU will process the information to hand, rather than delaying proceedings. Where the matter is referred back to the OIC for completion, should this not occur then the issue is escalated to a senior manager to address. DCC Moore has also stressed the importance of DASH completion in his Chief Officer's blog of the 25th August 2018.
- **Daily Management Meeting (DMM).** A process has been developed to ensure that all DA incidents are reviewed by a senior detective on a daily basis at the DA DMM to ensure that the action taken was appropriate, the risk has been effectively managed and that the appropriate referrals have been made and DASH forms have been completed. Any incidents of concern considered not to have been dealt with appropriately are discussed during the DMM to ensure that swift and effective remedial action is taken. In addition to this the senior detective also assesses whether the proposed course of action outlined by the supervisor is appropriate for all of the other investigations. Where it is felt that the course of action proposed is not appropriate the senior detective emails the supervisor directly outlining what is expected. This additional scrutiny has been instrumental in raising standards and expectations and changing organisational culture in respect of DA.

6.4 Investigation.

- **Notices and Civil orders.** There has been a drive to increase the application of DVPNs and DVPOs to better manage ongoing risk and safeguard DA victims and to report on their usage in performance data to allow greater visibility and scrutiny of these tactics: -
 - I. Domestic Violence Protection Notices (DVPNs). These 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.
 - II. The Domestic Violence Protection Orders (DVPO). These allow senior police officers to act instantly to safeguard families they consider to be under threat from perpetrators of domestic abuse. The orders are used to intervene in cases where police believe a victim may be at risk from violence or are worried about violent behaviour within a household, but do not have enough evidence to bring a criminal charge. Within 48 hours of a DVPO being issued, there is a further hearing in the Magistrates' court where the length of the order is determined.
 - III. Clare's Law, or the Domestic Violence Disclosure Scheme (DVDs). This came into force in England and Wales in 2014 and the scheme enables people to find out whether their partner has any prior convictions for domestic violence or violent acts. Members of the public also have the right to request information about the partner of a close friend or family member. The scheme has two functions: -
 - § Right to Ask - This enables someone to ask the police about a partner's previous history of domestic violence or violent acts. A precedent for such a scheme exists with the Child Sex Offender Disclosure Scheme.
 - § Right to Know - The police can proactively disclose information in prescribed circumstances.
- **Outcome 16.** As aforementioned, a recommendation from the HMICFRS Effectiveness inspection was to understand the extensive use of the disposal category 'Outcome 16' (Evidential difficulties; victim does not support police action) for DA investigations and rectify this to ensure that the force is pursuing justice on behalf of victims of domestic abuse.

A review of this issue was consequently commissioned by chief officers and a report subsequently produced by Det.Ch. Supt. Tedds titled 'Outcome 16 and Domestic Abuse'. The key findings of the review identified that, *'In the main, officers and staff feel they have a good understanding and knowledge of the outcome framework which is validated by the*

audit findings undertaken by A S & I and both Force Service Improvement Teams. This is supported, to a degree, by the audit work and does indicate 85% compliance for Warwickshire Police. Force performance was affected by the implementation of Athena, with timeliness becoming an issues and a drop of offences identified through markers as domestic abuse. Investigations standards has been identified as an area for improvement, along with compliance of the Victims Code and there are a number of recommendations detailed. One of the main concerns that is being raised by officers and staff is in respect of significant increases in demand both through calls for service and as a result of the implementation of the Athena system.

Current performance in respect of Outcome 16 is detailed in the Performance Section of this report.

6.3 Harm Hub.

Warwickshire Police have established a Harm Hub, under the leadership of C.Insp. Lee Kemp, to provide a coordinated and effective response to high risk victims of DA, complex DA cases and those others considered to be vulnerable. The PCC visited the Harm Hub on the 18th February 2019 to gain a deeper appreciation on the work and initiatives that were being undertaken in support of his Police and Crime Plan objectives and the Victims Charter, these include: -

- **Integrated Victim Management (IVM).** The IVM process reviews the risk and safeguarding in relation to cases of high risk DA, medium risk DA Risk Management Plans (RMPs), together with high risk anti-social behaviour and vulnerability RMPs. It also reviews the monthly repeat victim data. An IVM meeting is held each month, chaired by a C.Insp and attended by a number of police teams with responsibility for DA. Prior to the meeting each Safer Neighbourhood team is provided with data for the ongoing RMP's for their area along with the updated repeat victim data. If it is identified that a repeat victim does not have an appropriate owner in place, they are allocated within the meeting to allow the opportunity to work with the individual to reduce the likelihood of them becoming a victim in the future. In the majority of cases the Harm Hub are already working with the victims highlighted within the repeat victim data, but the IVM does provide an opportunity to review the case and ensure that any opportunities to safeguard vulnerable victims has not been missed.
- **Victim Management process.** The alliance has implemented a 12 point plan for domestic abuse aimed at improving our response to victims of this crime. This references the overarching alliance improvement plan, and reinforces that domestic abuse is a priority

starting from the initial contact in the OCC through to officer response, custody, victim care and outcomes.

- **MARAC.** This is a local, multi-agency victim-focused meeting where information is shared between statutory and voluntary sector agencies on the high risk cases of DA. It also includes medium risk cases if there have been three or more incidents in a twelve month period, or any level of incident where four or more incidents have occurred and there are children in the household. Within Warwickshire from January 2019, the meeting structure has been adjusted and meetings now take place fortnightly for both north (Nuneaton, Bedworth, North Warwickshire) and south (South Warwickshire and Rugby). These will occur on Wednesday and Thursday to enable any actions given to be completed by Friday to ensure the maximum number of actions can be completed to protect victims within the working week and before statutory agencies close for the weekend.
- **MATAC.** This Multi-Agency Tasking and Co-ordination meeting is an enhanced DA perpetrators project. The aim is to identify and target the most harmful perpetrators through analysis of the recency, frequency and gravity of offending. Identified perpetrators are referred into the MATAC process where key partners agree a bespoke set of interventions using a domestic abuse 'toolkit'. This can include targeting and disrupting perpetrators and / or supporting them to address their behaviour. Work has been undertaken in Warwickshire to visit a police force that has already undertaken this approach and discussions are ongoing as to the benefits for Warwickshire and, if thought beneficial, how this project could be implemented.
- **Domestic Abuse Risk Officers (DAROs).** These are police staff and their key role is to engage with high risk DA victims and provide personal contact to offer advice and guidance to assist them to manage their own vulnerability. Contact is made within 24 hours of contact with the police (with the exception currently of weekends and Bank Holidays).

6.4 Learning and Development.

- **DA Matters.** On the 15th January 2019 Warwickshire Police embarked on the DA Matters training package targeted at frontline supervisors and managers. The training seeks to equip officers with the skills and knowledge required to best support victims while reinforcing the message that domestic abuse is a widespread problem and that all have a role to play in tackling the issue. The DA Matters Change Programme was written with the College of Policing by SafeLives to provide police forces with a sustainable programme of change, which offers the opportunity for forces to provide consistency of service to families experiencing DA. Officers will learn how to demonstrate empathy with victims and work with them to

increase their safety and that of their children, as well as how to deal robustly with perpetrators whilst holding them to account.

- **Supervisors.** A number of Police Sergeant Away Days have been held where the importance of DA and effective supervision of their investigation has been reinforced to bring about the organisational cultural change required to drive performance in this arena.
- **Intranet.** DA intranet pages have been introduced that are designed for police officers and police staff to assist them in dealing with domestic abuse as part of their everyday duty. Each section provides advice on how to investigate and safeguard effectively. Topics covered in detail include: coercive and controlling behaviour, stalking, female genital mutilation (FGM), Honour Based Abuse, Forced marriage, male victims, advice for perpetrators, safeguarding and civil options. There is also a DA resources pack which covers in detail information relating to first response, evidence gathering, behaviours relating to coercive control, the use of powers of arrest and subsequent bail setting, the completion of the DASH questions and how and where to record the risk categorisation identified. It also includes how to make a referral to support services and MARAC along with the use of the correct outcome closure code and the recording requirements of Athena. Information relating to DVPO, DVPN and DVD is also available.

7.0 VICTIM PROGRAMMES.

- **Consent.** On the 25th May 2018 General Data Protection Regulations (GDPR) legislation became enforceable. There has consequently been a lot of work undertaken locally in relation to resolving the contentious issue of ‘consent’ that is required to enable the police service to lawfully pass a victim–survivor’s private information onto support services. The regulation states that such consent must be freely given on a voluntary basis and be specific, informed and unambiguous and that persons holding a position of power (such as a police officer) cannot easily evidence that consent has been freely given. Guidance has been provided by both the NPCC and Information Commissioner’s Office (ICO) stating that in light of this consideration the police service should not seek consent to refer victims and the vulnerable to third parties, but should instead do so under other lawful means. However, despite multiple pieces of legislation existing to allow the police service to automatically make such referrals, many agencies prefer to work with people whom have given consent to the information being shared as it provides a secure starting point for their engagement.

From the 1st April 2019 it is proposed that Warwickshire Police will move to a model where a discussion with victims and the vulnerable will take place to make it clear the police may make a referral to other support agencies and will record any objections to this course of

action, as opposed to recording consent. In doing so, support agencies will have an indication if their service will be met positively or not. It will also demonstrate that steps have been made to effectively engage and thereby meet other lawful requirements, such as 'Making Safeguarding Personal' under the Care Act 2014.

- **Domestic Violence and Abuse Support Service.** The provision of effective domestic violence and abuse services is central to the delivery of Warwickshire's Violence against Women and Girls (VAWG) Strategy and they provide confidential, non-judgemental and independent support to all victim-survivors of domestic violence and abuse in Warwickshire.

The Office of the Police and Crime Commissioner and Warwickshire County Council jointly commission the Domestic Violence and Abuse Support Service, including the provision of Independent Domestic Violence Advisors (IDVA), Outreach Workers and Helpline. It also incorporates managing the Identification and Referral to Improve Safety (IRIS) service, a general practice-based domestic violence and abuse (DVA) training support and referral programme. The contract also includes the co-ordination and management of the MARAC process (a victim focused information sharing and risk management meeting attended by all key agencies) along with the Warwickshire Domestic Violence and Abuse Supported Accommodation Service.

The contract began in April 2017 and receives referrals from a number of agencies across Warwickshire, the main refer at this time remains the police service from frontline officers and through the HAU staff.

- **Sycamore Counselling.** This initiative provides an anger awareness programme to support people from Nuneaton, Bedworth, North Warwickshire and Rugby who are struggling with anger issues that can lead to an increased safeguarding risks for children, young people and women. It also seeks to address anti-social behaviour and reduce re-offending and custodial sentences.
- **Family Intervention Counselling Service.** The Safer Families Project is a psycho-educational programme from a therapeutic change perspective. It is aimed at young people who are being abusive, violent or exhibiting self-destructive behaviour, such as violence towards parents, siblings or pets, school refusal, running away and self-harming.

7.0 PERPETRATOR PROGRAMMES.

There are currently two perpetrator programmes operating specifically in Warwickshire, both of which are funded by the PCC: -

- **Domestic Abuse Counselling Services (DACs).** These services are funded to provide a ten week programme for perpetrators in Nuneaton and Bedworth, North Warwickshire, Rugby

and Stratford District. The programme is voluntary and seeks to reduce risk of abuse to victims by providing a free service, removing the financial block to therapeutic intervention. The outcome will be a reduction of risk of repeat victimisation to victims of domestic abuse thus creating a safer family environment.

- **Family Intervention Counselling Service (FICs).** This project is funded to provide a twenty-six week change programme for the Warwick District. The set tasks include addressing issues around power and control, identifying abusive behaviour, determining alternative cognitive and behavioural options, improving social networks, building empathy and understanding the impact of domestic abuse on children.
- **Drive.** There are also national perpetrator programmes available such as the DRIVE programme, this focuses on high-risk or serial perpetrators and challenging their behaviour. It aims to reduce the number of child and adult victims of DA by disrupting and changing perpetrator behaviour. This is currently being piloted in Worcester, and is not yet in Warwickshire.

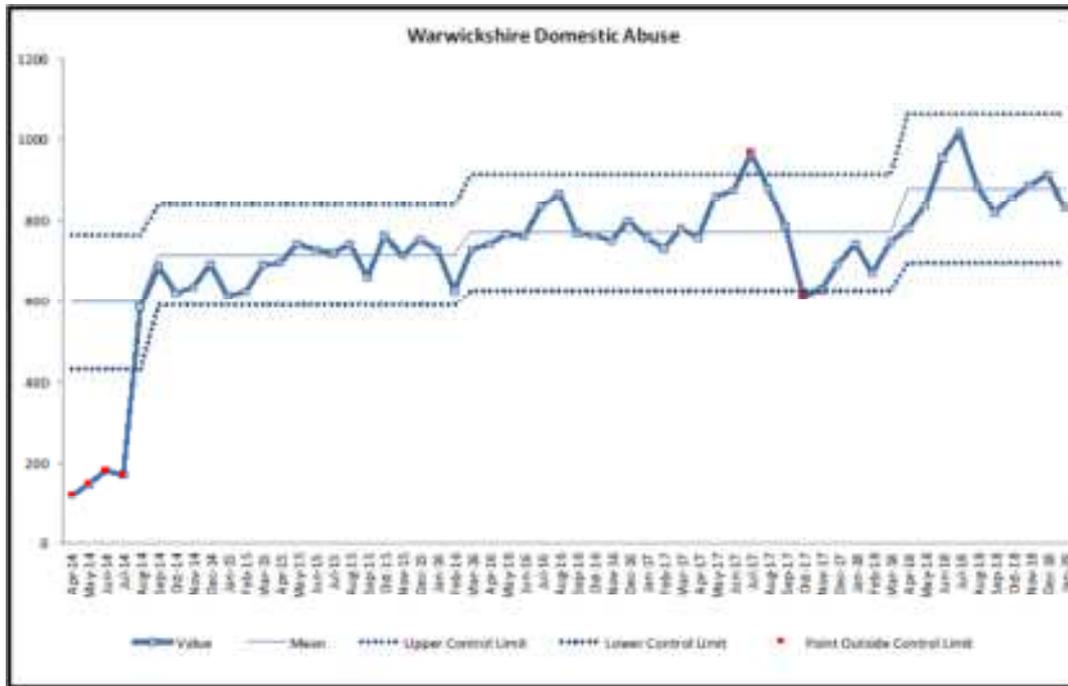
8.0 DA PERFORMANCE.

Force performance monitoring and scrutiny is primarily achieved through the force's Assurance & Service Improvement (ASI) reports that are produced on a weekly, monthly and quarterly basis. Cognisance is also taken of the additional national comparative performance data provided by iQuanta and Foresight, as well as the annual Force Management Statement.

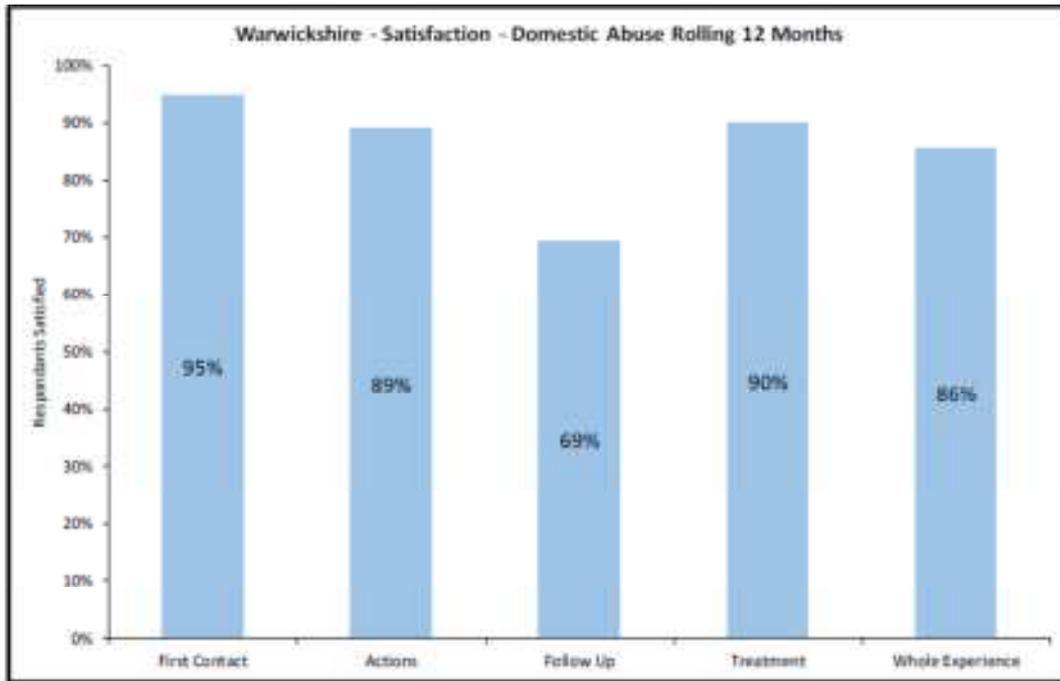
- **Incidents.** There have been recent exceptions made to the Home Office Crime Recording Standards that could / would explain the increase in recorded DA crime. If a substantive DA offence (ABH for example) is reported but during the disclosure the victim describes that they have been harassed in the past we would have only had to record the ABH. Under the current rules the police have to record a further crime in addition to the substantive crime for offences of harassment, stalking, coercive and controlling behaviour. Although this is a positive move as it will better enable us to understand the scale of the problem it will obviously impact on the figures.

There have been recent attempts to provide a bespoke DA dashboard, but this concept remains in its infancy whilst data extraction from Athena continues to remain challenging. Recent improvements to DA scrutiny include the ability for ASI to now report on the latest month's DA performance (as opposed to the previous month's data), due to the significant improvement in the timeliness of the IMU quality assurance processes and the increased application of Athena keywords. As can be seen from the below graph, rates of DA are now below the statistical mean following the seasonal spikes experienced during the summer Q2

period. The predicted spike in DA during the December festive period has not materialised and the additional DA resources that were deployed during this time appears to have had a positive outcome.



- Victim Satisfaction.** The figures for January 2019 of 77.5% being ‘satisfied’ and 86% of victims being ‘not dissatisfied’ with their whole experience represents a relatively stable position. However, this figure needs to be considered in context with the alliance aspiration for 90% of victims to be satisfied with the overall service provided. However, the relatively high and stable ‘whole experience’ victim satisfaction rates for DA victims continues to be a positive position, where 93% of victims would ‘*recommend contacting the police to others in a similar situation.*’, albeit the ‘follow up’ element continues to be an area where significant improvement needs to be made (69%).

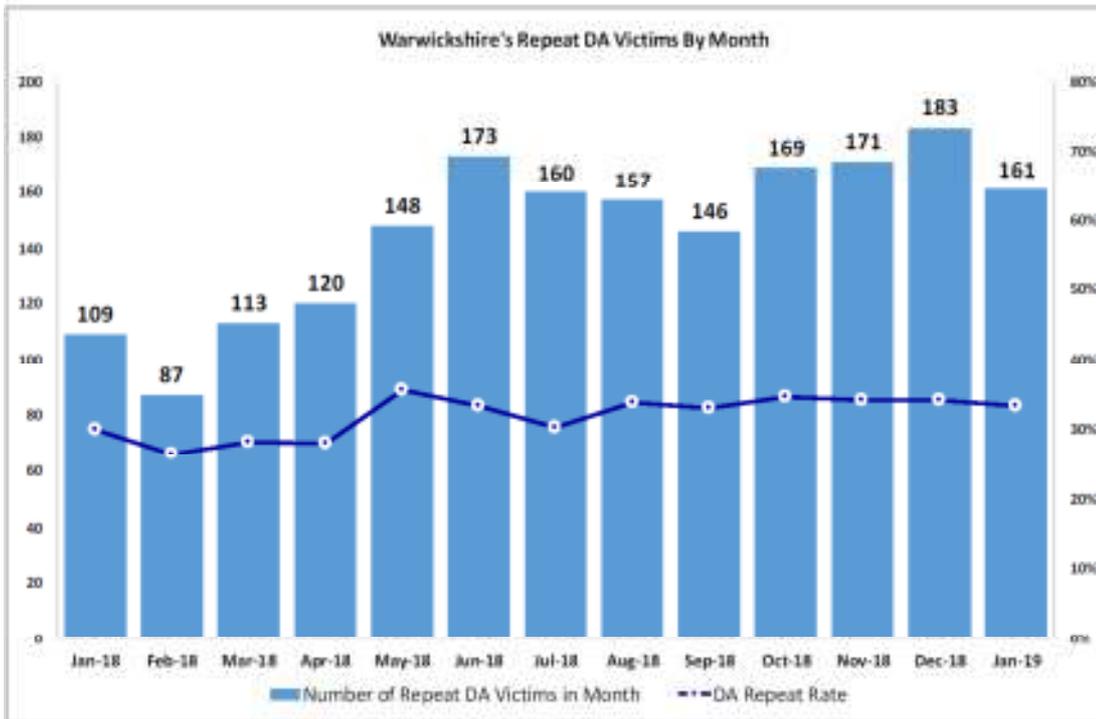


The issue of deteriorating victim satisfaction rates from the peak achieved in August 2017 is of continuing interest, particularly in context with the objectives of the 'Victims and Witness Charter' that was introduced in November 2017.

The force's engagement of an independent consultant to review the process for assessing victim satisfaction has been a positive development and the subsequent report of findings and recommendations from the review have been noted. The commentary provided in the A&SI Performance Summary as a consequence of this review, combined with the 'Victim Satisfaction' event of the 18th December 2018, regarding the proposed changes to the victim satisfaction survey performance metrics and diagnostics in order to drive service improvements is also positive.

- **Repeat Victims.**

The number (161) and percentage (33%) of repeat victims for January 2019 is consistent with the preceding months. The comments in the Performance Summary regarding A&SI liaison with the Harm Hub and Integrated Victim Management process to refine the reporting requirements around repeat victimisation, coupled with the concept of a weekly report is a positive development.



Outcomes. There is to be a review by A&SI regarding how the reporting of ‘Outcomes’ is undertaken with a view to improving the consistency and accuracy of the data in the new financial year. The reporting of DA ‘outcome’ is a welcome development, as is the improving position with ‘action taken’ at 8.6% (compared to 7.4% for August – October 2018). The commitment of the force in driving forward this improvement through additional focus on DA issues and the introduction of a number of initiatives, including the closer management of DA investigations, is a welcome development; thereby supporting the force’s aspiration at being *‘great at protecting the most vulnerable’* and the aims of the PCC’s ‘Victims and Witnesses Charter’.

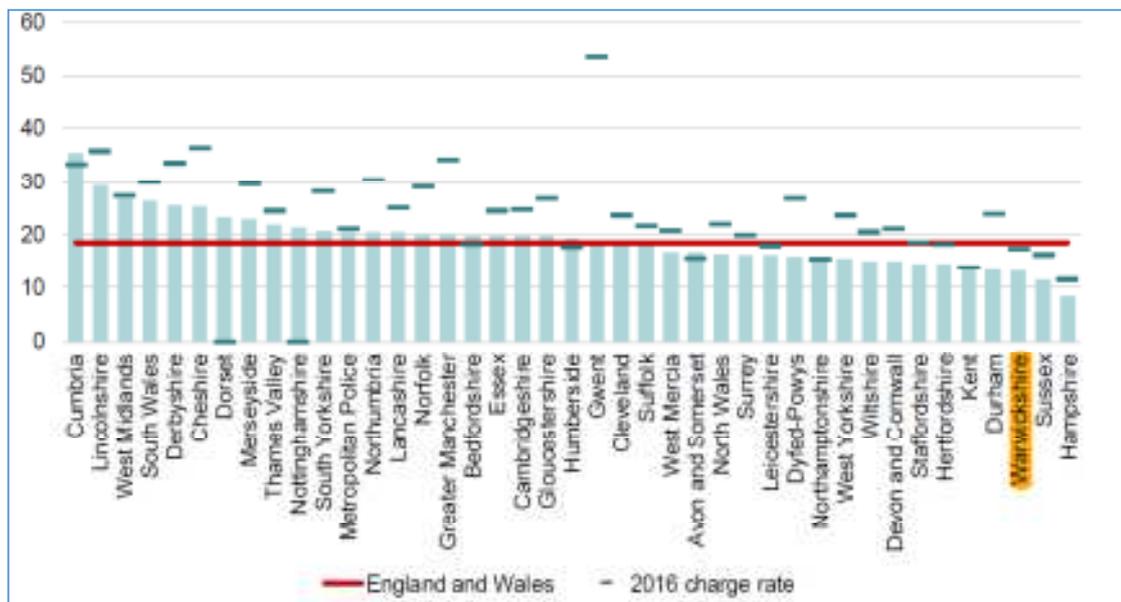
As can be seen from the below table, the number (153) and percentage (8.6%) of DA investigations that resulted in a positive ‘action taken’ outcome for the period November 18 to January 2019 and are now at the highest for any of the preceding comparable periods. In relation to total positive outcomes (not just charges) Warwickshire Police stand at 14% based on the latest February 2019 figures. The DA arrest rate is now 29%, compared to the 11% as indicated by the HMICFRS data as of September 2018.

The police service are also required to raising historical crimes that are disclosed during the DASH process. If any of these are summary only offences (e.g. common assault) and are over six months old there is nothing that can be done in terms of prosecution due to the limitation of proceedings.

As part of the DA DMM process we are robustly ensuring that any non-molestation order, harassment injunction or restraining order breaches are enforced. It was clear that this was not always the case for perceived minor breaches prior to October 2018. Each breach would result in a further additional crime having to be recorded.

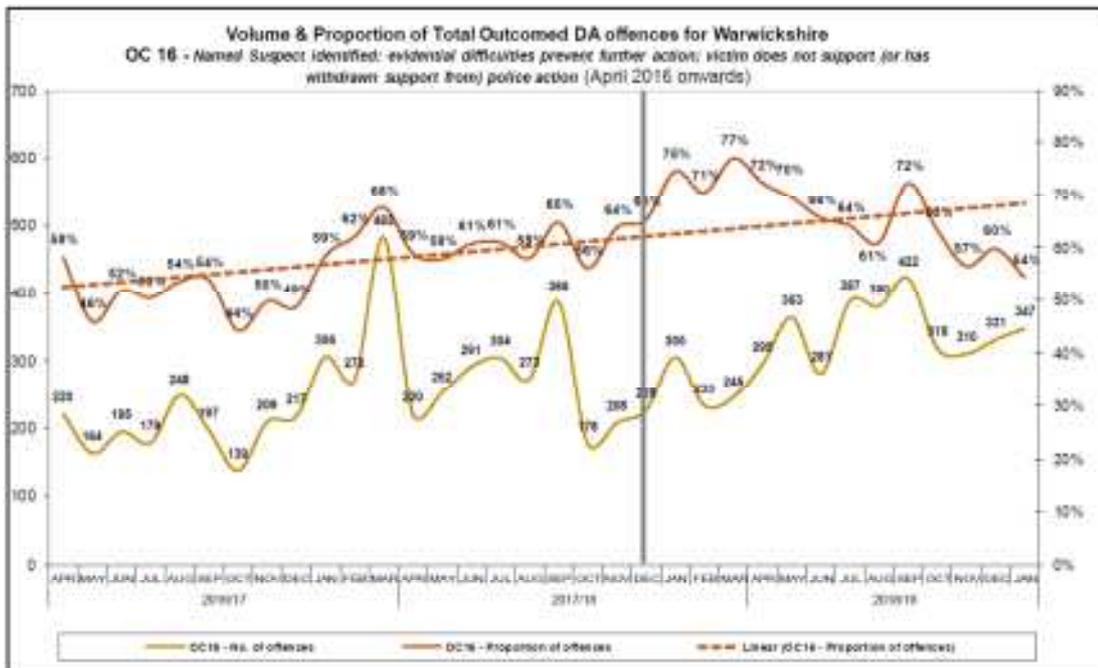
		Outcomed Volumes and Outcome Rate (%)							
		Aug 18 - Oct 18		Sep 18 - Nov 18		Oct 18 - Dec 18		Nov 18 - Jan 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	122	7.4%	130	7.8%	145	8.1%	153	8.6%
No Action Taken	OC5,9,10,11,12,13,15,16,17	850	51.8%	842	50.2%	873	48.7%	931	52.3%
Investigation complete - no suspect identified	OC14,18	57	3.5%	52	3.1%	49	2.7%	49	2.8%
Other*	OC20, 21	12	0.7%	19	1.1%	33	1.8%	43	2.4%
Total Recorded and Outcomed		1,041	63.4%	1,043	62.2%	1,100	61.3%	1,176	66.1%
Total Recorded		1,641		1,677		1,793		1,779	

It should also be noted however that Warwickshire Police’s performance in this regard has not historically been strong, as the below chart demonstrates: -



Domestic abuse charge rates (per100 DA related offence) by force for the 12 months to June 2017, compared with 12 months 30th June 2016.

- **Outcome 16.** The following graph shows the volume and proportion of DA offences assigned an Outcome 16 code for DA investigations: -



As can be seen there has been a recent decrease in the percentage of investigations being assigned an Outcome 16 code (54%) when compared to the high seen in March 2018 (77%). This represents a downward trend and a decrease of 23% points during this period.

9.0 COMMENTS.

The management and investigation of domestic abuse does not exist in isolation, as demonstrated it is also dependent on overarching organisational demand, resources, processes and systems for its delivery and performance measurement. These issues are extremely challenging and have undoubtedly had an adverse effect in respect on DA performance.

A number of governance arrangements have been put in place to provide increased visibility and oversight to address these matters and this has in turn driven a number of tactical and operational initiatives that have been summarised in this report. The totality of all this endeavour and work is that DA performance is slowly improving. There is still much to be done to embed these practices into the organisation and for them to gain traction, but the ‘direction of travel’ would appear to be forward and positive.

The continuing commitment of the Chief Constable and the Police and Crime Commissioner will further improve this position to enable the objectives of the Police and Crime Plan to be achieved and the vision and ambition of Warwickshire Police to be realised.

