

# Warwickshire Police and Crime Panel

Date: Thursday, 21 November 2019  
Time: 10.30 am  
Venue: Committee Room 2, Shire Hall

## Membership

Councillor David Reilly (Chair), North Warwickshire Borough Council  
Councillor Derek Poole (Vice-Chair), Rugby Borough Council  
Councillor Nicola Davies, Warwickshire County Council  
Andy Davis, Independent Member  
Councillor Ian Davison, Warwick District Council  
Councillor Jenny Fradgley, Warwickshire County Council  
Councillor Peter Gilbert, Warwickshire County Council  
Bob Malloy, Independent Member  
Councillor Maggie O'Rourke, Warwickshire County Council  
Councillor Sarah Whalley-Hoggins, Stratford-on-Avon District Council  
Councillor Christopher Watkins, Nuneaton & Bedworth Borough Council  
Councillor Andrew Wright, Warwickshire County Council

Items on the agenda: -

## 1. General

### (1) Apologies

To receive any apologies from Members of the Panel

### (2) Disclosures of Pecuniary and Non-Pecuniary Interests

### (3) Minutes of the previous meeting - 19 September 2019

5 - 10

### (4) Public Speaking

## 2. Items Containing Confidential or Exempt Information

To consider passing the following resolution:

'That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Schedule 12A of Part 1 of the Local Government Act 1972'.

**Matters to be Considered in Private Session**

- |  |               |
|--|---------------|
| <b>3. Representation from the Chief Constable of Warwickshire Police</b> | Verbal Report |
|--|---------------|

**Matters to be Discussed in Open Session**

- |  |               |
|--|---------------|
| <b>4. Report of the Police and Crime Commissioner</b>  | 11 - 20       |
| <b>(1) Joint Protocol in Preparation for the Election of The Police and Crime Commissioner in May 2020</b> | 21 - 28       |
| <b>(2) Performance Summary September 2019</b>  | 29 - 82       |
| <b>(3) Performance Scrutiny Warwickshire Police September - Q2 2019/20</b>                                 | 83 - 94       |
| <b>(4) Force Response</b>  | 95 - 100      |
| <b>5. Update from the Working Groups</b>   | Verbal Report |
| <b>6. Work Programme</b>   | 101 - 104     |
| <b>7. Items Containing Confidential or Exempt Information</b>  |               |

To consider passing the following resolution:

‘That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraph 3 of Schedule 12A of Part 1 of the Local Government Act 1972’.

**Matters to be Considered in Private Session**

- |  |           |
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| <b>8. Exempt Minutes of the Previous Meeting - 19 September 2019</b> | 105 - 106 |
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## Disclaimers

### Webcasting and permission to be filmed

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### 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
- 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

The public reports referred to are available on the Warwickshire Web

[www.warwickshire.gov.uk/committee-papers\\_2](http://www.warwickshire.gov.uk/committee-papers_2)

### Public Speaking

Any member of the public who is resident or working in Warwickshire, or who is in receipt of services from the Council, may speak at the meeting for up to three minutes on any matter within the remit of the Committee. This can be in the form of a statement or a question. If you wish to speak please notify Paul Spencer in writing at least two working days before the meeting. You should give your name and address and the subject upon which you wish to speak. Full details of the public speaking scheme are set out in the Council's Standing Orders.

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# Warwickshire Police and Crime Panel

Thursday, 19 September 2019

## Minutes

### Attendance

#### Committee Members

Councillor David Reilly (Chair)  
Councillor Derek Poole (Vice-Chair)  
Councillor Nicola Davies  
Andy Davis  
Councillor Ian Davison  
Councillor Jenny Fradgley  
Councillor Peter Gilbert  
Bob Malloy  
Councillor Maggie O'Rourke  
Councillor Sarah Whalley-Hoggins  
Councillor Christopher Watkins  
Councillor Andrew Wright

#### Officers

Jane Pollard, Legal Service Manager (Corporate)  
Nichola Vine, Strategy and Commissioning Manager (Legal and Democratic)

#### Others Present

Councillor Neil Dirveiks

### 1. General

#### (1) Apologies

There were none.

#### (2) Disclosures of Pecuniary and Non-Pecuniary Interests

There were none.

#### (3) Minutes of the previous meeting

The minutes of the previous meeting were agreed as a correct record.

### 2. Public Question Time

The Chair invited Councillor Holland to put his question to the Police and Crime Commissioner. Councillor Holland asked:

"Can the Police and Crime Commissioner please review Warwickshire Police's policy of enforcement of road traffic weight limits across Warwickshire and report back to this Panel? Across the County we have many historic buildings and bridges that are protected by weight limits to prevent damage from vibration and load stresses caused by heavy vehicles. There is a perception that Warwickshire Police no longer routinely enforce a number of areas Road Traffic Act legislation, including weight limits. If this is the case I have concerns about the efficiency and effectiveness of the roads policing service. Can commercial vehicle policing be developed in Warwick town centre with a view to roll out across the County?"

The Commissioner responded that he did not agree with Councillor Holland that there was a perception that Warwickshire Police did not enforce vehicle weight limits. He stated that he recognised the need for weight limits to protect historic buildings and other road users and that any road user breaking those limits was breaking the law. Chief Inspector Adrian Davis added that there were expert officers who undertook inspections of vehicle loads. Earlier in the week officers had been active on the M6 and had intercepted 23 overloaded vehicles. Adrian Davis offered to prepare a briefing note for the next meeting to give more detail on enforcement work in Warwick.

Councillor Holland welcomed the proposal report back to the next committee and stated that he had nothing but praise for the work of the Warwick Safer Neighbourhood Team.

### **3. Police and Crime Commissioner's Report**

The Commissioner introduced his report and provided an update on policing numbers which had increased from the position reported in the papers. He also highlighted the increasing level of diversity among officers.

Councillor Whalley-Hoggins asked if more detail could be included in the performance summary at the start of the report.

The Commissioner responded that the reports were useful documents drawn up by the Assurance and Service Improvement Team (ASI) in the Force. He stated that ASI were currently an Alliance function and a new Warwickshire team would need to be established which provided an opportunity to review the key performance indicators and how performance was reported.

Andy Davis suggested that the Planning and Performance Working Group work with the OPCC to review the performance reports.

In response to Councillor O'Rourke, The Commissioner stated that repeat victimisation would be picked up by the Harm Hub which was based at Bedworth but operated County wide.

Councillor Davies stated that the report showed 'exceptional volumes' of child at risk markers applied to cases. She noted the explanation that this was due to an improvement in the use of keywords rather than an increase in crimes involving children but sought assurances that the Commissioner would monitor levels to ensure that this was the case.

The Commissioner responded that the Athena Case management software was only as reliable as the information that was entered into it and while use of the system had improved there were still issues around keywords. David Patterson added that the most recent data did show that 'child at risk' markers had returned to expected levels but that it would be monitored going forward.

Councillor Whalley-Hoggins noted that while instances of domestic violence had increased there had not been a similar increase in the use of Domestic Violence Protection Notices which might be expected.

David Patterson responded that it was a good point and an area about which the OPCC was trying to gain a better understanding.

The Chair stated that he was concerned about the levels of victim satisfaction reported in the papers particularly the fall from 96% satisfaction at first contact to 64% satisfaction around follow up for victims of domestic abuse. The Chair asked if the report due to come to the Panel on the Victims Service could be expanded to include a closer look at satisfaction levels..

David Patterson responded that the Commissioner had challenged the Force on victim satisfaction and it was an area senior officers had recognised as an issue. A group within the Force with involvement from the OPCC had been established to look at the victim journey and ensure that performance indicators were measuring the right things. The Commissioner added that domestic violence was a societal issue and while the police response and improving the journey of victims was important it needed a whole system approach to truly address the issue.

In response to Councillor O'Rourke, the Commissioner stated that encouraging victims to report crimes required a two-pronged approach from the Police. Firstly, victims needed to feel confident that they would be listened to and their reports taken seriously and then secondly the police needed to be able to act on those reports and deliver positive outcomes.

In response to Councillor Whalley-Hoggins, The Commissioner acknowledged that there had been an increase in reported crimes in the Stratford on Avon area but noted that the levels were still relatively low. He stated that the new officers being recruited would increase the strength of the safer neighbourhood teams improving local policing.

#### **4. Police and Crime Plan 2016 – 2021**

The Police and Crime Commissioner introduced the revision of his Police and Crime Plan.

In response to The Chair, Neil Tipton stated that the exact dates of the consultation on the revised Police and Crime Plan had not yet been set but it would run from October to December. The consultation would cover a broader area than just the revised plan and would run in partnership with Warwickshire Police. Responses to the consultation would also help inform what information was provided with the precept consultation in January 2020.

Councillor Davison stated that a large number of organisations had declared a 'climate emergency' and produced action plans demonstrating how they would meet the Government's targets for carbon neutrality. He asked if the Commissioner had considered declaring a climate emergency for his office or the Force as a whole.

The Commissioner stated that he had asked the Force to investigate adding electric vehicles to the fleet and providing charging points on the police estate. He stated that the Police estate was already fairly energy efficient but there were opportunities to make improvements especially around generating renewable energy. The Commissioner stated that he would bring a plan back to the Panel.

Councillor Gilbert cautioned that it was important for the priority to remain providing the Force with the right equipment to police the County and for public funds to be spent efficiently and responsibly. It may be that an electric fleet may not be economically viable given current prices.

## **5. OPCC 2018/19 Annual Report**

The Panel noted the final version of the annual report.

## **6. Road Safety Presentation**

Chief Inspector Adrian Davis, Warwickshire Police and Abby Simkin, Office of the Police and Crime Commissioner gave a presentation outlining Warwickshire Police's approach to road policing and the OPCC's grant funding for community road safety schemes (appendix 1).

In response to Councillor O'Rourke, Adrian Davis stated that he would be happy for Councillors to join the Police on a ride along and see road policing in action. He also sought to provide some reassurance that his team targeted specific vehicles and that the rates of drivers without proper insurance or licenses did not reflect the general population of road users. The penalty for using mobile phones while driving had increased and hauliers who were caught committing distraction offences also risked losing their jobs.

Councillor Gilbert stated that there was a general perception that the standard of driving was declining and asked what was done to ensure that driving instructors were passing on best practice to students.

Adrian Davis responded that the driving test was a much more robust test than it had previously been, but he would take away the suggestion to engage with instructors.

In response to Councillor Gilbert, Adrian Davis stated that every incident needed to be taken on its own merits and that both drivers and cyclists were guilty of using the road irresponsibly on occasion.

Councillor Davison stated that it would be helpful to see the longer term trends around those killed and seriously injured on the roads to understand who the victims were and what structural changes could be made to improve road safety.

The Chair responded that the Safer Warwickshire Partnership was looking at trends and would be able to bring this work back to the Panel.

Adrian Davis stated that part of the safer roads partnership's work would be to examine trends and look for areas where engineering work was necessary. He stated that a lot of incidents occurred in



30 mile per hour zone where there were no road improvements needed, it was more about a snapshot in time where inattentiveness and bad luck led to a collision.

In response to Bob Malloy, Adrian Davis stated that there was sufficient resources already within Warwickshire to maintain the same level of road policing outside of the Strategic Alliance. There would actually be an increase in resources available as fire arms officers assisted with road policing when not required for their primary duty and more fire arms officers would be based in Warwickshire after October.

In response to Councillor Dirveiks, Abby Simkin stated the bike upcycling scheme did mention a positive impact on anti-social behaviour as a potential benefit but funding had only just been awarded and schemes were not yet up and running.

Councillor Davies stated that she had asked for an update from the County Council and had been informed that the first meeting of the road safety partnership would not be meeting until October with no budget for road safety improvements likely before February 2020. Councillor Davies asked if the Commissioner felt that the Council was providing enough support.

The Commissioner responded that his office had put a lot into re-establishing the road safety partnership and it was regrettable that it had broken down in the first place. He stated that he had been keen start work as soon as possible and so his office had launched the grant scheme without the County Council's involvement.

In response to Bob Malloy, The Commissioner confirmed that around ¼ million pounds in funding was received each year from road safety courses which could be used to continue the grants scheme.

Councillor Watkins asked for more information on; applying for the second round of grants funding, Operation SNAP, Community Speed Watch and whether the road safety team carry out seasonal checks on delivery vehicles. He also asked whether recycled bikes could be passed to Warwickshire Young Carers and that the road safety messages could be sent out to Councillors across the county.

Abby Simkin stated that she would be able to provide a written response to the Panel.

## **7. Police and Crime Panel Working Groups**

The Panel confirmed the terms of reference and membership of the two working groups.

## **8. Work Programme**

The following items were suggested for the work plan:

### **21 November 2019**

Preparations for 2020 elections  
The Police Estate

### **3 February 2019**

Warwickshire Police and Crime Panel

19.09.19

Police and Crime Commissioners Budget and Precept

**02 April 2019**

Victim Services Review

Victim Satisfaction

Rural Crime

Repeat Victimization

Warwickshire Police as an independent force – six month update

**9. Reports Containing Confidential or Exempt Information**

**Resolved:** 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 Paragraph 3 Schedule 12A of the Local Government Act 1972 as amended.

**10. Exempt Minutes - 20 June 2019**

The minutes of the previous meeting as amended were agreed as a correct record.

**11. Complaints**

There were none

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Agenda Item 4

**Warwickshire Police and Crime Panel**

**Thursday 21<sup>st</sup> September 2019.**

**Warwickshire Police and Crime Commissioner**

**Update Report.**

**1. Intention.**

The purpose of this report is to provide the members of the Warwickshire Police and Crime Panel (PCP) with an update on my key activities as the Police and Crime Commissioner for Warwickshire (PCC) since the PCP's last scheduled meeting held on the 19<sup>th</sup> September 2019.

**2. Termination of the Alliance (TOA).**

In my role as the Warwickshire PCC I have a statutory duty to secure an effective and efficient police service. This responsibility also forms one of the four key objectives of my Police and Crime Plan 2016 - 2021.

As the PCP are already aware, in October 2018 West Mercia notified Warwickshire of their unilateral decision to terminate the strategic alliance between the two forces. This decision has consequently placed Warwickshire Police in a challenging position, particularly as the termination was issued with the minimum 12-month notice period to take effect from the 8<sup>th</sup> October 2019.

I have briefed the PCP on six separate occasions regarding the developments and progress made in respect of the TOA. These briefings have collectively provided an opportunity for the PCP to raise their concerns regarding the implications of this notice of termination and to enable the PCP to consider its role in the process of Warwickshire Police transitioning from the strategic alliance into its new form.

The Warwickshire Chief Constable, Martin Jelley, is to address the PCP in 'closed' session at the meeting on 21<sup>st</sup> November 2019 regarding the current position with the TOA. As such, it would be counterproductive to include further detail on this matter in this report. I will of course be happy to respond to any questions that the PCP members may have following the Chief Constable's presentation.

I would also like put on record my thanks to Cllr. Reilley as the Chair of the PCP for the communique he issued on the 16<sup>th</sup> October 2019, apprising PCP members on the situation regarding the intervention of the Home Secretary to invoke s23G of the Police Act 1996 in this matter.

**3. PCC Election Preparation.**

On the 7<sup>th</sup> May 2020 the election for the Warwickshire PCC will take place, with Mr Chris Elliott of Warwick District Council as the Police Area Returning Officer (PARO). My term of office will consequently terminate on Wednesday 13<sup>th</sup> May 2020.

Whilst arrangements for this election are still in their infancy, my Office of the Police and Crime Commissioner (OPCC) have produced a 'Joint Protocol' in preparation. For the advance information and scrutiny of the PCP, this protocol is contained at **Appendix A**.

#### **4. Warwickshire Police Establishment.**

I appreciate that this issue is of significant interest to the PCP following the precept rises for 2018/19 and 2019/20 and I have undertaken to provide updates on the position with force establishment and recruitment at PCP meetings throughout the year.

At the last meeting of the PCP on the 19<sup>th</sup> September 2019 I reported that the establishment of police officers has risen to 900 officers, against the full establishment of 963. Recruitment has continued apace since this time, with 20 officers starting their training on the 7<sup>th</sup> October 2019 and a further 20 due to commence training on the 20<sup>th</sup> November 2019. A cohort of 20 officers are also anticipated to begin training on the 2<sup>nd</sup> December 2019. In addition, five transferees have also joined the force in October 2019, with a further three expected to commence next month.

Since recruitment was reopened in 2018, there has been a total of 212 student officers join the force, with a 157 of these being since the start of the 2019/20 financial year. It's of note that 4.7% of the new starters are from BAME background.

On the 8<sup>th</sup> October 2019 the Home Office confirmed that Warwickshire Police will receive funding to recruit an extra 41 officers by the end of 2020/21. This news means that by 2021 the force's strength is expected to grow to 1,012 officers, achieving one of the key targets set out in my Police and Crime Plan and will see Warwickshire Police very much on target to have the highest ever headcount in its long 162 year history.

#### **5. Road Safety.**

At the last meeting of the PCP on the 19<sup>th</sup> September 2019 presentations on this subject matter were provided by Chief Inspector Adrian Davis from Warwickshire Police's Operations Policing Unit (OPU) and Abigail Simkin from the OPCC. During the meeting a public question was posed on an associated matter from Cllr. Holland regarding the enforcement of road traffic weight restrictions on bridges in Warwickshire, and in particular the town of Warwick. CI Davis gave an undertaking to provide an update to the next meeting of PCP on the police action proposed to explore this issue further.

In the intervening period, CI Davis has moved roles and no longer has responsibility for OPU activity. Insp Jem Mountford from the OPU has therefore kindly provided an update that a meeting is to be held on the 18<sup>th</sup> November between representatives from Warwickshire County Council, Warwickshire Police's Road Safety Management Team, Warwick Safer Neighbourhood Team and the OPU to scope the extent of the problem and consider what proportionate action can be taken to mitigate against the harm caused through the transgression of weight restrictions.

Insp Mountford also makes the valid point that Warwickshire Police do not ignore any areas of Roads Policing, but limited resources dictate that priority is given to offences most likely to cause serious harm to people such as the Fatal 4, namely: -

- I. Drink / drug driving.
- II. Mobile phone use.
- III. Seatbelt non-use.
- IV. Excess speed.

ClIr. Holland will be apprised of the outcome of this meeting in due course.

#### **6. Office of the Police and Crime Commissioner (OPCC).**

Of note are the following recent developments that my OPCC have actively been involved in bringing to fruition: -

- **Mental Health Triage.**

A Mental Health Street Triage pilot scheme has now been established until the end of March 2020 (further funding opportunities are currently being identified) having been initiated through a partnership of the OPCC, Warwickshire Police, Coventry and Warwickshire Partnership Trust and the three Clinical Commissioning Groups that cover Warwickshire.

The scheme involves a police officer with enhanced mental health training working alongside a mental health practitioner. The pilot also includes an advice and guidance element along with face to face deployment when necessary. This 'hybrid' model has been designed using demand data from both the force and the s136 Mental Health suite at the Caludon Centre, Coventry. It is operational 4 days a week (Friday - Monday) between 5pm and 2am.

This initiative is to be critically evaluated by Coventry University, with their findings expected to be published in January 2020.

- **Joint Audit and Standards Committee.**

My Office has recently established a 'Warwickshire Joint Audit and Standards Committee' to jointly serve the OPCC and Warwickshire Police. The first meeting of the committee will take place on 26<sup>th</sup> November 2019 and will consider matters relating to internal and external audit, corporate governance, financial management, standards and ethics, HMICFRS action plans and respective risk registers.

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This committee has been joined by three members of the former 'Warwickshire and West Mercia Joint Audit and Standards Committee', bringing with them a wealth of experience. In addition, I have also recruited two new members to the committee through an open recruitment process.

- **Professional Standards Department (PSD).**

To ensure that I meet my statutory obligations under the provisions of the Police Reform Act 2002 and the Policing and Crime Act 2017, in respect of the assessment, recording and management of public complaint reviews, I have agreed with my counterparts in West Mercia and West Midlands to part fund a member of staff to undertake this function on our collective behalf. The role is currently being advertised in advance of the implementation of the new legislation on the 1<sup>st</sup> February 2020.

In addition, s1(8)(a) of the Police Reform Act 2002 (inserted by the Policing and Crime Act 2017) provides that I must hold the CC to account for the exercise of the CC's functions in the handling of police complaints. I am therefore pleased to report on the significant improvement in terms of the management of public complaints against officers and staff.

Between 2016/17 and 2018/19 complaints fell by 34% representing the fourth biggest drop in the country out of the 44 forces in England and Wales. This reduction has been helped by the use of a PCC led initiative 'service recovery' process employed by PSD, whereby PSD speedily respond directly to the public on behalf of officers and staff in order to more effectively and efficiently address minor concerns before they escalate to become a formal complaint. It provides a more customer focused approach to meet the individual needs of the member of the public, whilst reducing unnecessary bureaucracy and allowing more time for front line officers and staff to focus on other priorities.

In other developments, the force's PSD has now been separated out of the alliance with West Mercia Police and has been retained at Stratford Police Station with existing members of staff.

- **Rural Crime Team.**

On 7<sup>th</sup> October 2019 the first Warwickshire Rural Crime Team was launched to coincide with the national Wildlife and Rural Crime Week of Action, providing a dedicated resource to reducing rural crime across the county.

I am always keen to do more to support rural businesses and communities affected by crime, so when I increased the Police Precept this year in order to fund additional officers for Warwickshire Police, I stressed that I wanted to see that uplift being reflected across our rural areas just as much as the more densely populated urban centres.

I know through my regular engagement with farmers and rural businesses that such crime can have a devastating effect, so this is great news and demonstrates that their concerns have been listened to and acted upon. The establishment of this team, alongside all of the crime prevention initiatives I fund, will reinforce the message that crime will not be tolerated in any part of Warwickshire.

The team is based at Greys Mallory near Warwick, however each officer will have geographical ownership of a part of Warwickshire. Their first priority will be to start building up links with the rural community, developing relationships and recognising where emerging trends need to be addressed.

## **7. Warwickshire Police Performance.**

- **Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS).**

Since the last meeting of the PCP on the 19<sup>th</sup> September 2019, HMICFRS have recently published two reports following their inspection of Warwickshire Police. These reports directly relate to the performance of the force in key areas and the following grades have been awarded: -

### **I. 2019 PEEL Report (Published 27<sup>th</sup> September 2019)**

- Efficiency - Requires Improvement
- Legitimacy - Good
- Effectiveness - Good

These grades compare with those attributed by HMICFRS to the force during the previous inspection in 2017/18: -

- Efficiency - Good
- Legitimacy - Requires Improvement
- Effectiveness - Requires Improvement

I welcome the view of HMICFRS that Warwickshire Police is good at preventing crime and tackling anti-social behaviour, understanding community issues and working with other agencies to resolve local problems. This is something that our residents are rightly very concerned about, so I am pleased that the work the force and my Office have been undertaking to improve these areas of work have been recognised independently. The inspection report also recognises the improvements that have been made in the area of protecting the most vulnerable and praises the way it works closely with partners to safeguard victims.

HMICFRS identified a cause for concerns with the way the force investigates crime, with capacity and capability issues meaning that some crimes take too long to bring to an outcome. My Office has done considerable work to examine the underlying issues and I have previously raised my concerns with the Chief Constable on this matter.



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The report also makes clear the very difficult circumstances the force has been placed in over the past year given the situation with the termination of the alliance with West Mercia Police. It should be noted that the report is based on the visit that the inspectors made back in March 2019 and so their concerns reflect their assessment of the force's position at that time.

I am confident that the force understands the areas that need to improve and is putting in plans to address this. My Office will continue to monitor closely the progress that is made, as it will be vital to ensuring an improved service to the public

## II. **Crime Data Integrity** (Published 8<sup>th</sup> October 2019)

- Grading - Good

The inspectors found that the force has developed a positive culture among both officers and staff in relation to its crime recording, concluding that more than 93% of all crimes are recorded, with high levels of crime recording accuracy overall. HMICFRS also praised the force's recording rate for sexual crimes, at over 96% during the same period.

Whilst HMICFRS did find that there are still some issues to be resolved, this report is overall very positive and confirms that Warwickshire has made big strides in the right direction since it was last inspected in 2014. It is great to hear Her Majesty's Inspector state that the communities of Warwickshire can now be more confident than ever and that crimes are being recorded in the proper manner. There is still room for improvement and the report makes a number of helpful recommendations on how the force can continue to strengthen its approach to address these issues.

I am required under sect 55(1) Police Act 1996 to provide a formal response to HMICFRS and the Secretary of State within 56 days of the publication of these report. My response should include the following information: -

- Any comments from the Chief Constable (CC) on the report
- My comments on the CC's comments.
- My comments on the report as a whole.
- If the report includes recommendations, my comments should include an explanation of what action is being, or will be, taken or why no action is proposed.

I am presently awaiting responses from the force before I can fulfil my obligations in this regard. Once they have composed, my letters of response will also published on the OPCC website for public information at: -

[HMICFRS Reports - Office of the Police and Crime Commissioner for Warwickshire](#)

- **OPCC Scrutiny.**

On the 13<sup>th</sup> November 2019 the 'PCP - Planning and Performance Working Group' formally scrutinised the two HMICFRS reports at their meeting, together with the below documents that relate to the force's performance during Q2 2019/20: -

- **Appendix B** - Warwickshire Police Performance Summary Q2 September 2019/20.
- **Appendix C** - OPCC Force Performance Scrutiny Q2 2019/20.
- **Appendix D** - Chief Constable's Response Q2 2019/20.

These documents have subsequently been posted on the OPCC website for public information.

The meeting was supported by the attendance of Neil Hewison (OPCC CEO) and David Patterson (OPCC Development and Policy Lead - Performance).

## 8. Summary of Activity.

Following West Mercia's decision to terminate the strategic alliance concerns have been expressed to me as to the effect that this will have on Warwickshire Police and the communities it serves. In this regard I have continued to undertake an extensive programme of engagements to both inform and reassure. The more notable events and public engagements I have attended since my last report to the PCP include: -

- [Safer Warwickshire Partnership Board](#)

September 17 @ 2:00 pm - 4:00 pm

- [Kingsbury Parish Council meeting](#)

September 18 @ 6:30 pm - 8:30 pm

- [Warwickshire CAVA AGM](#)

September 25 @ 10:15 am - 1:15 pm

- [Water Orton Parish Council meeting](#)

September 25 @ 7:30 pm - 9:30 pm

- [Business/cyber event with local businesses and Police Digital Security Centre](#)

September 26 @ 9:00 am - 11:30 am

- [Warwickshire Search and Rescue search exercise](#)

September 28 @ 1:00 pm - 7:30 pm

- [We Stand Together Rugby](#)

October 3 @ 6:00 pm - 8:00 pm

- [Press Launch New Rural Crime Team](#)

October 7 @ 11:30 am - 1:30 pm

- [King's Fund HWB Strategy Event](#)

- October 9 @ 9:00 am - 1:00 pm
- [Water Orton Parish Council meeting](#)
- October 9 @ 7:30 pm - 9:30 pm
- [Veterans Contact Point Opening and Open Day](#)
- October 10 @ 9:30 am - 2:00 pm
- [3rd Bi-Annual OPCC / Countywide Rural Crime Meeting](#)
- October 10 @ 2:00 pm - 4:00 pm
- [Warwickshire Road Safety Partnership Strategic Board](#)
- October 11 @ 2:00 pm - 4:00 pm
- [High Sheriff's legal service](#)
- October 14 @ 9:45 am - 11:45 am
- [Bishop's Itchington Parish Council meeting](#)
- October 14 @ 7:30 pm - 9:30 pm
- [Meeting with SoS for the Environment, Food and Rural Affairs](#)
- October 15 @ 12:30 pm - 5:00 pm
- [APCC General Meeting](#)
- October 16 @ 8:00 am - October 17 @ 5:00 pm
- [Cake not Hate Event](#)
- October 19 @ 9:00 am - 5:00 pm
- [Magistrates Association Annual National Awards Dinner](#)
- October 19 @ 7:00 pm - 10:00 pm
- [Blue Light Collaboration Joint Advisory Board](#)
- October 25 @ 10:00 am - 12:00 pm
- [Elmer Project visit-Rugby](#)
- October 28 @ 4:00 pm - 5:00 pm
- [Weekly PCC/CC meeting](#)
- October 29 @ 10:00 am - 12:00 pm
- [Visit to Stratford Town FC](#)
- October 30 @ 2:00 pm - 4:00 pm
- [Neighbourhood Watch Meeting – North Warwickshire, Ridge Lane and Birchley Heath](#)
- November 7 @ 7:15 pm - 8:15 pm
- [Remembrance Sunday at Nuneaton](#)
- November 10 @ 9:30 am - 2:00 pm
- [Rugby Street Pastors 10 year anniversary celebration](#)

November 10 @ 4:00 pm - 7:00 pm

- [Remembrance event at Bedworth](#)

November 11 @ 9:00 am - 2:00 pm

- [Chief Constable's Award Ceremony](#)

November 12 @ 7:00 pm - 11:00 pm

- [Ullenhall Parish Council Meeting](#)

November 19 @ 7:30 pm - 8:30 pm

## 9. **Formal Decisions.**

I have made the following decisions since my last report on the 20<sup>th</sup> June 2019: -

- WPCC20089 - Exempt from publication s43 Commercial Interests.
- WPCC20090 - Creation of Warwickshire Joint Audit and Standards Committee.
- Wpcc20091 – Awaiting finalisation.
- WPCC20092 - Donation to the Suzy Lamplugh Trust for the National Stalking Helpline.
- WPCC20093 - Awaiting finalisation.
- WPCC20094 - Donation to Heartstone Anti Hate Crime Project.
- WPCC20095 - Aspire in Arts Summer Music Project.
- WPCC20096 - Allocation of PCC Road Safety Grants 2019-20.
- WPCC20097 - Small Grants Launch Event.
- WPCC20098 - Exempt from publication under S43 Commercial Interests.
- WPCC20099 - Awaiting finalisation.
- WPCC20100 - Donation to the National Sikh Police Association.
- WPCC20101 - Athena Technical Refresh.
- WPCC20102 - Recruitment of Specials and the Provision of Body Worn Video for Specials.

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

Philip Seccombe. TD.

Police and Crime Commissioner for Warwickshire.

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## **JOINT PROTOCOL IN PREPARATION FOR THE ELECTION OF THE POLICE AND CRIME COMMISSIONER IN MAY 2020**

### **Introduction**

1. This protocol sets out the arrangements to ensure that candidates and prospective candidates are dealt with in a fair, transparent and equal manner. The protocol also provides guidance and safeguards to all staff of the Office of the Police and Crime Commissioner (OPCC) and Warwickshire Police in order to avoid allegations of bias.

### **Significant Dates**

2. On Monday 30<sup>th</sup> March 2020 the pre-election or “purdah” period will commence when the Police Area Returning Officer (PARO) publishes the Notice of Election for the Warwickshire Police and Crime Commissioner (PCC). The purdah period will only end when a the newly elected PCC takes office
3. On Wednesday 8<sup>th</sup> April 2020 the list of candidates confirmed as standing in the election, known as the Statement of Persons Nominated, will be published. There is a distinction between “potential” candidates (those nominated by a political party or expressing interest in the role before 8th April 2020) and those confirmed as candidates by the Statement of Persons Nominated.
4. On Thursday 7<sup>th</sup> May 2020 the election for the Warwickshire PCC will take place.
5. On Wednesday 13<sup>th</sup> May 2020 the current Warwickshire PCC’s term of office will end.

### **Roles and Responsibilities**

6. The PARO for the election is Mr Chris Elliott of Warwick District Council and he is accountable for the conduct of the election. His e-mail address is [chris.elliott@warwickdc.gov.uk](mailto:chris.elliott@warwickdc.gov.uk).
7. The OPCC Chief Executive and Monitoring Officer (CEO) and / or the Chief Constable will seek guidance from the PARO regarding any activity they believe may interfere with the election.
8. All queries regarding the election itself should be referred to the Electoral Team Manager, Ms Gillian Friar. Her email address is [gillian.friar@warwickdc.gov.uk](mailto:gillian.friar@warwickdc.gov.uk) Telephone (01926) 456105.

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9. All queries from potential and confirmed candidates concerning the role of the PCC, OPCC or Warwickshire Police should be referred in the first instance to the OPCC CEO Mr Neil Hewison. His email address is [opcc@warwickshire.pnn.police.uk](mailto:opcc@warwickshire.pnn.police.uk) Tel (01926) 412322.
10. Where factually incorrect information has been published in connection with the election, which could undermine confidence in either the OPCC or Warwickshire Police, then factually correct information can be released. Varying interpretations of factually accurate information are not grounds for making a release.
11. Any public corrections to inaccurate information published in relation to the election will be made by the OPCC CEO, in consultation with the PARO and Chief Constable.
12. Online information about the election will be published on the OPCC website at <https://www.warwickshire-pcc.gov.uk/your-pcc/pcc-elections-2020/>

**Purdah**

13. Whilst 'purdah' is not defined in an Act of Parliament, restrictions are placed on local authorities (applicable to PCCs and their Deputies too) by the Code of Recommended Practice on Local Authority Publicity, which refers to periods of heightened sensitivity during elections. Much of this sensitivity is about exercising greater care to observe laws and rules which apply in any event, but recognising that public bodies and offices are likely to come under greater scrutiny at election times. There are three key points: -
  - The restrictions placed on Police and Crime Commissioners by virtue of the Code of Practice on Local Authority Publicity (*S6 Local Government Act 1986, as amended by Schedule 16, paragraph 173 of the Police Reform and Local Responsibility Act*)
  - The impact of the Seven Principles of Public Life (Nolan Principles), by which PCCs are bound as holders of a public office
  - The impact of the PCCs Oath of Office (PCC (Declaration of Acceptance of Office) Order 2012)

**General guidance relating to elections**

- Further guidance for Police Officers and Staff is available from the College of Policing <https://www.app.college.police.uk/app-content/policing-elections/linked-reference-material/>.
- Election guidance for civil servants is published at: <https://www.gov.uk/government/publications/election-guidance-for-civil-servants>

**Principles**

14. The following are outline principles, which all staff should adhere to. Any areas of uncertainty or questions are to be ultimately directed to the OPCC CEO to make a decision.

**a. Organisational**

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- i. Particular care should be taken over official support, use of resources (including publicity) for official announcements, which could have a bearing on matters relevant to the elections.
- ii. Special care should be taken in respect of publicity campaigns so that they are not open to criticism and that they have not been undertaken for party political purpose, or in support of a particular candidate.
- iii. The OPCC and Warwickshire Police must not publish material that refers to or could, in any way, be construed as being designed to affect support for a particular party or candidate.
- iv. The OPCC will maintain details of information provided to prospective candidates or actual candidates, which will then be published on the OPCC website so that it is available to everyone.

**b. Engagement with Candidates**

- i. An essential test regarding the appropriateness of any engagement with a candidate is, *“does it appear to favour one candidate against another, whether in terms of information or public profile?”*
- ii. Care should be taken in relation to visits by candidates to OPCC premises or police premises. Any request to visit official premises is to be directed to the OPCC CEO in advance for a decision.
- iii. Support should not be undertaken for one candidate that would not, or could not, be undertaken with another.
- iv. Prospective candidates, actual candidates and parties must be treated with an even hand and have equal access to information.
- v. Prospective candidates and actual candidates remain members of the public and are not entitled to confidential information.

**c. Incumbent PCC**

- i. An essential test regarding the appropriateness of any engagement with a candidate, including the incumbent PCC, is, *“does it appear to favour one candidate against another, whether in terms of information or public profile?”*
- ii. The incumbent PCC, if they are seeking re-election, are to be treated the same as any other candidate with all requests for information being recorded and shared on the OPCC website.
- iii. Unlike many other elected positions the incumbent PCC maintains office through the declaration and election period and up to 13<sup>th</sup> May 2020 and therefore maintains statutory responsibilities. However, care must be taken to ensure that activities, especially during purdah, are restricted to statutory roles that could not be perceived as influencing the election.

**d. OPCC Staff and Police Officers**

An essential test regarding the appropriateness of any activity by an individual in the OPCC or the Force is, *“is it likely to affect or influence the outcome of the election?”*

- i. OPCC staff are politically restricted and cannot actively support PCC candidates. Additionally, OPCC staff are disqualified from being elected as PCC and therefore, must resign a minimum of 19 days prior to their declaration of candidacy if they intend to stand.
- ii. No member of OPCC staff or serving police officer or is allowed to stand as a candidate for PCC.
- iii. Police officers must avoid any action, which is or might reasonably be perceived as, being supportive of any party, candidate or opinion. Including: encouraging anyone to vote for a certain candidate, treating candidates differently, supporting or attacking the views of candidates.
- iv. Police officers must avoid putting themselves in a position or situation, which could be used by a party or candidate in support of their campaign.
- v. OPCC staff or police officers who use any form of social media should take care over any content on their account relating to the election.
- vi. Due regard should be given to the Code of Ethics , which is applicable to Police Officers, Police Staff, Police Community Support Officers (PCSOs), those with designated police powers, members of the Special Constabulary and other Police volunteers. <http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx>,

**e. Conduct**

The above principles provide information to support decision making. They are underpinned by the requirements placed upon OPCC staff and police officers regarding their overall conduct and behaviour; specifically:

- a. **Police Officers.** Police Regulations 2003 set out the conditions of service of officers. This includes the need to abstain from any activity likely to interfere with the impartial discharge of duties or give rise to an impression of taking part in politics. Furthermore the Police Conduct Regulations 2004 also highlight expected standards of behaviour such as honesty and integrity; fairness and impartiality; politeness and tolerance.
- b. **Police Staff.** Police Staff Council Joint Circular 54, 2008 Standards of Professional Behaviour for Police staff highlight the need to adhere to relevant standards such as acting with impartiality and only disclosing information in the proper course of work. In addition certain posts are politically restricted within the meaning of the Local Government and Housing Act 1989.



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- c. **OPCC Staff.** The Police Reform and Social Responsibility Act 2011 places political restrictions on members of OPCC staff.
15. Where a current Deputy Police and Crime Commissioner intends to submit a nomination as a PCC candidate to the Police Area Returning Officer, they will need to resign<sup>1</sup> from the OPCC in order for their nomination to be valid. This provision will not apply in Warwickshire as there is no Deputy PCC.

**Engagement with Candidates and Prospective Candidates**

16. Political parties will undertake their own selection process to nominate their candidates during the latter half of 2019 and the early part of 2020. During the same period independent members are also likely to inform the public of their intention to stand. Some prospective candidates will announce their interest to stand well in advance of the election, whereas others may keep their intentions to themselves until the period for formal declarations.
17. Throughout these different stages, media interest is likely to build as will contact between prospective candidates, the OPCC and Warwickshire Police. However, there is no duty on the OPCC or the force to treat candidates, or prospective candidates, as elected representatives. Nevertheless, discretion should be used in response to any reasonable requests for information.

**Requests for Information**

18. Where a request for information from a prospective candidate or candidate is received the following process will be adopted: -
- a. It will be treated as from any member of the public.
  - b. It should be directed to the Single Point of Contact (SPOC) email account<sup>2</sup> within the OPCC or telephoned through to the OPCC (01926 412322) where a Single Electronic Register (SER) will be maintained<sup>3</sup>.
  - c. All requests that are directed to Warwickshire Police will be re-directed to this SPOC and SER to ensure full transparency and equality. The force should continue to respond to Freedom of Information (FOI) requests in the normal way.
  - d. In formulating a response, it should be recognised that the information provided may be exploited for political and campaigning purposes.
  - e. Where it is an FOI request, the standard operating practice will apply. Both the OPCC and force will respond according to current procedures. In addition the response will be posted on the OPCC website.
  - f. Every response will be from the OPCC CEO will be posted on the OPCC website.

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<sup>1</sup> A minimum of 19 days prior to submitting their nomination

<sup>2</sup> opcc@warwickshire.pnn.police.uk

<sup>3</sup> The master electronic register will contain all contact, requests for information and other pertinent information along with decisions and risk mitigations as appropriate

**Media**

19. When handling media communications, the following principles are recommended: -
- a. A response by the OPCC CEO may be appropriate when factually incorrect information is released that could impact on confidence in the PCC or the force. The factually correct information can be shared by the CEO publically in a neutral manner.
  - b. A response may not be appropriate when a claim is based on that individual's interpretation of information.
  - c. The above guidance should apply when both the OPCC and the force use social media to respond to queries or comments.
  - d. Purdah guidance will also apply to media communications.

**Purdah**

20. This is a particularly sensitive period in the lead up to the election and requires special care, the following additional restrictions will apply: -
- a. Where practicable the OPCC and the force should avoid making and publicising major policy decisions that may deemed to be politically sensitive.
  - b. The OPCC and the force websites must contain only factual information.
  - c. Documents which promote the OPCC should not be published.
  - d. OPCC staff, police officers and police staff must ensure that they do not contribute to or support the activities of a candidate.
  - e. Clear records of all dealings with candidates throughout the purdah period must be maintained to ensure transparency and accountability, unless the incumbent PCC is conducting their statutory responsibilities.
  - f. OPCC staff, police officers and police staff must not agree to be photographed or used as part of any campaign.

**Organised Meetings**

21. The OPCC CEO will arrange for a series of factual briefing materials to be developed and posted on the OPCC website. Candidates requesting information that is already covered within these documents will be directed to that website.
22. A briefing opportunity will be established by the OPCC CEO following official declaration of candidacy. Dates, times and locations will be posted on the OPCC website. The briefing will only contain factual information. The PARO will also be notified of the briefing date so as to inform candidates of the service being offered. Questions will be taken and candidates will be requested to submit advance notice of specific questions in order to provide factually correct and accurate answers.
23. In addition and upon request to the OPCC CEO, individual meetings may be held with the PCC . These meetings will only be provided following formal declaration of intent to stand

## OFFICIAL

for election and where their request for information is not covered in existing documentation in places such as the OPCC website. Advance notification of any areas for discussion will be required, notes will be taken of the discussion and posted onto the OPCC website.

24. The above briefings will not cover the running of the election, which will be the subject of separate briefings organised by the PARO.

**Visits to Premises**

25. Requests for visits to OPCC or force to the OPCC CEO will be considered on a case by case basis. However, the principal methods of fact finding will be through the OPCC website, post-declaration briefings and specific requests for information through the OPCC SPOC. Every request will be notified to the OPCC and recorded on the SER.

**Photographs**

26. Until the 'purdah' period begins it is acceptable for candidates to be filmed or photographed with OPCC staff, police officers or staff for newspapers or television news bulletins; provided that the individual is content to be filmed /photographed. However, once within the 'purdah' period then OPCC staff, police officers and staff must not be filmed or photographed. Additionally, before and throughout purdah all staff must maintain their independence and not be seen to be biased in supporting one candidate or party over another.

**Police Imagery**

27. The OPCC and the Warwickshire Police will seek to ensure that their imagery and livery is not used in any campaigning or publicity material and this restriction will be included in the candidate briefing material on the OPCC website. Where it is so used, the OPCC CEO will consider the need to request the candidate to remove or withdraw the material. Each case will be judged on its merits, but include consideration of the profile of the image, the message given, the degree of publication already achieved and the likely reputational damage and confidence in policing.

**Social Media**

28. OPCC staff, police officers and police staff that have personal websites, blogs or use social networking sites should: -
- a. Not post any comments that could be seen to be, or give the impression to be made in their professional role.
  - b. Be aware that the higher their public profile is, the more likely it is they will be perceived as acting in their official capacity when using social networking sites.
  - c. Those members of staff who hold politically restricted appointments should not be making political points, or making specific or personal comments about an individual candidate.

**Post-Election**

29. The requirements for the OPCC and the force in supporting the newly elected PCC will be dependent upon who is elected, their previous knowledge, experience and requirements. The OPCC CEO will discuss the requirements with the newly elected PCC and establish an induction programme.

**Summary**

30. The OPCC and Warwickshire Police remain politically impartial. Therefore the aim of this joint protocol and underlying procedures is to ensure transparency and equality for all prospective candidates in the lead up to and through the election.

31. The Association of Police and Crime Chief Executives (APAC<sup>2</sup>E) is currently refreshing its more detailed guidance for OPCC CEOs in relation to the staff of PCCs

Neil Hewison

Chief Executive and Monitoring Officer

Warwickshire OPCC



Philip Seccombe  
Police and Crime  
Commissioner  
for Warwickshire

# WARWICKSHIRE POLICE AND CRIME PLAN 2016 – 2021

## Performance Summary September 2019



**A SAFER, MORE SECURE WARWICKSHIRE**

## Summary

Topic	Inclusion	Data	Commentary	
<b>Putting Victims and Survivors First</b>				
<b>Confidence</b>	Quarter or when updated	In line with the previous period and above the national average.		2
<b>Victim Satisfaction</b>	Month & quarter	Overall satisfaction saw no significant change compared to previous month.		3
<b>Repeat Victimisation</b>	Month & quarter	Increase in the volume and rate of repeat victims compared to the previous month	Weekly reporting now in place.	5
<b>Protecting People from Harm</b>				
<b>Hate Crime</b>	Month & quarter	Increase on previous month and above the monthly average.	No exceptional volumes	7
<b>Hate Crime Satisfaction</b>		Showing downward trend.		
<b>Missing Persons Reports</b>	Quarter unless exceptional	Decrease on previous month and below monthly average.	No exceptional volumes.	9
<b>Sexual Offences – Rape</b>	Month & quarter	Decrease on previous month but above monthly average.	No exceptional volumes	10
<b>Sexual Offences – Other</b>	Month & quarter	Increase on previous month and above monthly average.	No exceptional volumes	11
<b>Domestic Abuse</b>	Month & quarter	Decrease on previous month but above monthly average	No exceptional volumes	12
<b>Child at Risk</b>	Month & quarter	Increase on previous month and above monthly average.	Exceptional volumes in South Warwickshire	17
<b>CSE</b>		Decrease on previous month but above monthly average	No exceptional volumes	
<b>Road Traffic Casualties</b>	Quarter unless exceptional	No roads deaths occurred in Warwickshire in September.		19
<b>Serious Organised Crime</b>	Quarter	OCG and disruption data		20
<b>Preventing &amp; Reducing Crime</b>				
<b>Total Recorded Crime</b>	Month	Increase on previous month and above monthly average.	No exceptional volumes.	21
<b>Violence with Injury</b>	Quarter unless exceptional	Increase on previous month and in line with monthly average.	No exceptional volumes	30
<b>Violence without Injury</b>	Quarter unless exceptional	Increase on previous month and above monthly average.	Exceptional volumes in South Warwickshire	31
<b>Robbery</b>	Quarter unless exceptional	Increase on previous month and above monthly average.	Volumes not exceptional	33
<b>Residential Burglary - Dwelling</b>	Quarter unless exceptional	Increase on previous month and above the recalculated monthly average. Increase on previous month and above monthly average.	Decrease in the monthly average	35
<b>Business Crime</b>	Quarter unless exceptional	Increase on previous month and above recalculated monthly average. Increase in monthly average across Warwickshire.	Exceptional volumes in South Warwickshire	36
<b>Rural Crime</b>	Quarter unless exceptional	Decrease on previous month but above monthly average.	No exceptional volumes	38
<b>Cyber Crime</b>	Quarter unless exceptional	Decrease on previous month but above monthly average.	Increase in the monthly average in South Warwickshire.	40
<b>Anti-Social Behaviour</b>	Quarter	Decrease on previous month and below monthly average.	No exceptional volumes	42
<b>Intelligence Reports</b>	Month & quarter	Decrease in outstanding submissions		44
<b>Criminal Justice – File Quality</b>	Quarter	Data unavailable due to delays from CPS	Not included in this report	
<b>Ensuring Efficient and Effective Policing</b>				
<b>Response Times to Emergency Incidents</b>	Monthly	Average response times not exceptional across Warwickshire		45
<b>Sickness</b>	Month & quarter	Increase in Officer and Staff sickness rates compared to the previous month.		47
<b>Complaints</b>	Quarter	100% complaints recorded in 10 days and 71% finalised in 120 days.		48
<b>Call Handling</b>	Month & quarter	Abandon rate has decreased for 999 calls but increased for 101 calls.  Answering of 999 calls above the standard but below for 101 calls.		50

# Putting Victims & Survivors First

## Confidence in Police

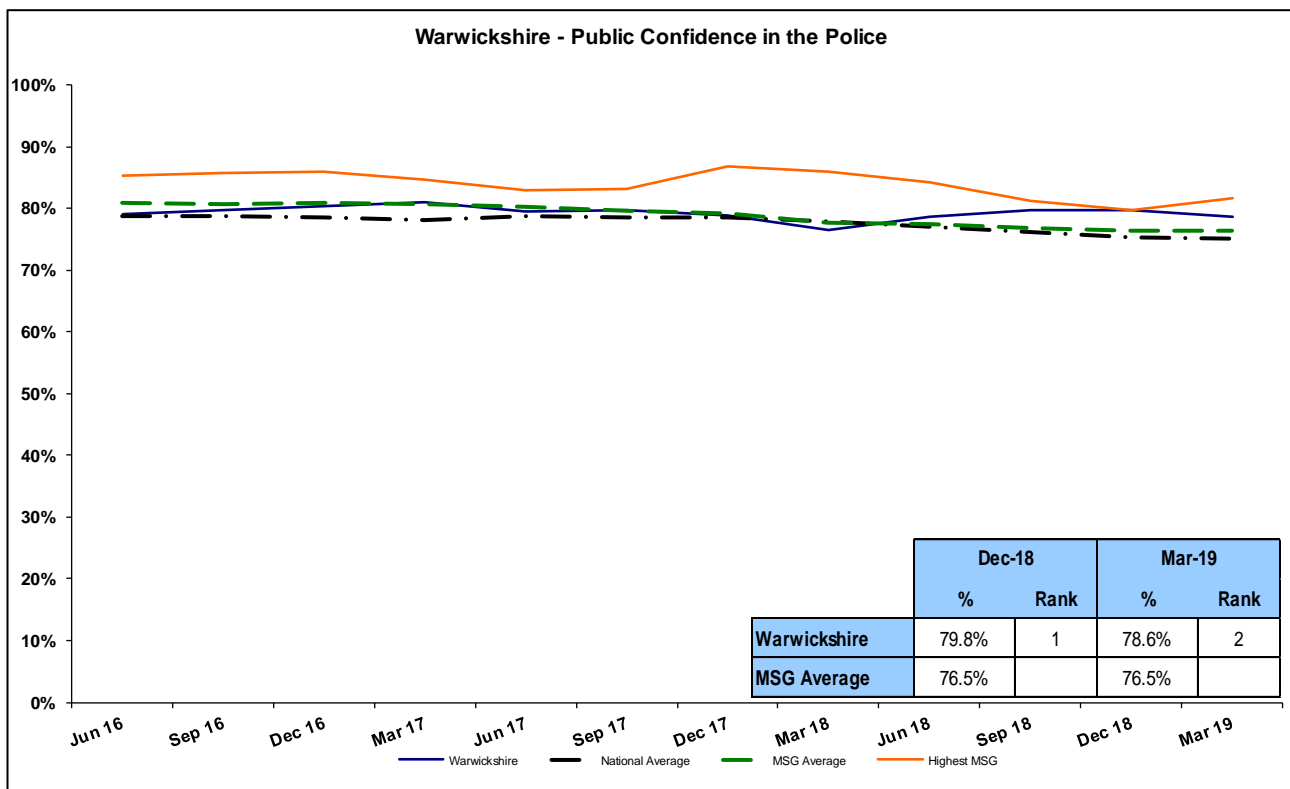
### Signs of Improvement would be:

- ❖ Improved confidence: within force and against MSG peer forces

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 2019. The next update is due to be released later in October.

The latest data shows performance is consistent with the previous period, with 79% of people having confidence in the police in their local area in the 12 months to March 2019. Performance is currently above both the national and MSG average.

Against the Most Similar Group<sup>1</sup> (MSG) of peer forces, Warwickshire is currently ranked 2<sup>nd</sup> of the 8 forces, one place lower than the previous reporting period. The force's ranking against all forces has decreased from 6<sup>th</sup> (Dec 18) to 10<sup>th</sup> (Mar 19).

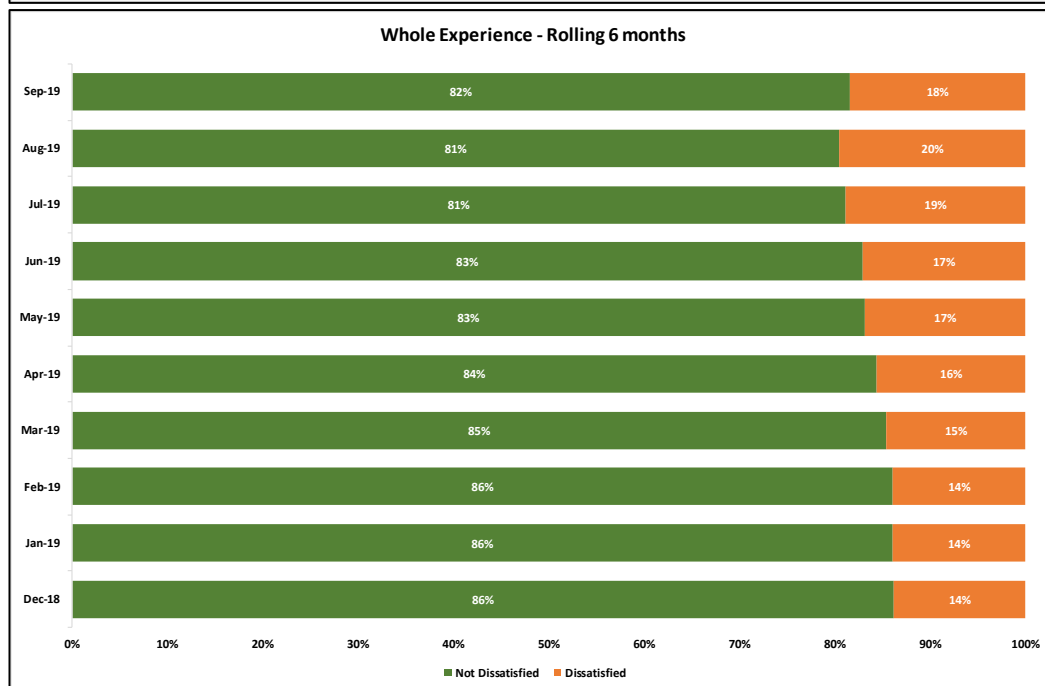
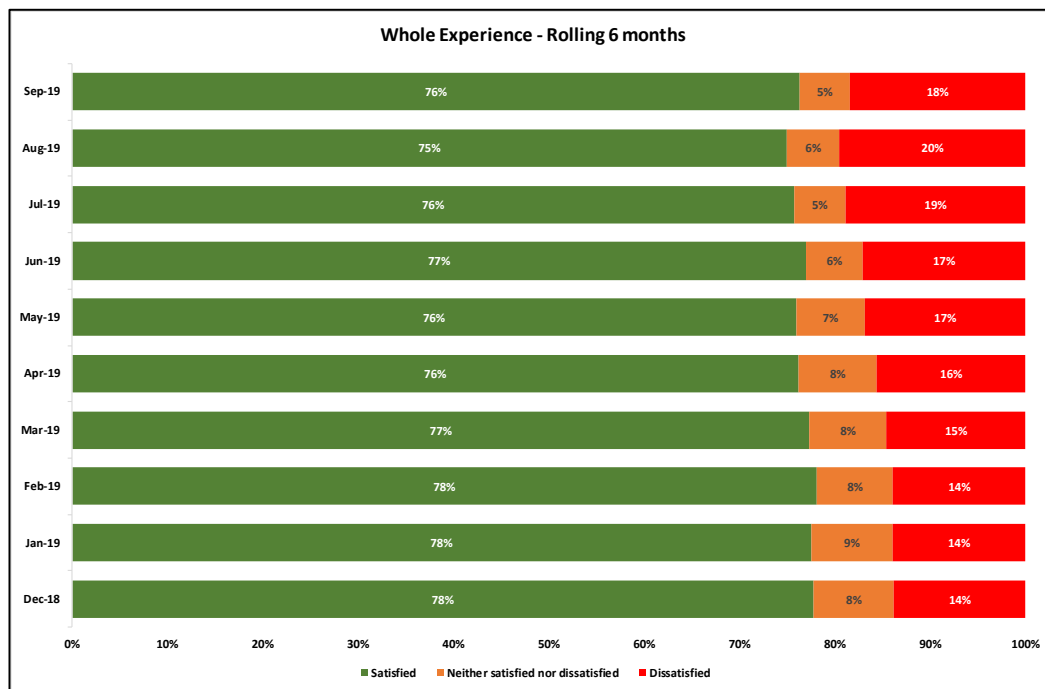


<sup>1</sup> Most Similar Forces for Warwickshire are: Devon & Cornwall, Cambridgeshire, Gloucestershire, North Wales, Suffolk, West Mercia and Wiltshire.

## Victim Satisfaction

### Signs of Improvement would be:

- ❖ Improved satisfaction: across all four stages & whole experience

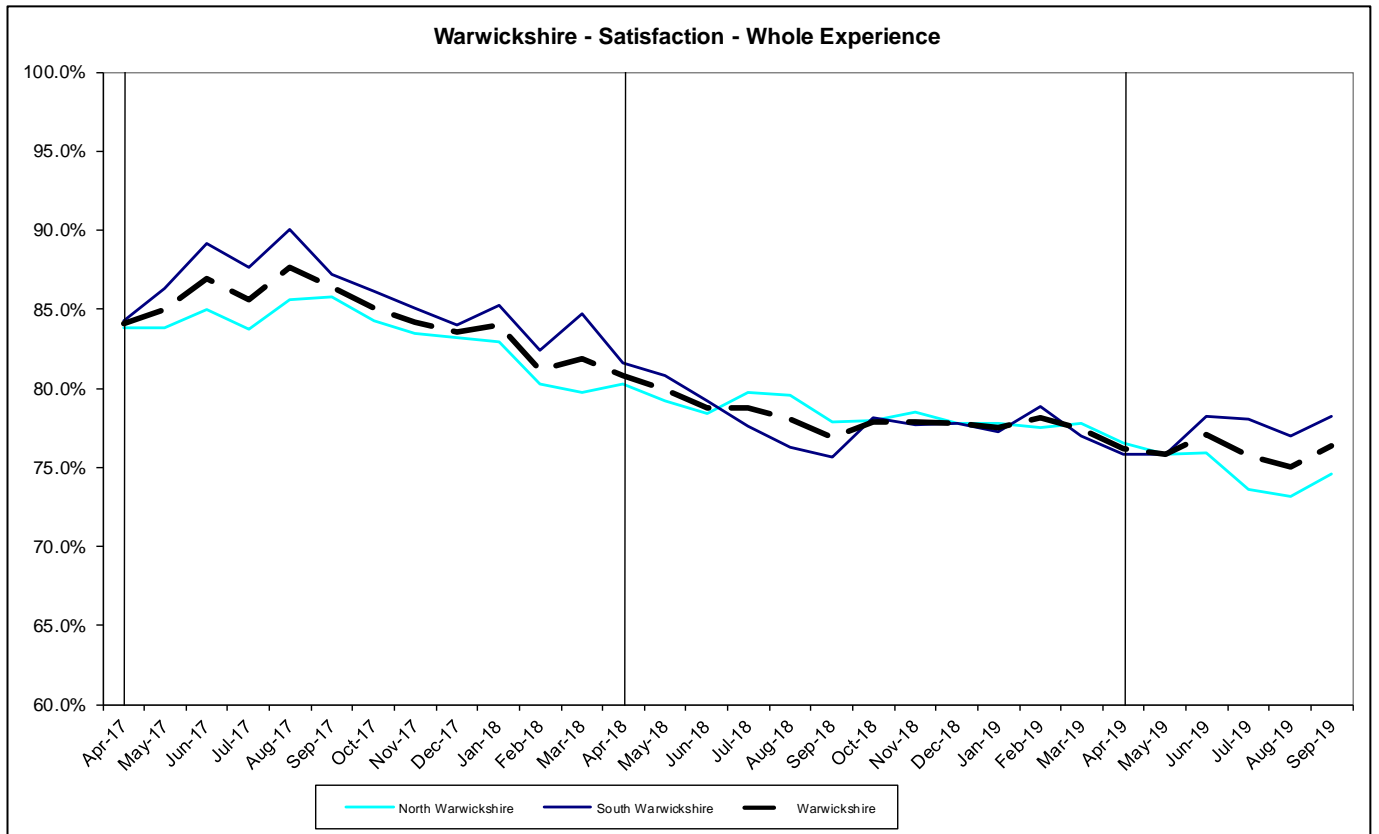


	Jul-19	Aug-19	Sep-19
North Warwickshire	74%	73%	75%
South Warwickshire	78%	77%	78%
Warwickshire	76%	75%	76%

Overall victim satisfaction with 'Whole Experience' across Warwickshire was 76% in September.

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





## Repeat Victims

### Signs of Improvement would be:

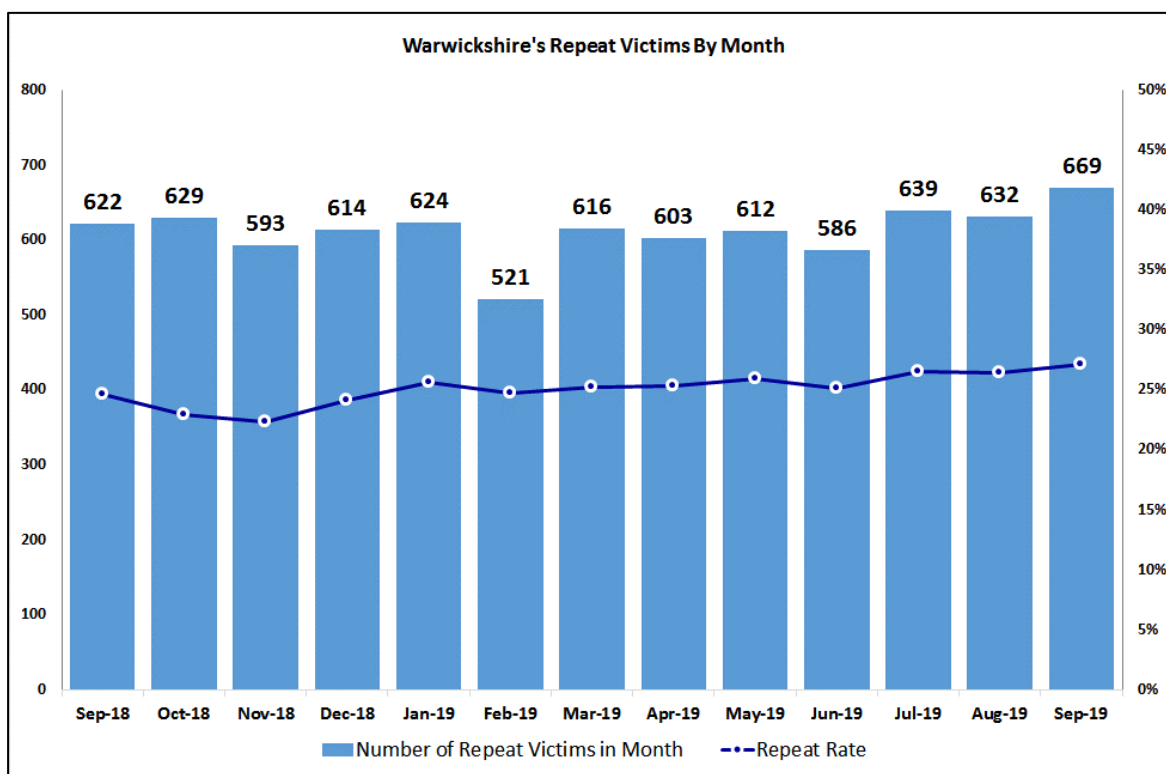
- ❖ Reduction in repeat victims

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 force areas, these counts reflect Warwickshire’s victims only, but quantifies total offences across the two forces.

### Repeat Victimization

Details of repeat victims are provided to local policing colleagues on a weekly and monthly basis. These reports allow the tracking of high risk repeat victims to ensure all necessary safeguarding procedures are in place.

In addition, ASI continue to develop a similar approach for repeat suspects which will be rolled out across Warwickshire shortly.

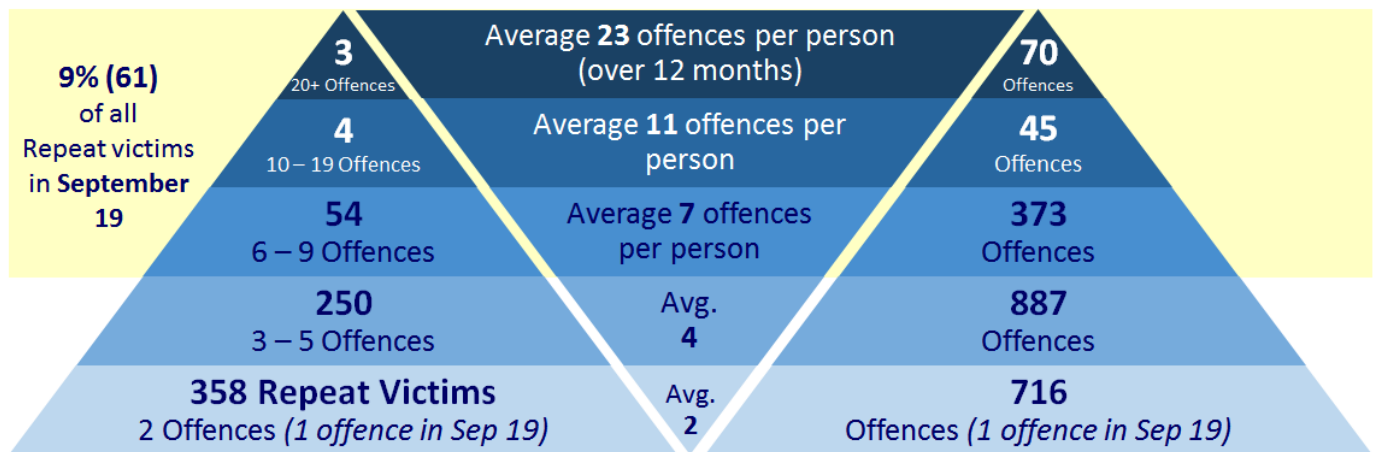


In September, 27% (669) of all victims (2,464) were repeat victims (subject to at least one further offence in the last 12 months). In the last 12 months of monitoring, this is highest volume and rate of repeat victims seen.

85 (13%) of September’s repeat victims were also a repeat victim in August and 17 individuals (3%) were a repeat victim in each of the last 3 months – July, August and September.

Both policing areas have seen an increase in the number of repeat victims in September, whereas an increase in the repeat rate was seen in North Warwickshire.

**Breakdown of Repeat Victims in September by Number of Offences**



September’s repeat victim cohort accounts for 2,091 offences recorded in the last 12 months, of which 931 offences were recorded in September.

61 individuals have been a victim of 6 or more offences in the last 12 months, representing 9% of all repeat victims, 488 offences of which 112 offences were recorded in September. This is an increase on the previous month (52 repeat victims, 8% proportion, totalling 441 offences).

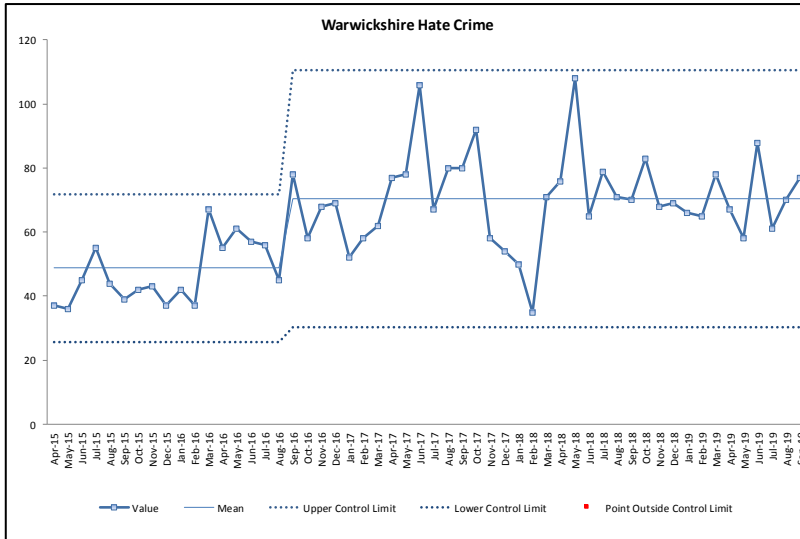
Two North Warwickshire victims and one from South Warwickshire have reported 20 or more offences in the last 12 months, totalling 70 offences. All three individuals were repeat victims last month and two of which have featured in the last 2 monthly reports.

# Protecting People from Harm

## Hate Crime

### Signs of Improvement would be:

- ❖ Increased reporting
- ❖ Sustained / improved victim satisfaction



	Jul-19	Aug-19	Sep-19
North Warwickshire	41	40	45
South Warwickshire	20	30	32
<b>Warwickshire</b>	<b>61</b>	<b>70</b>	<b>77</b>

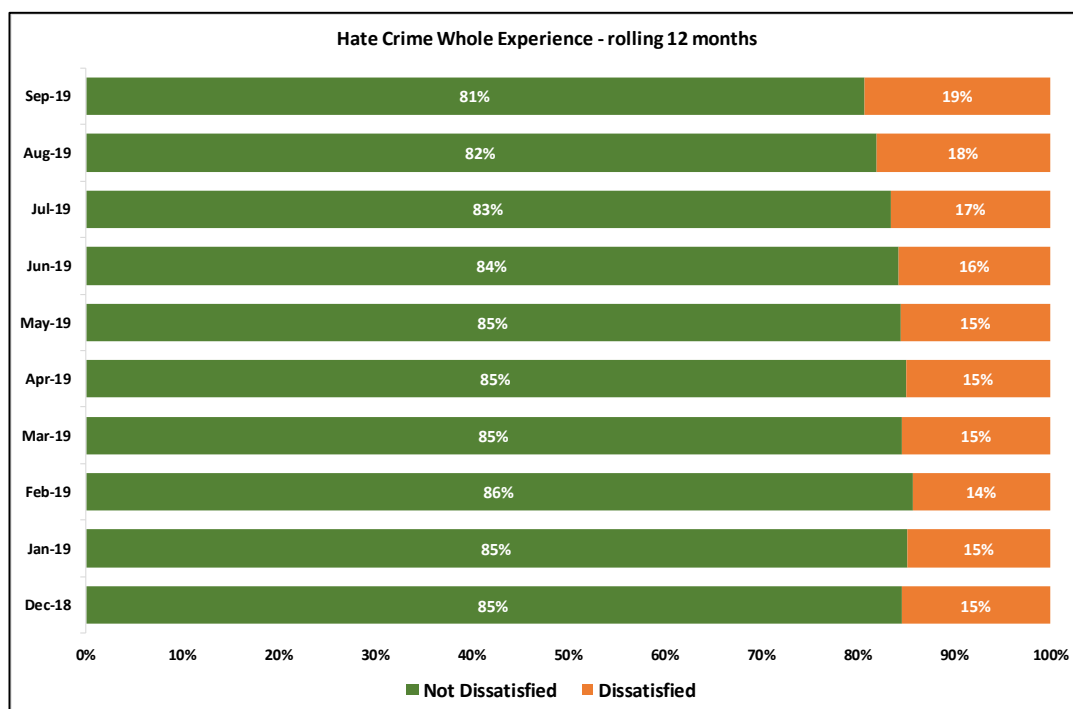
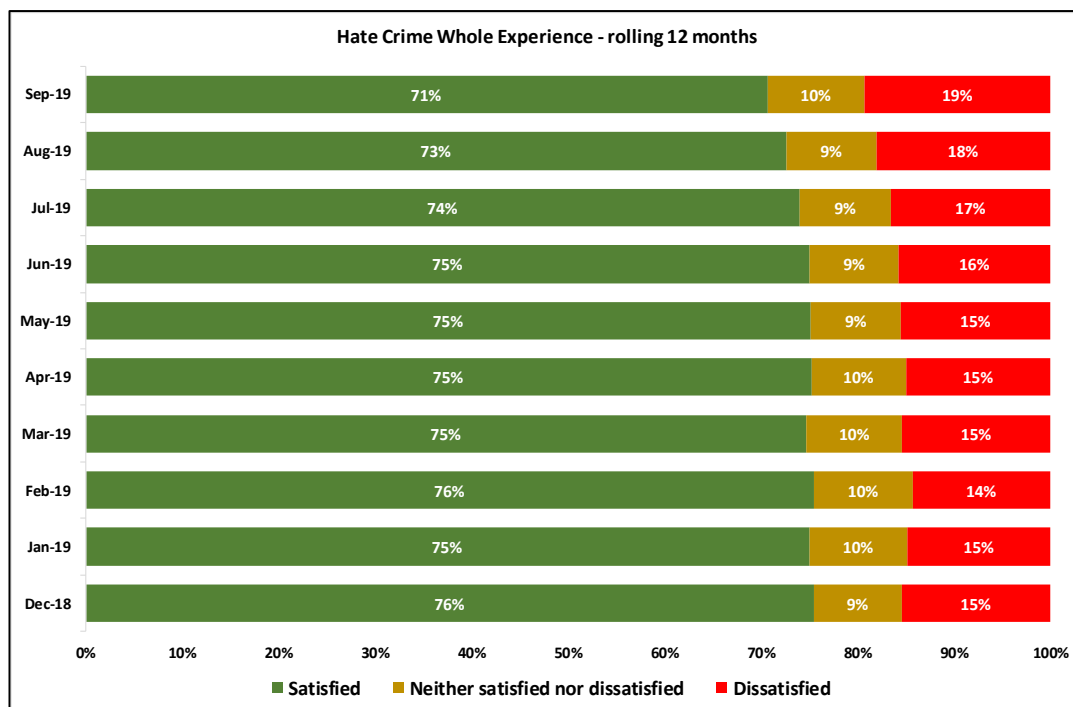
77 hate offences/incidents were recorded in September. This is an increase compared to August (70) and above the monthly average (71).

Increased volumes were seen across both policing areas, however volumes remain within the expected range.

The breakdown of hate crime remains fairly consistent, with racially based offences/incidents remains accounting for the majority of reports (69%).

### Hate Crime Victim Satisfaction

As the number of reported hate crimes is low, the number of victims who are surveyed each month is also low (average of only 10 per month). The data is therefore shown on the chart as a rolling 12 months to give a longer term trend and to prevent short term reactions to what can be significant month-on-month variations.



	Jul-19	Aug-19	Sep-19
<b>North Warwickshire</b>	70%	69%	66%
<b>South Warwickshire</b>	80%	78%	76%
<b>Warwickshire</b>	74%	73%	71%

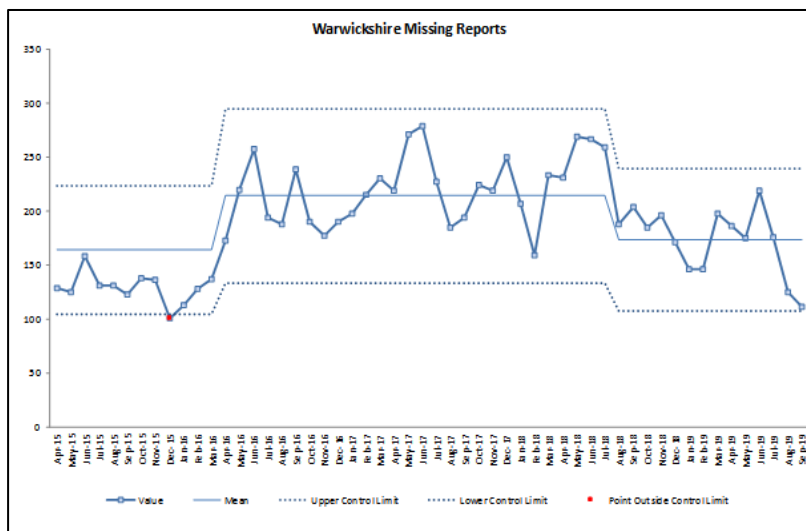
Across Warwickshire, overall satisfaction for Hate Crime has shown a slight downward trend over the last 3 months. In September 71% of respondents were satisfied, compared to 74% in July.

## Missing Persons

### Signs of Improvement would be:

- ❖ Reduction in frequency of repeat missing persons
- ❖ Reduction in duration of missing
- ❖ Overall reduction of missing incidents

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



	Jul-19	Aug-19	Sep-19
North Warwickshire	123	87	81
South Warwickshire	53	38	30
<b>Warwickshire</b>	<b>176</b>	<b>125</b>	<b>111</b>

111 missing person reports were recorded in September. This is a decrease compared with August (125) and below the monthly average (173).

The decrease is seen for both policing areas and is consistent for missing individuals and U18s.

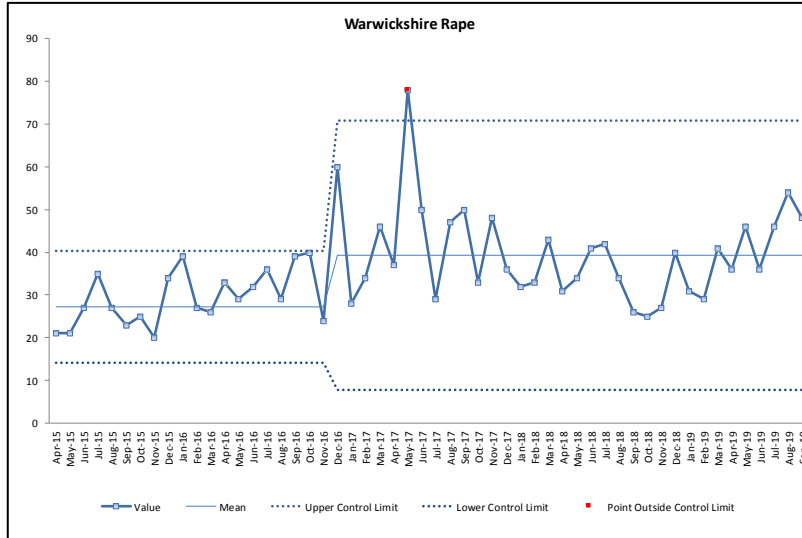
Volumes of missing person calls for service, reports and repeat reports continue to be monitored on a regular basis to identify trends. The missing person's coordinator and command team in Warwickshire are sent comprehensive data reports to assist them in their understanding of the extent and nature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

## Sexual Offences

### Signs of Improvement would be:

- ❖ Wider opportunities for victims to report offences
- ❖ Investigation of offences meeting victim expectations

### Rape

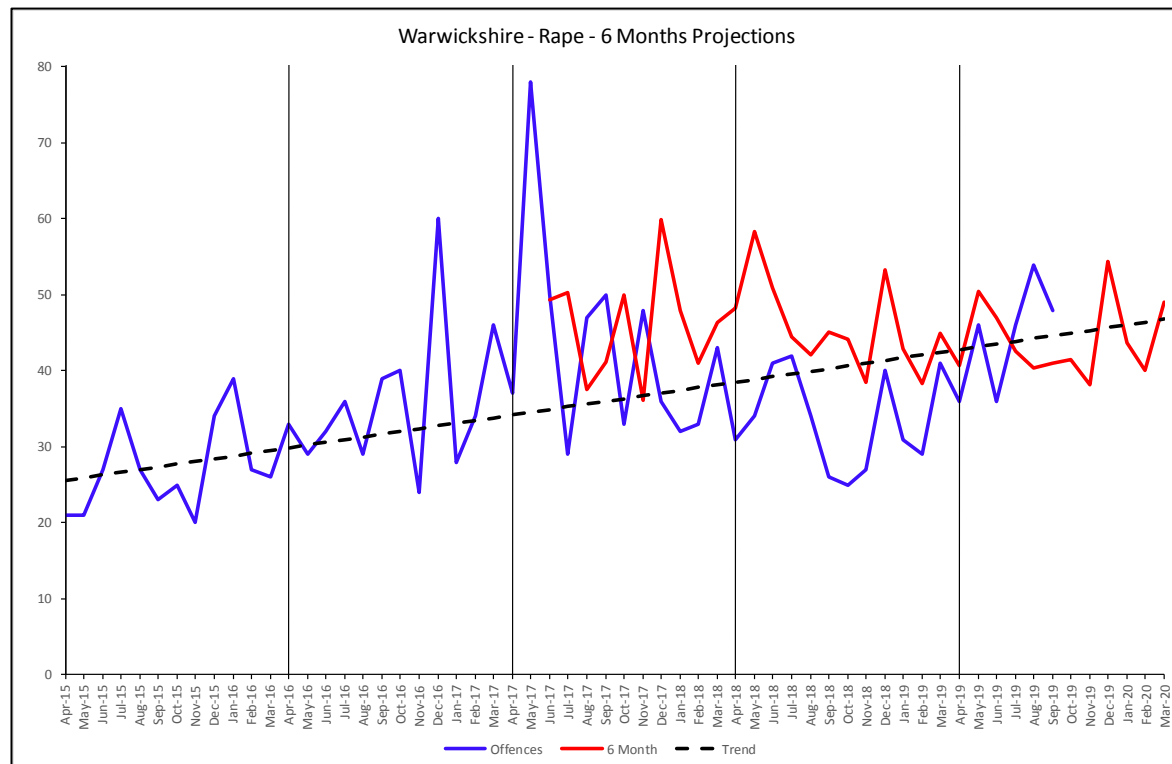


	Jul-19	Aug-19	Sep-19
North Warwickshire	28	26	21
South Warwickshire	18	28	27
<b>Warwickshire</b>	<b>46</b>	<b>54</b>	<b>48</b>

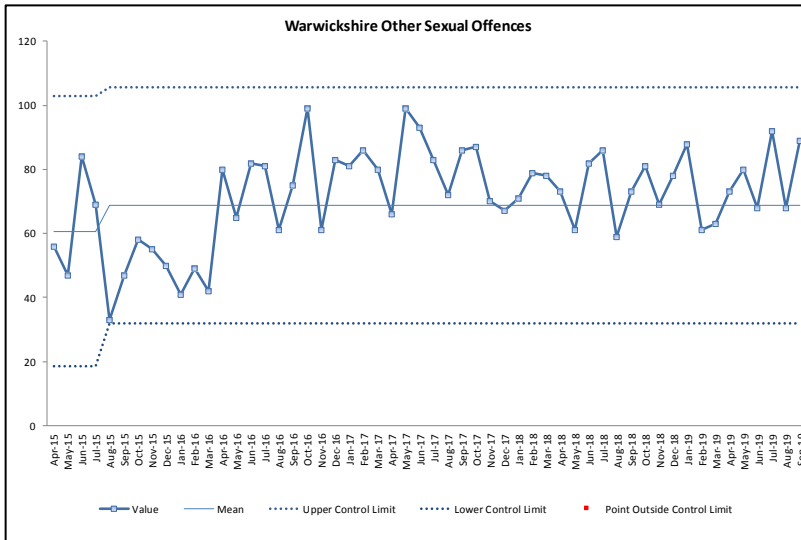
48 rape offences were reported to the police in September. This is a decrease compared to August (54) but above the monthly average (39).

The proportion of 'recent' offences was slightly lower than normal - 43% (20) compared to a monthly average of 47%.

The following chart provides a 6 month projection for rape offences. At force level, the recorded volumes are above the projection. The pattern of recording suggests an unstable level of recording over the next few months.



### Other Sexual Offences



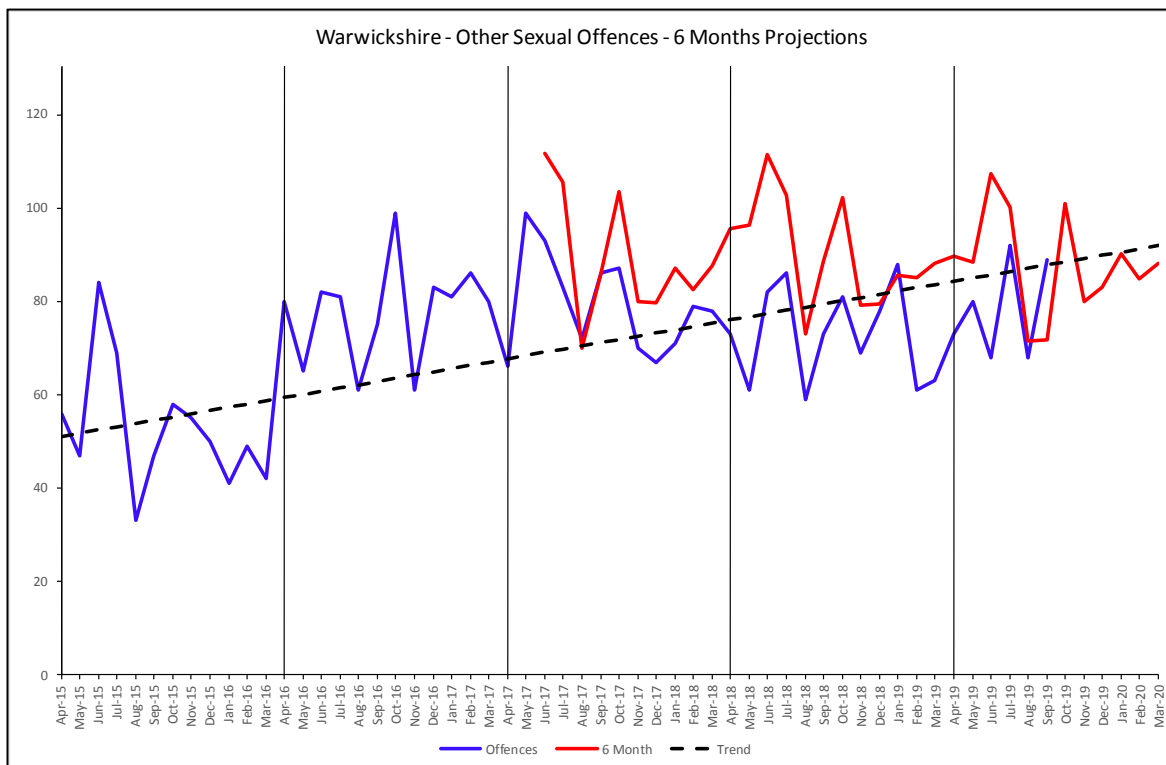
	Jul-19	Aug-19	Sep-19
North Warwickshire	47	42	52
South Warwickshire	45	26	37
<b>Warwickshire</b>	<b>92</b>	<b>68</b>	<b>89</b>

The grouping of other sexual offences refers to 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.

89 other sexual offences were reported to the police in September. This is an increase compared to August (68) and above the monthly average (70). Increased volumes were seen across both policing areas in September.

The proportion of 'recent' offences was above average - 72% compared to a monthly average of 65%.

The following chart provides a 6 month projection for other sexual offences. At force level, the recorded volumes are above the projection. The projection is for volumes to fluctuate over the next few months.

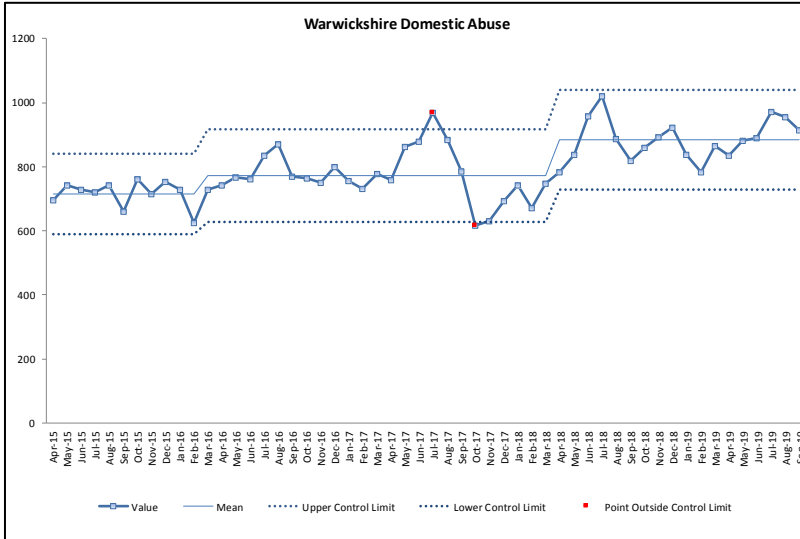




## Domestic Abuse

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat domestic abuse victims



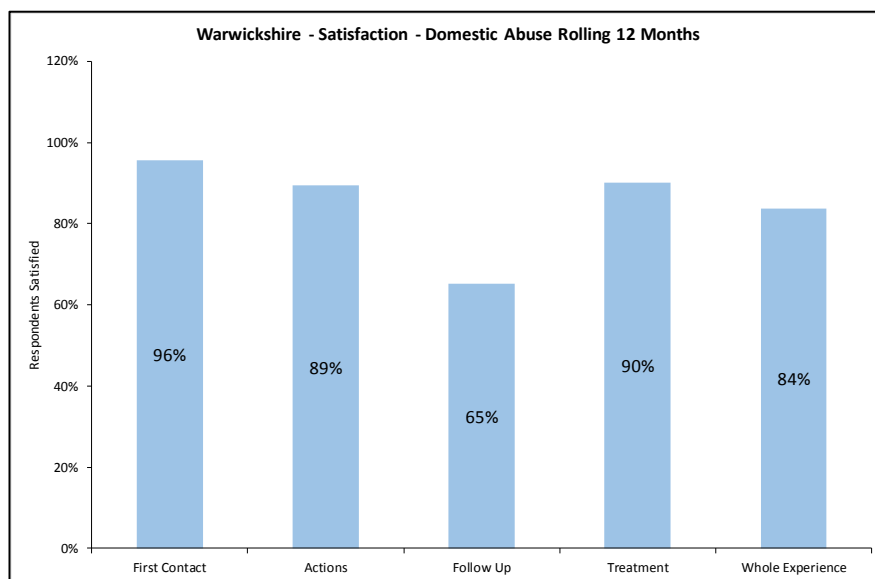
	Jul-19	Aug-19	Sep-19
North Warwickshire	615	585	564
South Warwickshire	356	371	351
<b>Warwickshire</b>	<b>971</b>	<b>956</b>	<b>915</b>

915 domestic abuse offences & crimed incidents were recorded in September. This is a decrease compared to August (956) but remains above the monthly average (884).

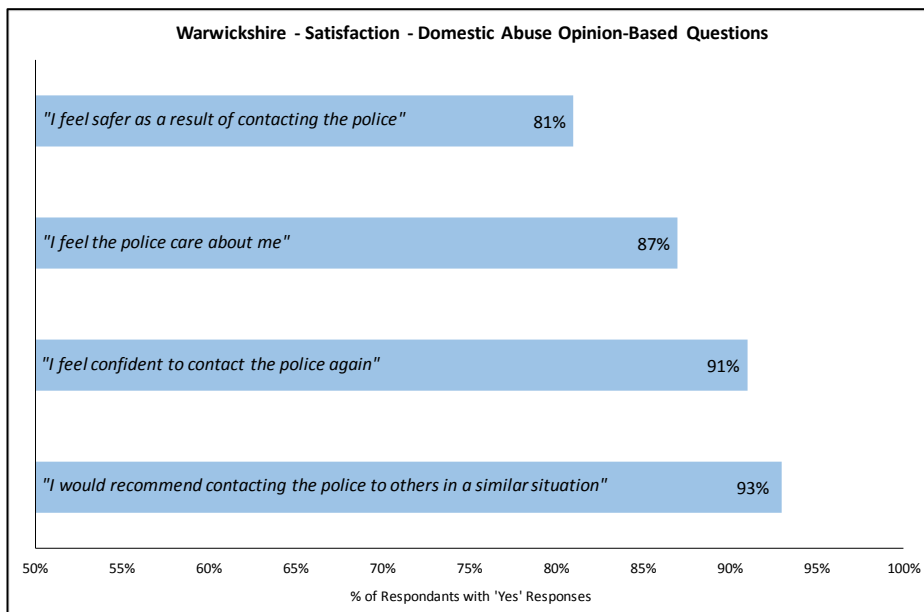
Reduced volumes were seen across both policing areas in September.

### Domestic Abuse Satisfaction

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.



	Jul-19	Aug-19	Sep-19
<b>First Contact</b>	97%	96%	96%
<b>Actions</b>	89%	90%	89%
<b>Follow Up</b>	64%	65%	65%
<b>Treatment</b>	90%	91%	90%
<b>Whole Experience</b>	84%	85%	84%



	Jul-19	Aug-19	Sep-19
"I feel safer as a result of contacting the police"	81%	82%	81%
"I feel the police care about me"	87%	88%	87%
"I feel confident to contact the police again"	90%	91%	91%
"I would recommend contacting the police to others in a similar situation"	93%	93%	93%

The results of these surveys continue to be stable.

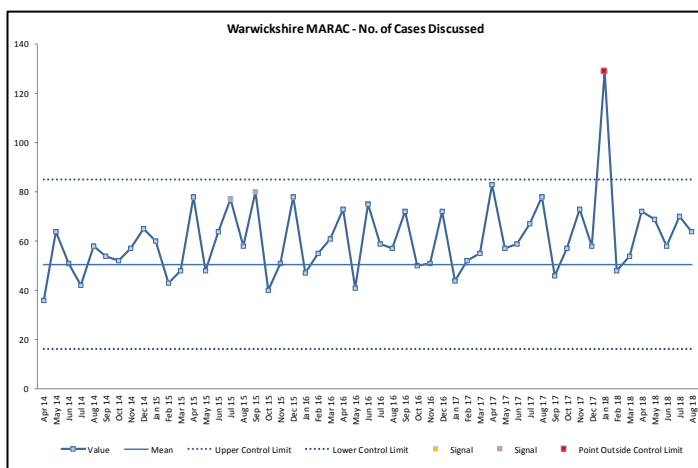
### Domestic Violence Protection Notices (DVPNs)

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.

	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Warwickshire	3	11	11	5	3	6	15	21	15	8	14	7	11

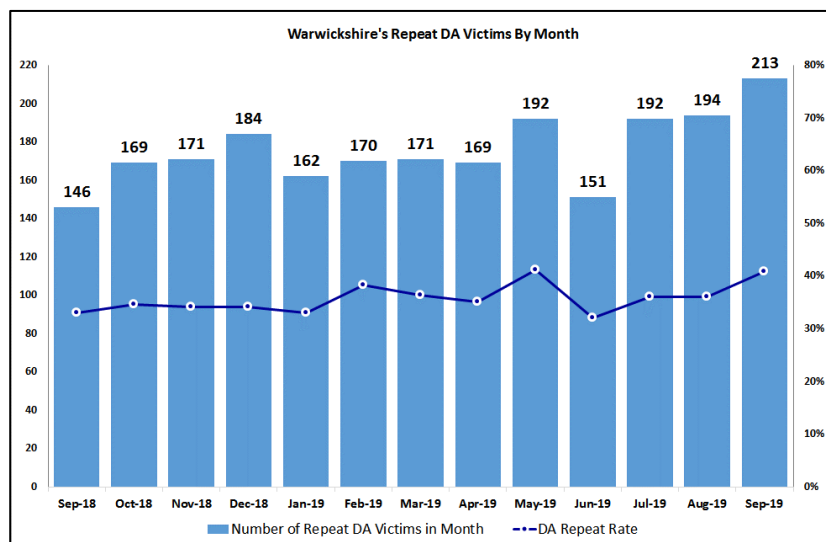
### MARAC (Multi Agency Risk Assessment Conference)

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.



64 cases were discussed at Warwickshire MARACs in August (12 repeat cases). This is a decrease compared to July (70) and above the monthly average (51).

### Domestic Abuse Repeat Victimization



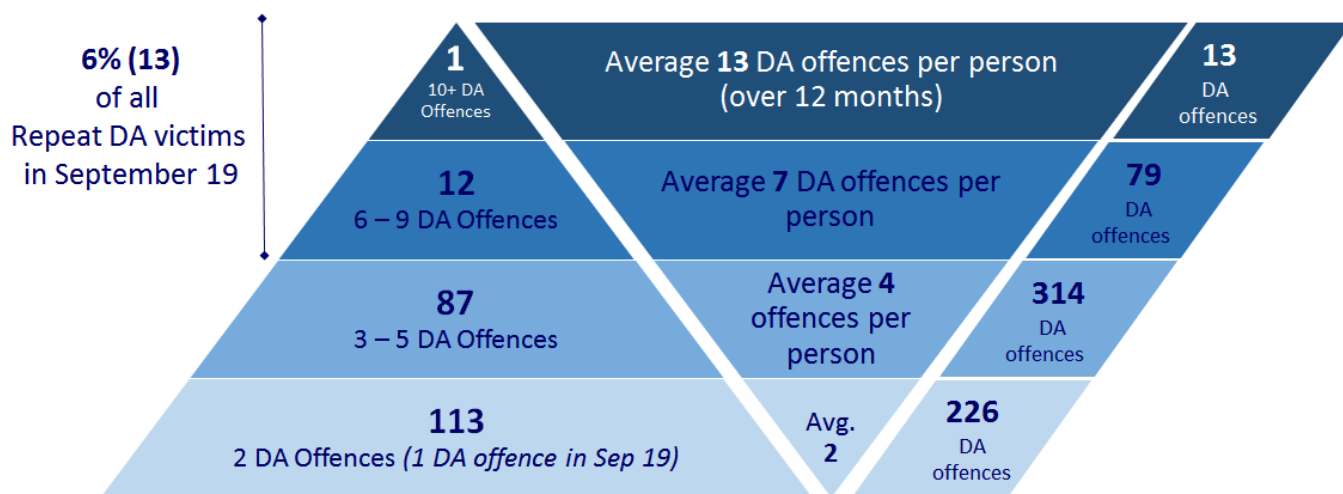
In September, 41% (213) of all DA victims (522) were repeat DA victims (subject to at least one further DA offence in the last 12 months).

This is a small increase in volume compared to the previous month (194) and the repeat rate has grown by 5 percentage points (36%).

25 (12%) of September's repeat DA victims were also a repeat DA victim in August, with 3 individuals being a repeat DA victim in each of the last 3 months – July, August and September.

14 (7%) of September's repeat victims were also a repeat victim in July but were dormant in August.

### Breakdown of Repeat DA Victims in September by Number of DA Offences



September's repeat DA victim cohort amounts to 632 DA offences recorded in the last 12 months, of which 310 DA offences were recorded in September.

One North Warwickshire individual has been a victim of 13 DA offences in the last 12 months with 3 DA offences recorded in September and this person featured in last month's report. The 13 DA offences predominantly relating to violence against with/without injury and malicious communication offences.

### Outcome Rate – Six month trends

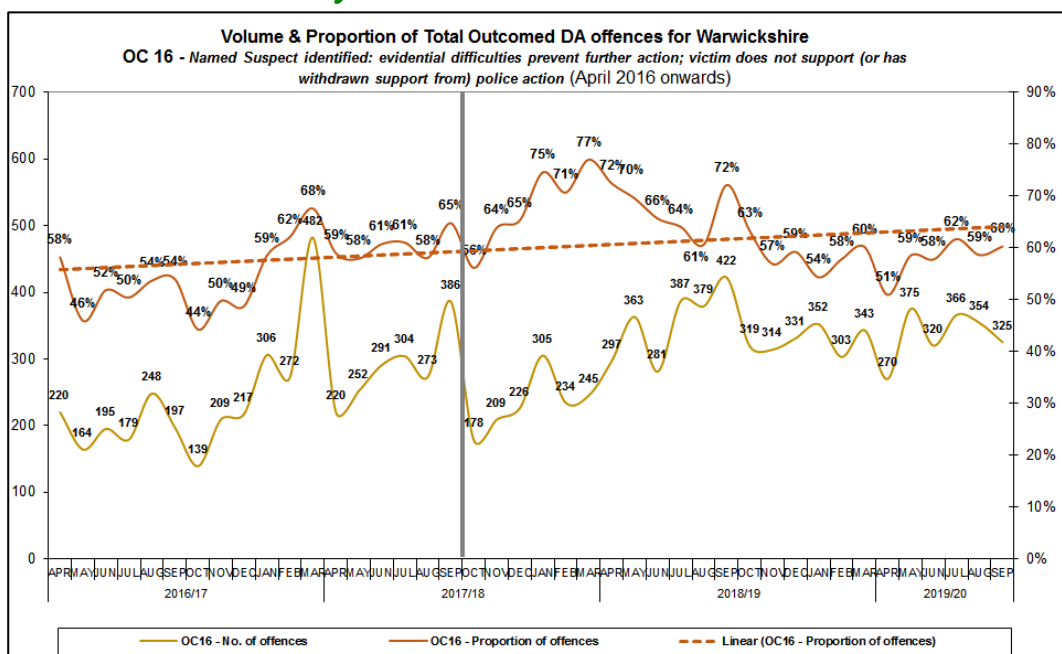
A review has been undertaken on the reporting of outcomes. By excluding those offences that are yet to receive an outcome, this provides a more ‘like for like’ and stable comparison to be made between time periods.

As this is a quarterly report the data presented here is a longer term view that the rolling 3 month figures in the monthly report. The table below is a 6 month picture, showing the overall outcome rate (% of DA offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed DA Volumes and % Outcomed			
		Apr 18 - Sep 18		Apr 19 - Sep 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	287	11.0%	299	10.8%
No Action Taken	OC5,9,10,11,12,13,15,16,17	2,135	82.2%	2,311	83.3%
Investigation complete - no suspect identified	OC14,18	139	5.4%	76	2.7%
Other*	OC20,21,22	37	1.4%	87	3.1%
<b>Total Recorded and Outcomed</b>		<b>2,598</b>	<b>100%</b>	<b>2,773</b>	<b>100%</b>
<b>Total Recorded</b>		<b>3,255</b>		<b>3,576</b>	
<b>Outcome Rate</b>		<b>79.8%</b>		<b>77.5%</b>	

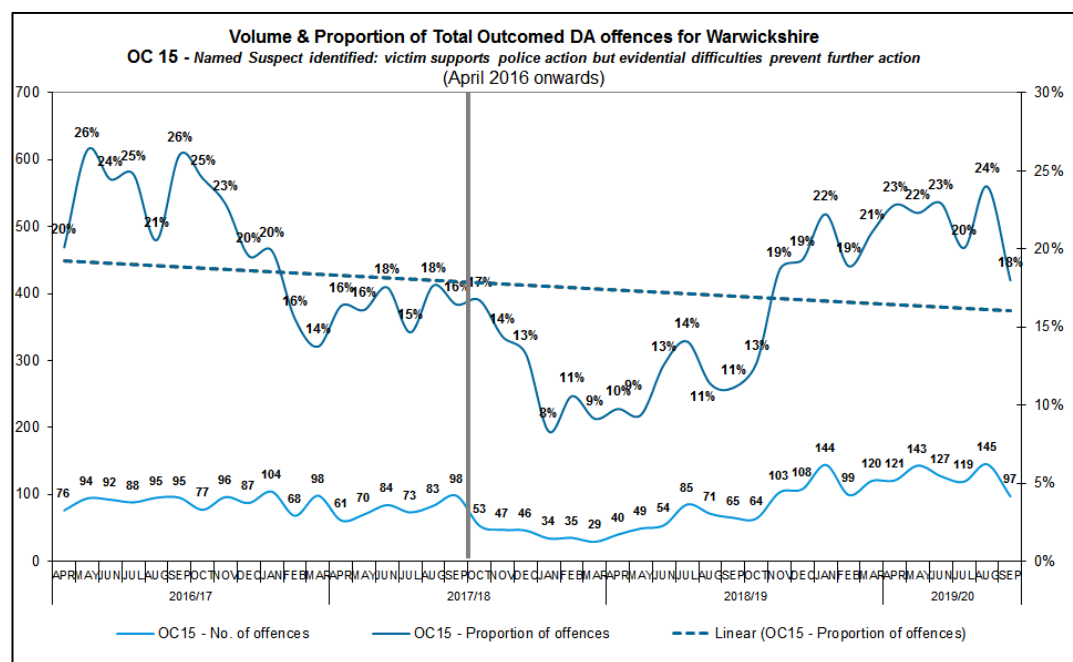
- 78% (2,773) of DA offences recorded in Apr – Sep were assigned an outcome within the same 6 month period. This is a 2 percentage point reduction on the equivalent period last year (80%). There was a 10% growth in the number of DA offences recorded in Apr – Sep 19 (3,576) compared to the same period last year (3,255).
- 11% (299) of recorded/ outcomed DA offences (2,773) in Apr – Sep were assigned an ‘action taken’ outcome within the same 6 month period. This proportion has remained stable when compared to the same period last year.

### Outcome 16 – Monthly outcome trends



- From September 2018 (422, 72%), there has been a downward trend in both the number and proportion of DA offences resulting in Outcome 16. The proportion of Outcome 16 offences sit within a range from 50% to 60%.
- 325 offences (60%) resulted in Outcome 16 in September. This is a relative stable volume and proportion in line with the previous month (354, 59%).

### Outcome 15 – Monthly outcome trend



- Since November 18, there has been an increase in the use of Outcome code 15: - 'Named Suspect identified: victim supports police action but evidential difficulties prevent further action' as shown by the chart.
- 97 (18%) DA offences resulted in Outcome 15 in September. This is a substantial decrease on the previous month (145) and a decrease of 6 percentage points in proportion rate from 24%.

A report is now available on the force performance dashboard which identifies all DA offences outcomed by code 14, 16, 18, 20 or 22. This allows further scrutiny of the appropriate use of these outcome methods.

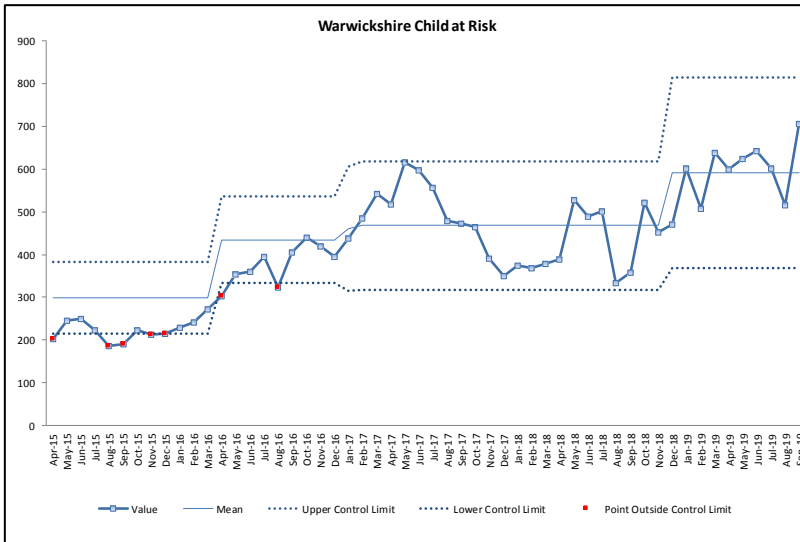
## Child at Risk / Child Sexual Exploitation

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence
- ❖ Reduction in repeat suspects

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

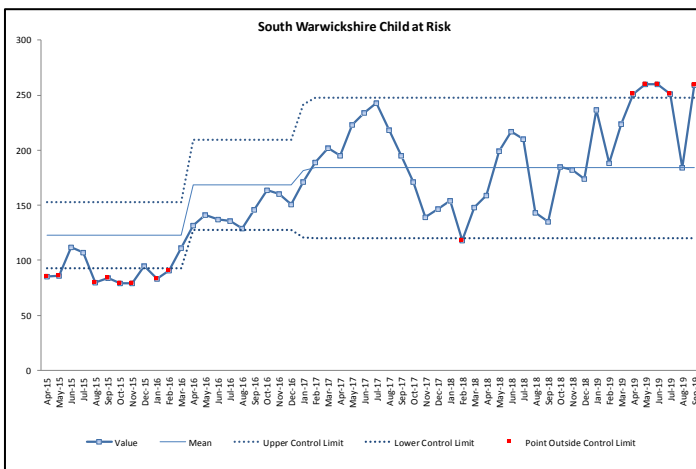
### Child at Risk



	Jul-19	Aug-19	Sep-19
North Warwickshire	351	332	447
South Warwickshire	251	184	259
<b>Warwickshire</b>	<b>602</b>	<b>516</b>	<b>706</b>

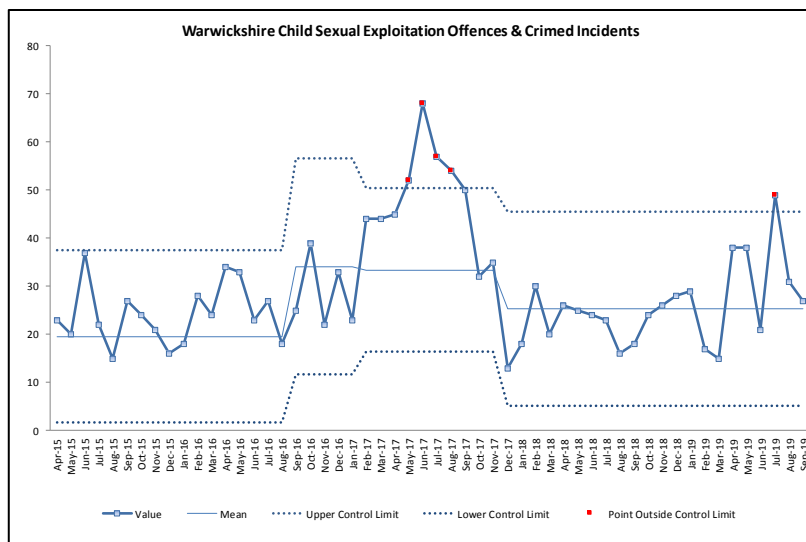
706 'child at risk' markers were applied to offences/incidents in September. This is an increase compared to August (516) and above the monthly average (591). It is likely that the continued scrutiny in the application of markers along with usual seasonal uplifts has contributed to current levels.

Increased volumes were seen across both policing areas in September with exceptional volumes seen across South Warwickshire.



259 child at risk offences/incidents were recorded across South Warwickshire in September; an increase compared to August (184) and significantly above the monthly average (184).

## Child Sexual Exploitation



‘Child Sexual Exploitation’ (CSE) is a specific behaviour, 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.

27 CSE offences/ incidents were recorded in September; a decrease compared to August (31) but slightly above the monthly average (25).

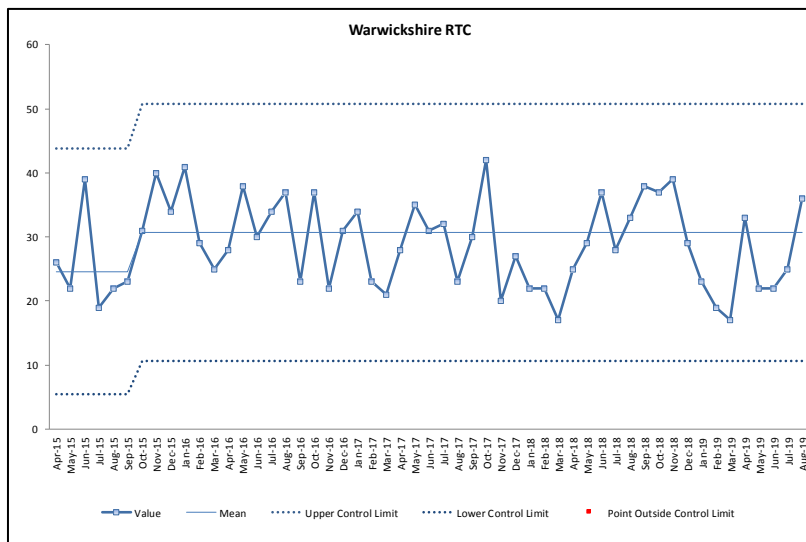
Increased volumes were seen across South Warwickshire in September.

There was a higher proportion of ‘non-recent’ offences recorded in September – 48% (13) compared to a monthly average of 45%.

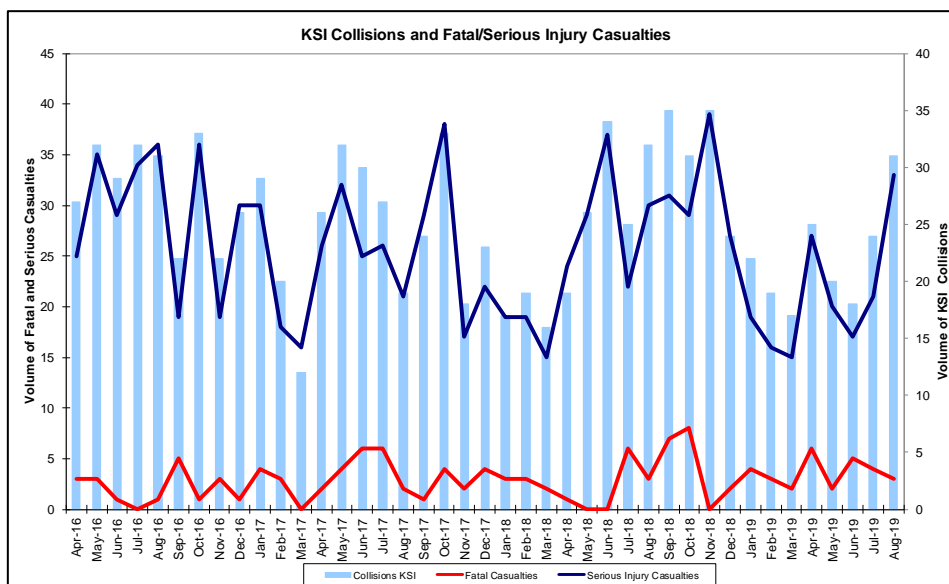
## Road Traffic Casualties

### Signs of Improvement would be:

- ❖ Reduction in fatal and serious injury casualties



	Jun-19	Jul-19	Aug-19
North Warwickshire	8	11	20
South Warwickshire	14	14	16
Warwickshire	22	25	36



In September<sup>2</sup> there were no road deaths.

In August over two thirds (69%) of all fatal and serious injury casualties were car drivers or passengers; 13% were motorcyclists, 6% were goods vehicles and 6% were cyclists.

Speed enforcement operates through fixed and mobile enforcement cameras at 75 sites across Warwickshire and 22,133 offences have been recorded from April to August 2019.

<sup>2</sup> 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.



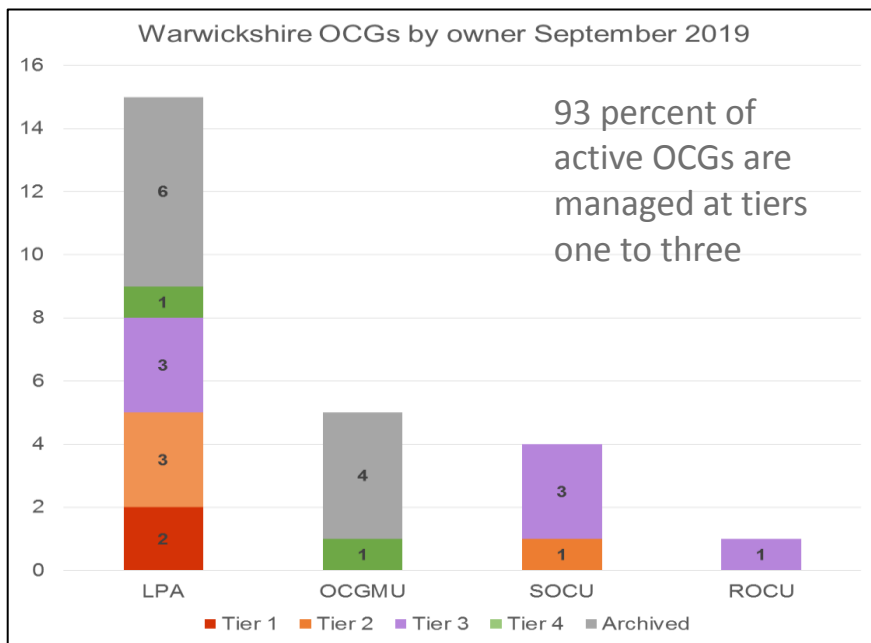
## Serious Organised Crime

### Signs of Improvement would be:

- ❖ Improved reporting of disruption activity against Organised Crime Groups

OCG management is delivered locally through the LRO who tasks local officers and staff with the delivery of objectives in line with their “4P” plan (Pursue, Prevent, Protect, and Prepare).

As of September 2019, there were 16 active and a further 10 archived OCGs across Warwickshire.



### Disruptions Jul – Sep 2019

#### Disruption Type

- 1 Major
- 2 Moderate
- 25 Minor

#### Judicial Outcomes

- 11 arrests
- 15 charges
- 8 convictions

#### Recoveries / Seizures

- Cannabis (awaiting forensic results)
- Heroin (awaiting forensic results)
- 0 firearm seized

#### Safeguarding

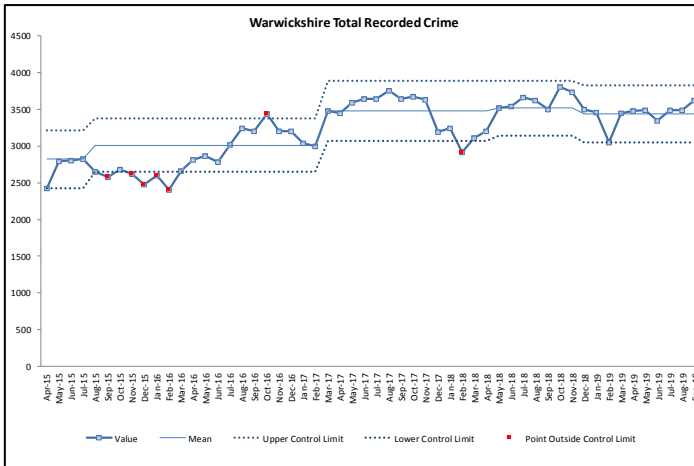
- 12 children safeguarded
- 1 adults safeguarded

# Preventing & Reducing Crime

## Total Recorded Crime

### Signs of Improvement would be:

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



	Jul-19	Aug-19	Sep-19
North Warwickshire	1969	1999	2050
South Warwickshire	1519	1487	1574
<b>Warwickshire</b>	<b>3488</b>	<b>3486</b>	<b>3624</b>

3,624 offences were recorded across Warwickshire in September. This is an increase compared to August (3,486) and above the monthly average (3,437).

As total recorded crime follows a generally seasonal pattern, we would expect to see a decrease in volumes as we go into the autumn/ winter months.

Increased volumes were seen across both policing areas in September.

The table below shows a comparison between districts. 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 districts are highlighted in the table.

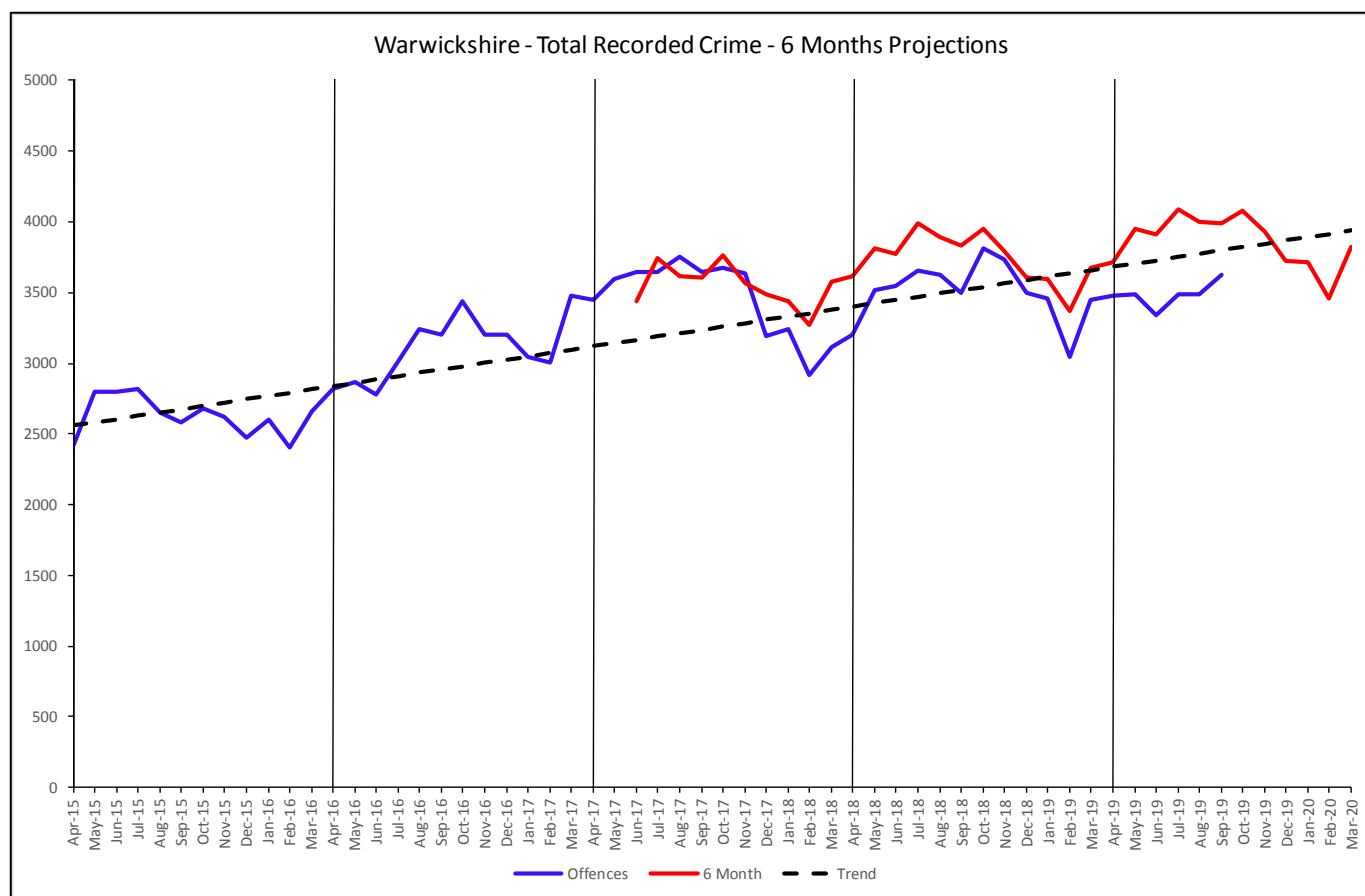
### District Comparison by Crime Type

The following table indicates the crime volumes per 1,000 population for each district. The shading indicates an increase in the crime rate compared to the previous month.

*Data is based on ONS mid-2017 population estimates*

	Warwickshire				North Warks District				Nuneaton & Bedworth District				Rugby District				Stratford District				Warwick District			
	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)	Last Month	Per 1,000 Pop	Per 1,000 Pop (-1)	Per 1,000 Pop (-2)
Violence With Injury	380	0.67	0.66	0.72	46	0.72	0.67	0.72	130	1.01	0.81	0.95	62	0.58	0.70	0.71	51	0.42	0.49	0.60	91	0.65	0.63	0.64
Violence Without Injury	883	1.56	1.48	1.50	83	1.29	1.26	1.36	270	2.10	1.89	1.81	173	1.63	1.62	1.64	142	1.16	1.19	1.22	215	1.53	1.38	1.53
Rape	48	0.09	0.10	0.08	4	0.06	0.06	0.08	10	0.08	0.09	0.11	7	0.07	0.10	0.08	12	0.10	0.12	0.07	15	0.11	0.10	0.11
Other Sexual Offences	89	0.16	0.13	0.17	8	0.12	0.09	0.20	34	0.26	0.18	0.16	10	0.09	0.14	0.16	13	0.11	0.10	0.16	24	0.17	0.11	0.17
Business Robbery	7	0.01	0.01	0.00	1	0.02	0.02	0.00	1	0.01	0.02	0.00	4	0.04	0.00	0.00	0	0.00	0.01	0.00	1	0.01	0.01	0.01
Personal Robbery	40	0.07	0.05	0.05	3	0.05	0.08	0.03	15	0.12	0.05	0.08	11	0.10	0.11	0.10	1	0.01	0.02	0.02	10	0.07	0.01	0.07
Vehicle Offences	414	0.73	0.52	0.56	40	0.62	0.72	0.78	92	0.71	0.50	0.61	85	0.80	0.55	0.56	105	0.86	0.40	0.58	92	0.66	0.52	0.66
Theft from Person	25	0.04	0.06	0.07	1	0.02	0.00	0.08	4	0.03	0.10	0.05	5	0.05	0.08	0.06	6	0.05	0.05	0.05	9	0.06	0.04	0.06
Bicycle Theft	74	0.13	0.10	0.10		0.00	0.03	0.02	27	0.21	0.06	0.12	17	0.16	0.13	0.11	8	0.07	0.11	0.11	22	0.16	0.15	0.16
Shoplifting	297	0.53	0.53	0.43	17	0.27	0.17	0.17	89	0.69	0.65	0.53	47	0.44	0.70	0.46	43	0.35	0.38	0.37	101	0.72	0.61	0.72
Other Theft Offences	375	0.66	0.72	0.72	48	0.75	0.92	0.81	71	0.55	0.66	0.61	72	0.68	0.79	0.70	97	0.79	0.83	0.92	87	0.62	0.57	0.62
Criminal Damage & Arson	311	0.55	0.64	0.61	37	0.58	0.86	0.64	97	0.75	0.82	0.61	56	0.53	0.49	0.69	52	0.43	0.47	0.47	69	0.49	0.63	0.49
Other Crimes Against Society	374	0.66	0.71	0.68	35	0.55	0.72	0.61	106	0.82	0.84	0.98	77	0.72	0.68	0.78	51	0.42	0.44	0.51	105	0.75	0.85	0.75
Burglary – Business & Community (incl. Res. non-dwelling)	150	0.27	0.28	0.33	22	0.34	0.37	0.41	25	0.19	0.24	0.20	30	0.28	0.25	0.25	34	0.28	0.29	0.51	39	0.28	0.28	0.28
Burglary - Residential (dwelling only)	157	0.28	0.27	0.23	16	0.25	0.27	0.37	38	0.30	0.28	0.17	24	0.23	0.22	0.17	27	0.22	0.32	0.28	52	0.37	0.26	0.37
<b>Total Recorded Crime</b>	<b>3624</b>	<b>6.42</b>	<b>6.25</b>	<b>6.24</b>	<b>361</b>	<b>5.63</b>	<b>6.24</b>	<b>6.27</b>	<b>1009</b>	<b>7.84</b>	<b>7.20</b>	<b>6.98</b>	<b>680</b>	<b>6.39</b>	<b>6.56</b>	<b>6.48</b>	<b>642</b>	<b>5.25</b>	<b>5.23</b>	<b>5.85</b>	<b>932</b>	<b>6.64</b>	<b>6.15</b>	<b>6.63</b>

The following chart provides a 6 month projection for total recorded crime offences. At force level, the recorded volumes over the last few months have been below our projections, however following a similar pattern. Volumes are projected to increase over the next few months.



## Crime Breakdown

The following table indicates headline performance of major crime groupings. It shows recorded volumes against the previous month and the same month last year and indicates where performance has become exceptional on the control charts.

	Sep-19	Aug-19	%CHANGE	Sep-18	%CHANGE	Force Level		Policing Area
						Exceptional volumes	Increasing trend	Exceptional volumes
Homicide	1	1	0.00%	0	0.00%			
Violence With Injury	384	370	3.78%	356	7.9%	N	N	
Violence Without Injury	894	827	8.10%	680	31.5%	N	Y	S
Rape	46	55	-16.36%	28	64.3%	N	N	
Other Sexual Offences	91	69	31.88%	72	26.4%	N	N	
Business Robbery	7	5	40.00%	6	16.7%	N	N	
Personal Robbery	40	28	42.86%	36	11.1%	N	N	
<b>All Robbery</b>	<b>47</b>	<b>33</b>	<b>42.42%</b>	<b>42</b>	<b>11.9%</b>	<b>N</b>	<b>Y</b>	
Burglary - Residential (dwelling only)	157	152	3.29%	148	6.1%	N	N	
Burglary – Business & Community (incl. Res. non-dwelling)	150	158	-5.06%	167	-10.2%	N	N	
Vehicle Offences	414	291	42.27%	537	-22.9%	N	N	
Theft from Person	25	30	-16.67%	40	-37.5%	N	N	
Bicycle Theft	74	59	25.42%	71	4.2%	N	Y	
Shoplifting	300	299	0.33%	246	22.0%	N	N	
All Other Theft Offences	377	409	-7.82%	407	-7.4%	N	N	
Criminal Damage & Arson	310	360	-13.89%	378	-18.0%	N	N	
Drug Offences	67	75	-10.67%	70	-4.3%	N	N	
Possession of Weapons	41	37	10.81%	39	5.1%	N	Y	
Public Order Offences	202	229	-11.79%	183	10.4%	N	Y	
Misc. Crimes Against Society	66	52	26.92%	42	57.1%	N	N	
<b>TOTAL CRIME:</b>	<b>3646</b>	<b>3506</b>	<b>3.99%</b>	<b>3506</b>	<b>3.99%</b>	<b>N</b>	<b>N</b>	

## Performance against annual projections

At the beginning of the financial year we set a projection for crime volumes for 2019/20, based on recorded volumes over the past 3 years. The following table shows this annual projection and the current direction of travel comparing April – September 2019 and the same period last year.

This data should only be read as an early indication of performance. As we are only comparing six months, the current % change does not fully reflect any seasonal variations that may occur through the year. Furthermore, as volumes are relatively low, % changes can be potentially misleading.

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Total Recorded Crime	↗ 6.5%	21044	20912	↔ -0.6%
Violence With Injury	↗ 5.1%	2278	2331	↔ 2.3%
Violence Without Injury	↗ 19.7%	4289	4709	↗ 9.8%
Sexual Offences - Rape	↘ -3.8%	208	266	↗ 27.9%
Sexual Offences - Other	↗ 3.5%	434	470	↗ 8.3%
Robbery	↗ 24.7%	200	226	↗ 13.0%
Residential Burglary Dwelling	↗ 6.6%	971	851	↘ -12.4%
Business & Community Burglary	↘ -2.7%	947	1034	↗ 9.2%
Vehicle	↗ 10.6%	2453	2121	↘ -13.5%
Theft From Person	↗ 9.4%	228	197	↘ -13.6%
Shoplifting	↔ -2.0%	1744	1743	↔ -0.1%
Bicycle	↘ -6.2%	393	345	↘ -12.2%
All other Theft	↔ 1.5%	2255	2367	↗ 5.0%
Criminal Damage & Arson	↔ 2.2%	2420	2055	↘ -15.1%
Drug Offences	↘ -2.8%	444	426	↘ -4.1%
Possession of Weapons	↗ 23.7%	214	230	↗ 7.5%
Public Order Offences	↗ 19.3%	1243	1194	↘ -3.9%
Misc. Crimes Against Society	↗ 32.8%	323	347	↗ 7.4%

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Hate Crime	↗	469	421	-10.2%
Domestic Abuse	↗	5304	5448	2.7%
Child At Risk	↗	2600	3691	42.0%
Child Sexual Exploitation	↗	132	204	54.5%

## Crime Outcomes

A review has been undertaken on the reporting of outcomes. By excluding those offences that are yet to receive an outcome, this provides a more 'like for like' and stable comparison to be made between time periods.

**PLEASE DO NOT USE THE BELOW TO COMPARE WITH %s FROM MONTHLY REPORTS PRIOR TO APRIL 2019.**

### Outcome Rate – Six month trends

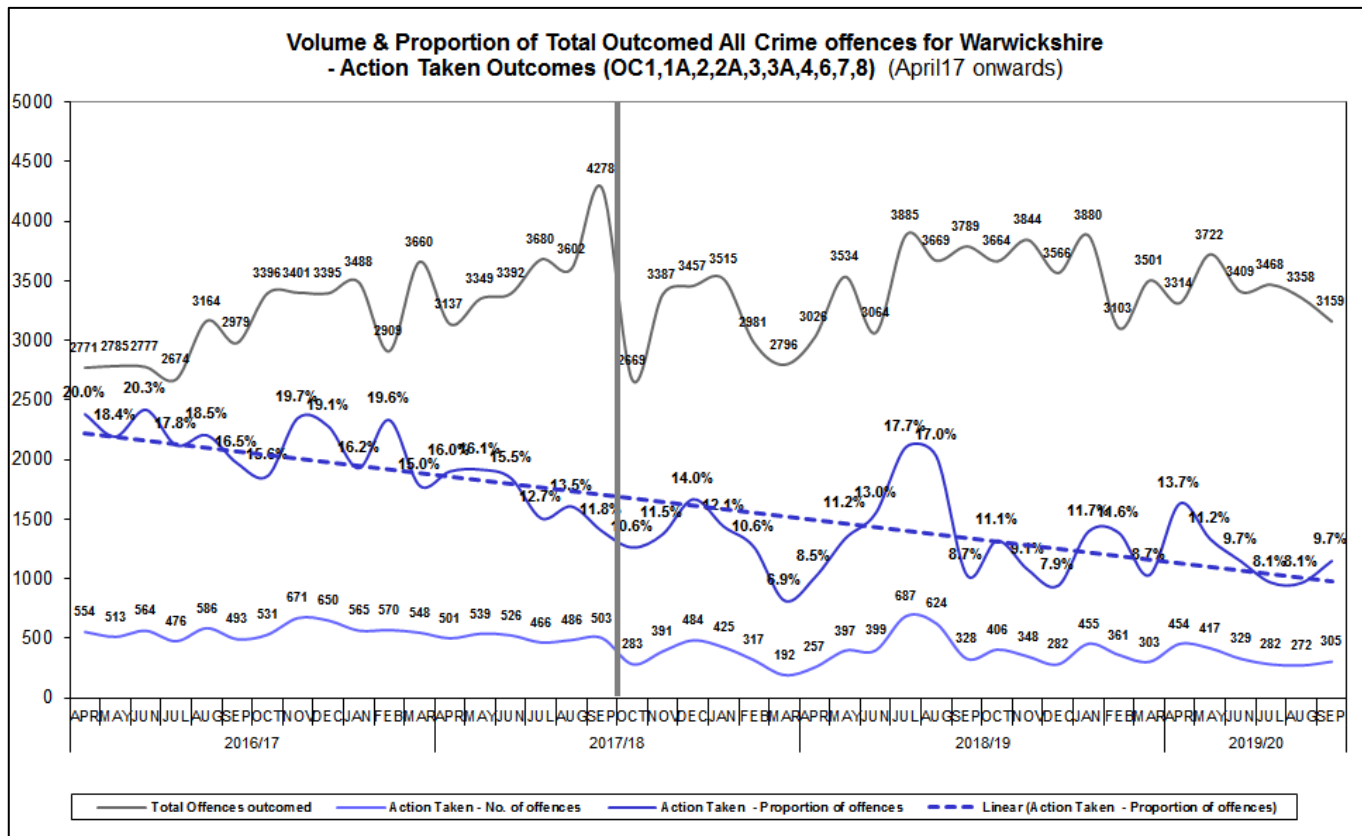
As this is a quarterly report the data presented here is a longer term view than the rolling 3 month figures in the monthly report. The table below is a 6 month picture, showing the overall outcome rate (% of offences recorded in the period that have been outcomed) and a breakdown by outcome type.

		Outcomed Volumes and % Outcomed			
		Apr 18 - Sep 18		Apr 19 - Sep 19	
Action Taken	OC1,1A,2,2A,3,3A,4,6,7,8	1,633	9.8%	1,242	7.3%
No Action Taken	OC5,9,10,11,12,13,15,16,17	5,416	32.3%	5,830	34.4%
Investigation complete - no suspect identified	OC14,18	9,183	54.8%	9,173	54.1%
Other*	OC20,21,22	515	3.1%	720	4.2%
<b>Total Recorded and Outcomed</b>		<b>16,747</b>	<b>100%</b>	<b>16,965</b>	<b>100%</b>
<b>Total Recorded</b>		<b>21,044</b>		<b>20,910</b>	
<b>Outcome Rate</b>		<b>79.6%</b>		<b>81.1%</b>	

- 16,965 offences were recorded and outcomed between Apr – Sep. This is a growth of 1% compared to Apr – Sep 18 (16,747).
- 81% (16,965) of all offences recorded Apr – Sep (20,910) were assigned an outcome within the 6 month period. This is a one percentage point increase compared to the same 6 month period last year (80%).
- 7% (1,242) of offences recorded in Apr – Sep (16,965) were assigned an 'action taken' outcome within the period. This is a lower proportion compared to the equivalent period last year (9.8%).
- Over 50% of all outcomed offences are assigned an 'investigation complete – no suspect identified' outcome grouping classification in Apr – Sep (9,173, 54%) compared to any other outcome grouping.

### Action Taken' – Monthly total outcome trends

The following chart shows the volume and proportion of total recorded offences outcomed per month by HMIC grouping 'Action Taken' regardless of when they were recorded. 'Action Taken' grouping is made up of Outcome codes for traditional detection outcomes – charge/ summons, taken into consideration, community resolution etc.

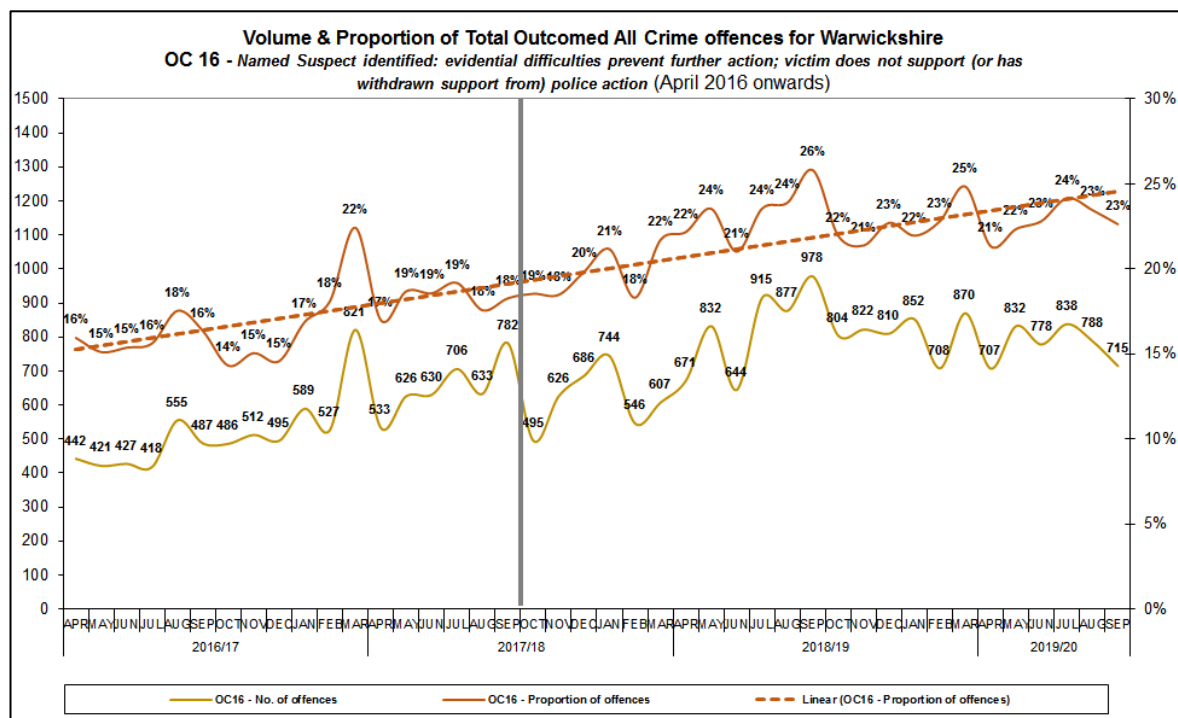


- Since April 16, there has been a downward trend in the number and proportion of total outcomed offences assigned an 'action taken' outcome on a monthly basis.
- Out of the 3,159 offences outcomed in September, 305 (9.7%) resulted in an 'action taken' outcome. This is an increase in volume and proportion on August (272, 8.1%).
- 69% (211) of these 'action taken' outcomed offences (305) have resulted in a charge/ summons (including alternate offences). 15% (47) have resulted in an adult/youth caution and 11% (33) have been assigned a community resolution.



## Outcome 16 – Monthly outcome trends

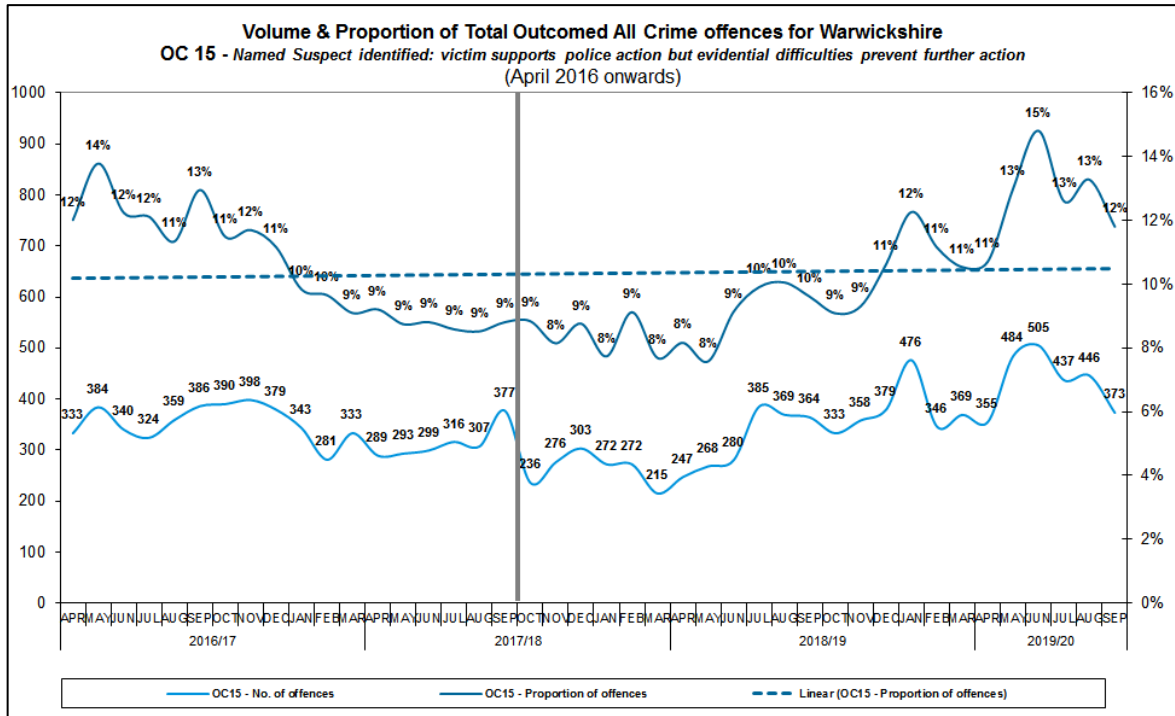
The following chart shows the volume and proportion of total recorded offences outcomed per month by 'Outcome code 16' regardless of when they were recorded.



- Since April 16, there has been an upward trend in the number and proportion of total recorded offences resulting in Outcome 16.
- The proportion of offences resulting in Outcome 16 (23%) in September has remained the same compared to August (23%).

### Outcome 15 – Monthly outcome trends

Since July 18, there has been an increased in the use of Outcome code 15: - 'Named Suspect identified: victim supports police action but evidential difficulties prevent further action' as shown by the following chart.

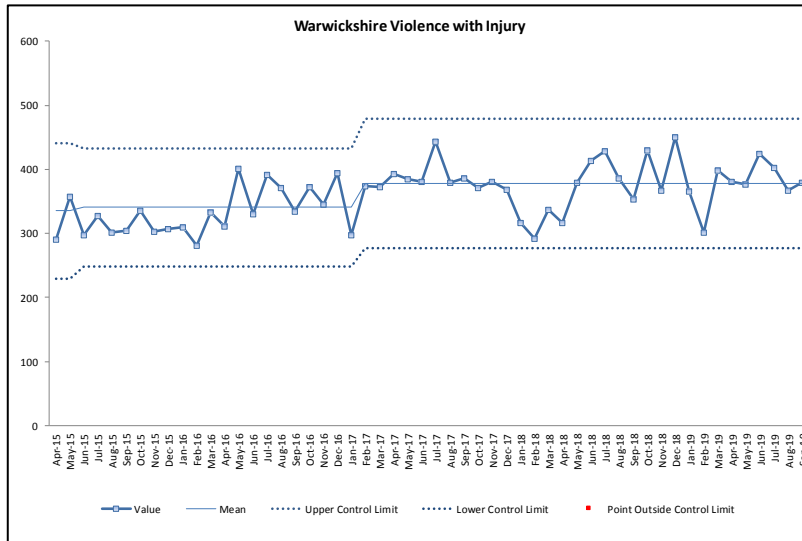


- 373 offences (12%) resulted in Outcome 15 in September. This is a decrease in volume and proportion compared to the previous month (446, 13%).

## Violence with Injury

### Signs of Improvement would be:

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

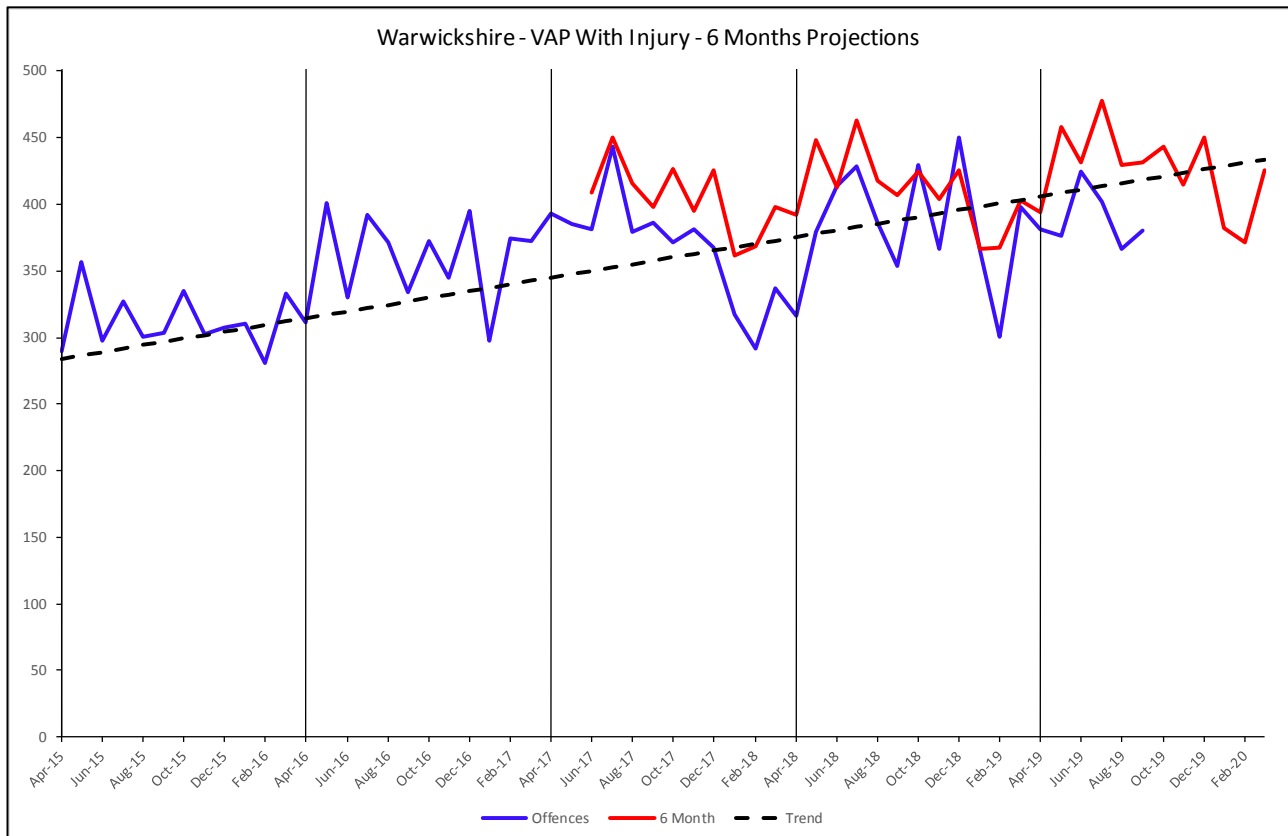


	Jul-19	Aug-19	Sep-19
North Warwickshire	243	218	238
South Warwickshire	159	149	142
<b>Warwickshire</b>	<b>402</b>	<b>367</b>	<b>380</b>

380 violence with injury offences were recorded in September. This is an increase compared to August (367) and in-line with the monthly average (378).

A small increase in volumes was seen in North Warwickshire in September.

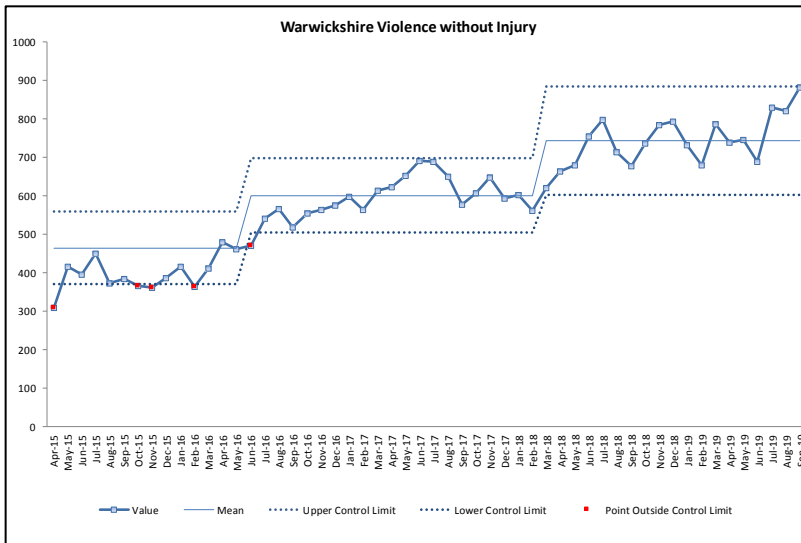
The following chart provides a medium (6 month) projection for violence with injury offences. At force level, the projection indicates an increase in recorded offences over the next few months.



## Violence without Injury

### Signs of Improvement would be:

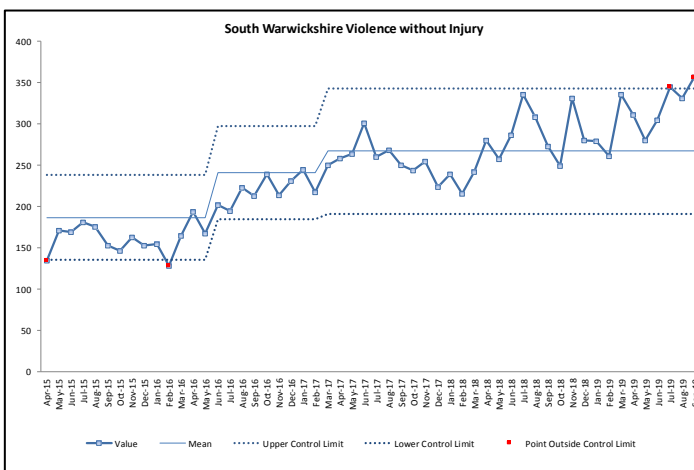
- ❖ Stable volumes of recorded crime
- ❖ Trends in line with other forces



	Jul-19	Aug-19	Sep-19
North Warwickshire	485	489	526
South Warwickshire	345	331	357
<b>Warwickshire</b>	<b>830</b>	<b>820</b>	<b>883</b>

883 violence without injury offences were recorded in September. This is an increase compared to August (820) and above the monthly average (744).

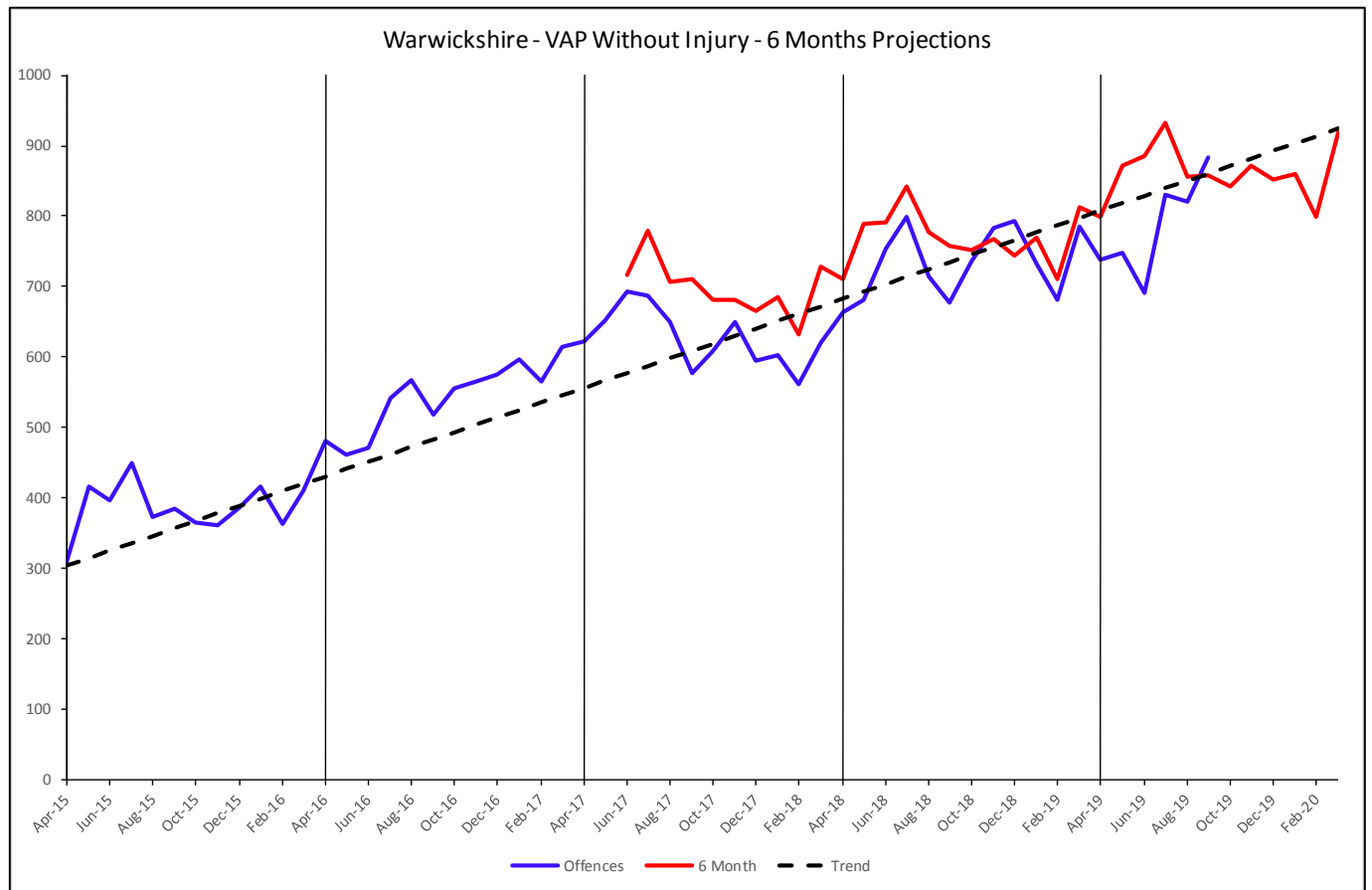
Increased volumes were seen across both policing areas with exceptional volumes in South Warwickshire.



357 violence without injury offences were recorded in South Warwickshire in September; an increase compared to August (331) and significantly above the monthly average (267).

Offences of both common assault and stalking saw an increase in September.

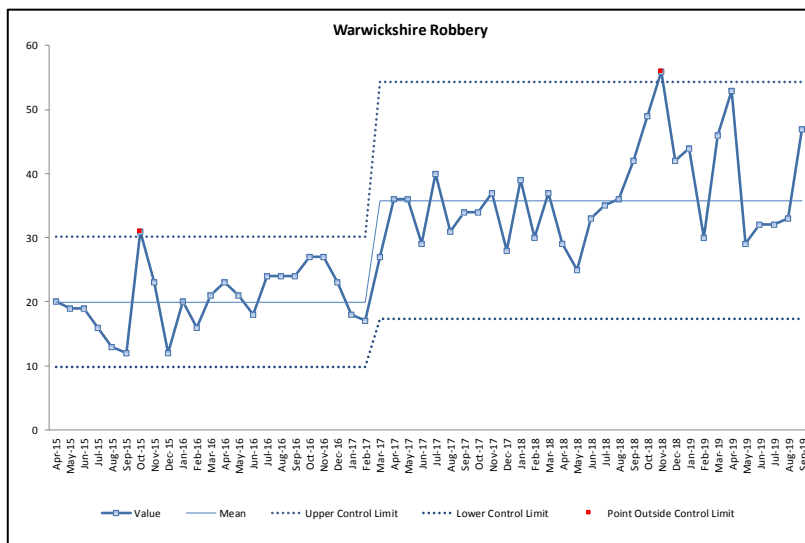
The following chart provides a medium (6 month) projection for violence without injury offences. At force level, the projection indicates a fairly stable period of recorded offences over the next few months.



## Robbery

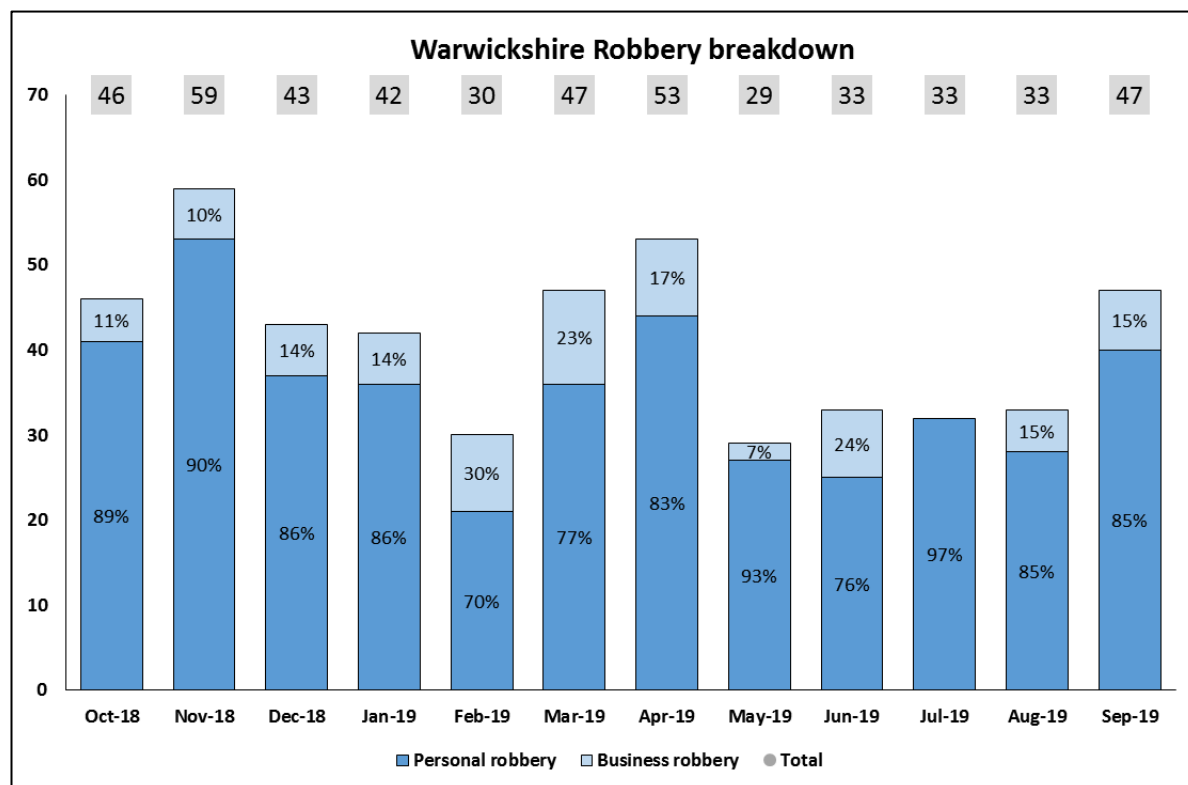
### Signs of Improvement would be:

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

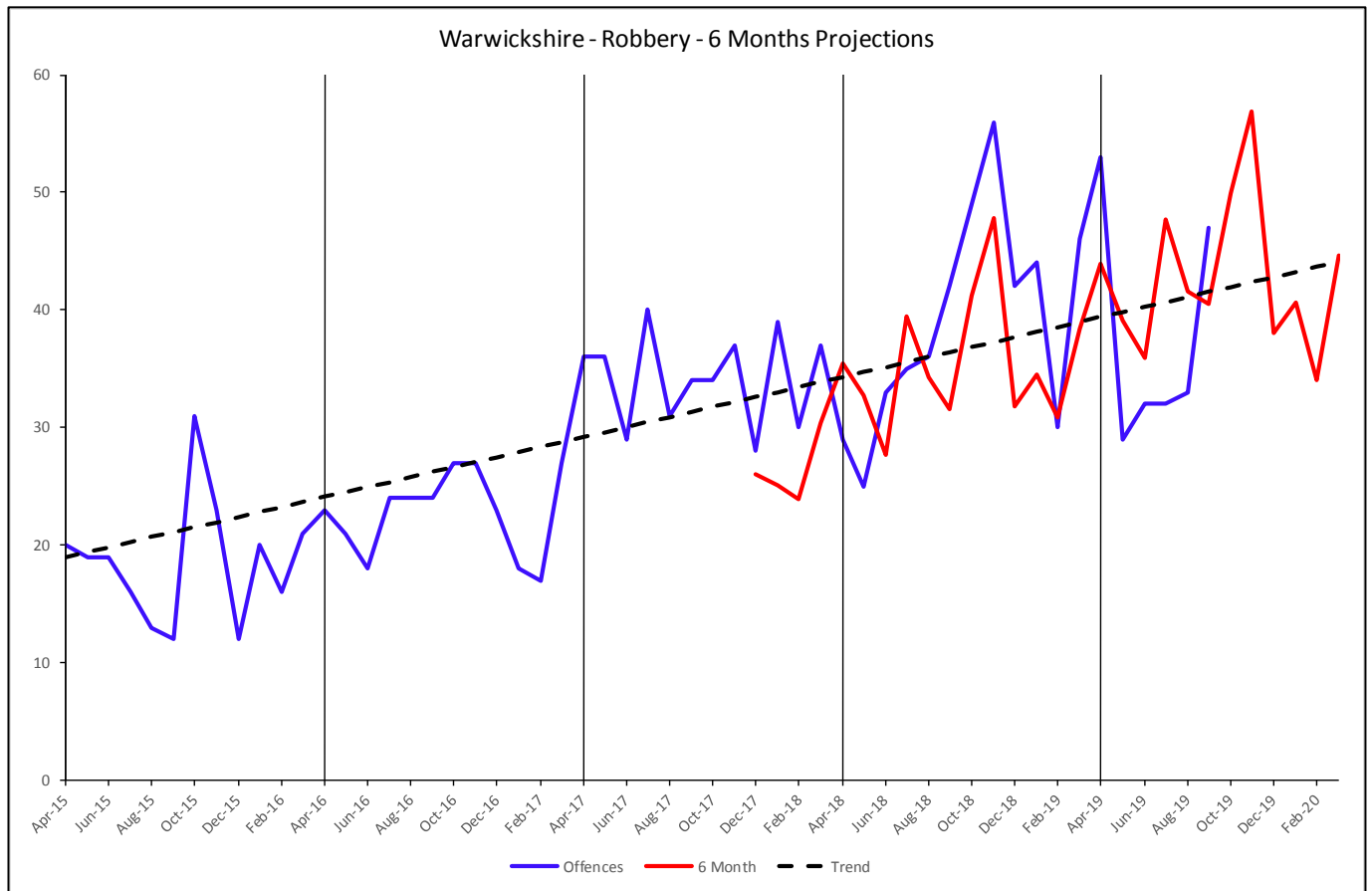


	Jul-19	Aug-19	Sep-19
North Warwickshire	25	26	35
South Warwickshire	7	7	12
<b>Warwickshire</b>	<b>32</b>	<b>33</b>	<b>47</b>

47 robbery offences were recorded in September. This is an increase compared to August (33) and above the monthly average (36). Increased volumes were recorded across both policing areas.



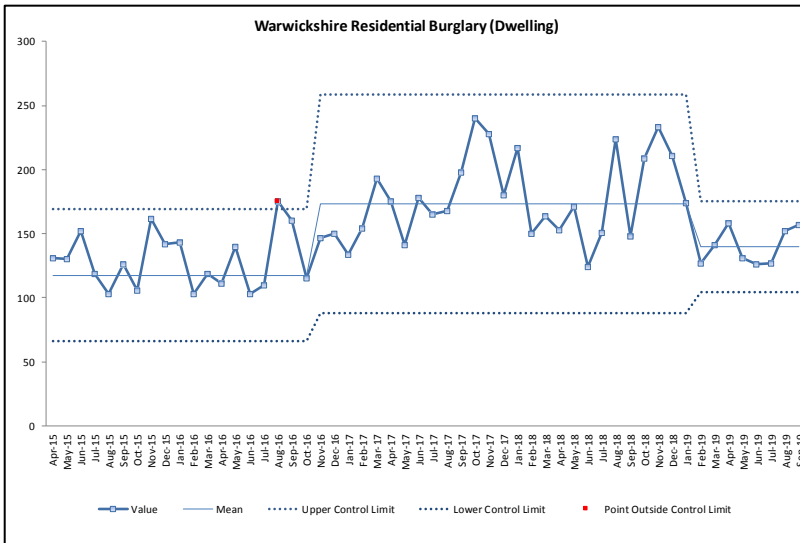
The following chart provides a medium (6 month) projection for robbery offences. At force level, volumes are projected to increase in the next few months.



## Residential Burglary

### Signs of Improvement would be:

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

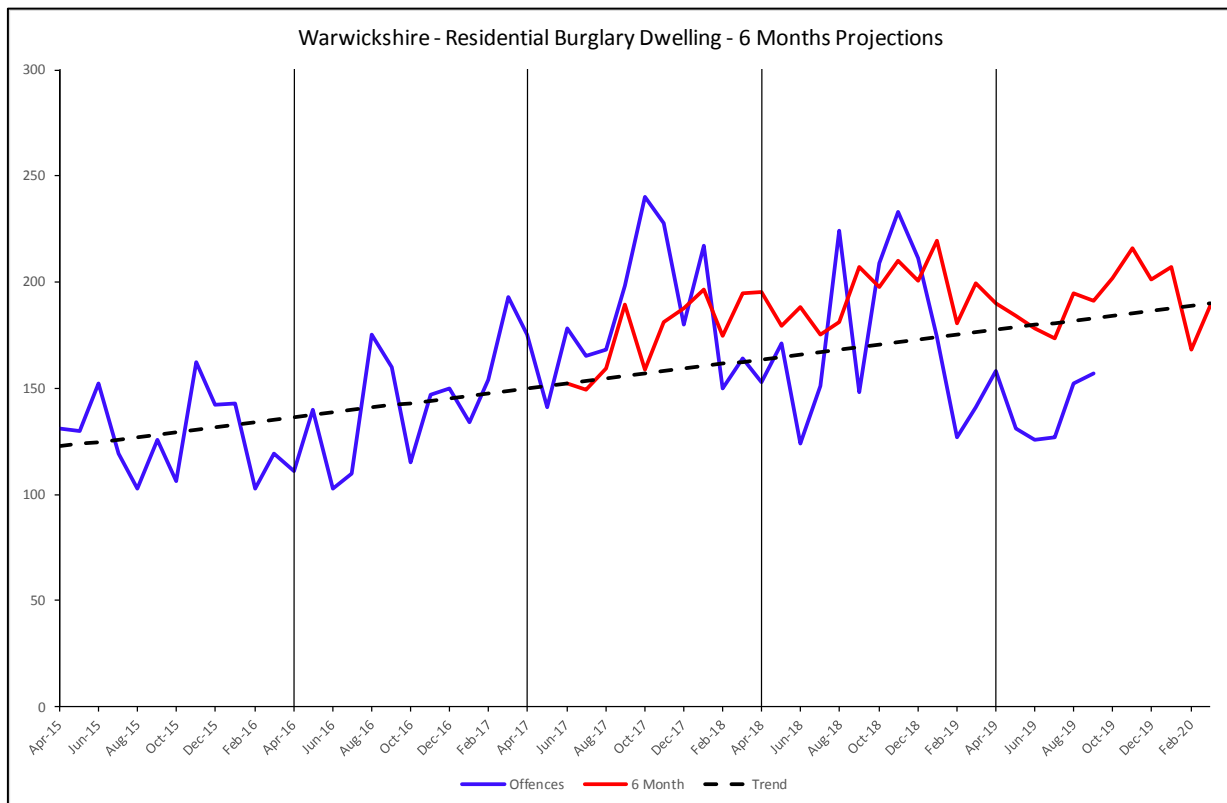


	Jul-19	Aug-19	Sep-19
North Warwickshire	63	76	78
South Warwickshire	64	76	79
<b>Warwickshire</b>	<b>127</b>	<b>152</b>	<b>157</b>

157 residential burglary offences were recorded in September. This is an increase compared to August (152) and above the recalculated monthly average (140). Increased volumes were recorded across both policing areas in September.

This is the 8<sup>th</sup> consecutive monthly that volumes have remained below the monthly average. The monthly average has therefore decreased from 173 to 140 offences per month.

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



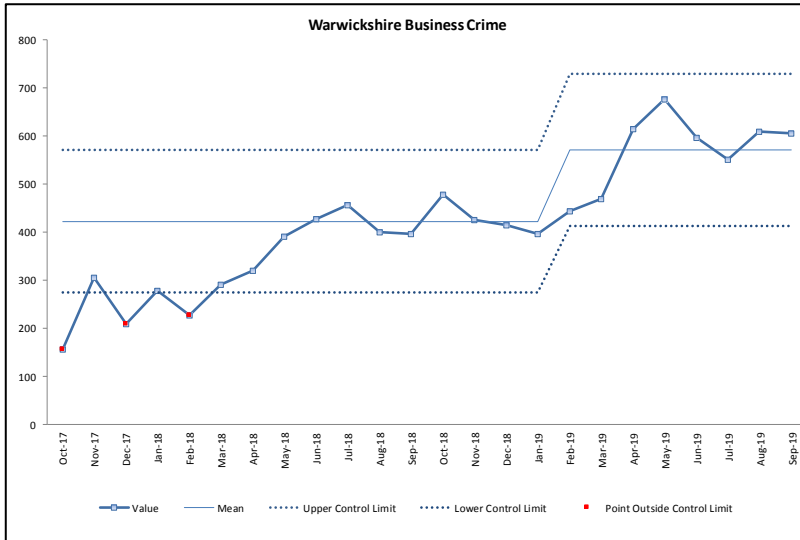


## Business Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime

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

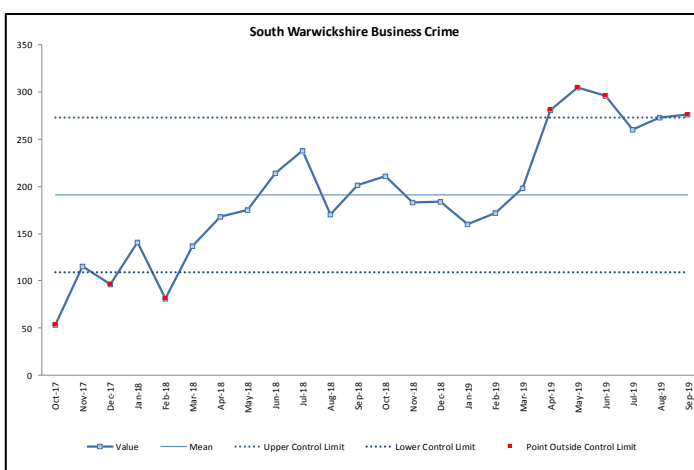


	Jul-19	Aug-19	Sep-19
North Warwickshire	292	336	330
South Warwickshire	260	273	276
<b>Warwickshire</b>	<b>552</b>	<b>609</b>	<b>606</b>

606 business crimes were recorded in September. This is in-line with volumes in August (609) and above the recalculated monthly average (571).

This is the 8<sup>th</sup> consecutive month that volumes have been above the monthly average. The monthly average has therefore increased from 423 to 571 offences per month.

Exceptional volumes were seen in South Warwickshire in September.

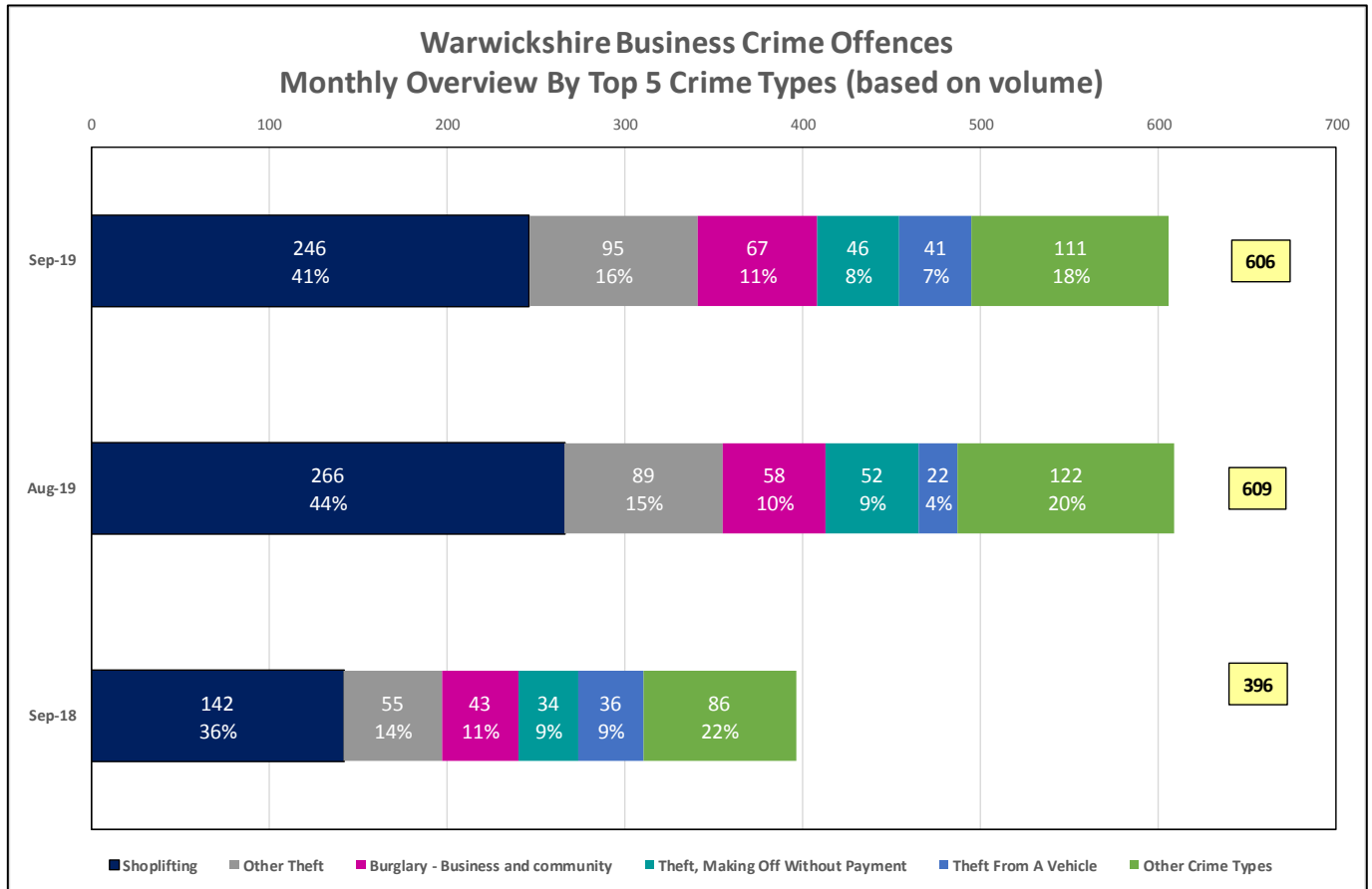


276 business crimes were recorded in South Warwickshire in September; a small increase compared to August (273) and significantly above the monthly average (191).

This is the 7<sup>th</sup> consecutive month that volumes have been above the monthly average. If this trend continues in October the monthly average will increase.

The increase in reporting reflects trends in shoplifting offences and is also influenced by an increased focus on the correct application of keywords by staff in the crime bureau which was instigated in March.

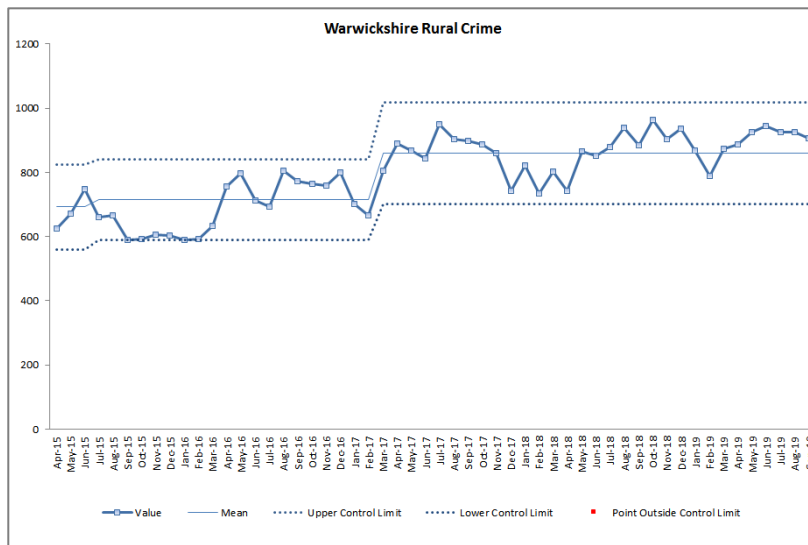
The chart below shows the top 5 'business crime' offence types for Warwickshire, ranked by number of offences with percentage share of total business crime by month (August vs. September). The percentage breakdown remains broadly similar to the previous month although volumes have increased compared to last year. Shoplifting remains the top offence and represents 41% of 'business crime' offences.



## Rural Crime

### Signs of Improvement would be:

- ❖ Stable volumes of recorded crime



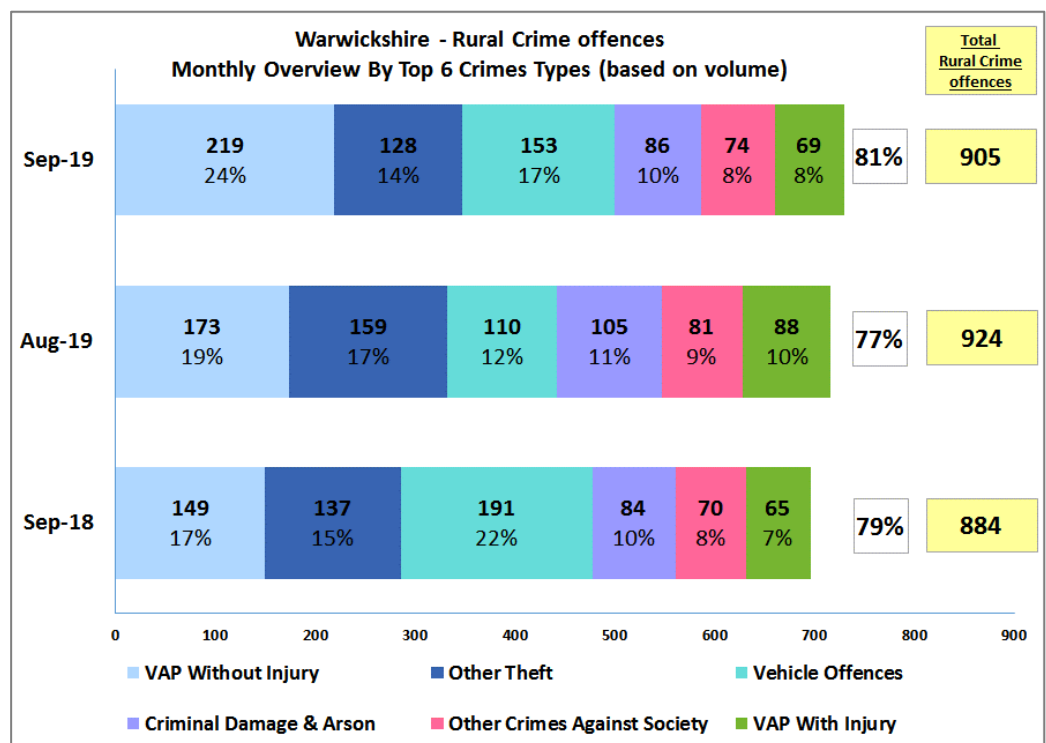
	Jul-19	Aug-19	Sep-19
North Warwickshire	416	414	368
South Warwickshire	510	510	537
<b>Warwickshire</b>	<b>926</b>	<b>924</b>	<b>905</b>

Rural crime offences are a subset of total recorded crime and are identified by their geographical location<sup>3</sup>.

905 rural offences were recorded across Warwickshire in September. This is a 2% decrease compared to August (924) but above the monthly average (860). This is the 3<sup>rd</sup> consecutive decrease since June.

Increased volumes were seen in South Warwickshire.

This chart shows the top 6 'rural crime' offence types for Warwickshire ranked by number of offences with percentage share of total rural crime broken down by the last month compared to previous month and equivalent month last year.



<sup>3</sup> Rural crime is defined as any crime occurring in a rural area as defined by the 2011 ONS Rural Urban Classification

The top 6 'rural crime' offence types represent 81% of all rural crime offences across Warwickshire in September, which is an increase of 4 percentage points compared to the previous month (77%).

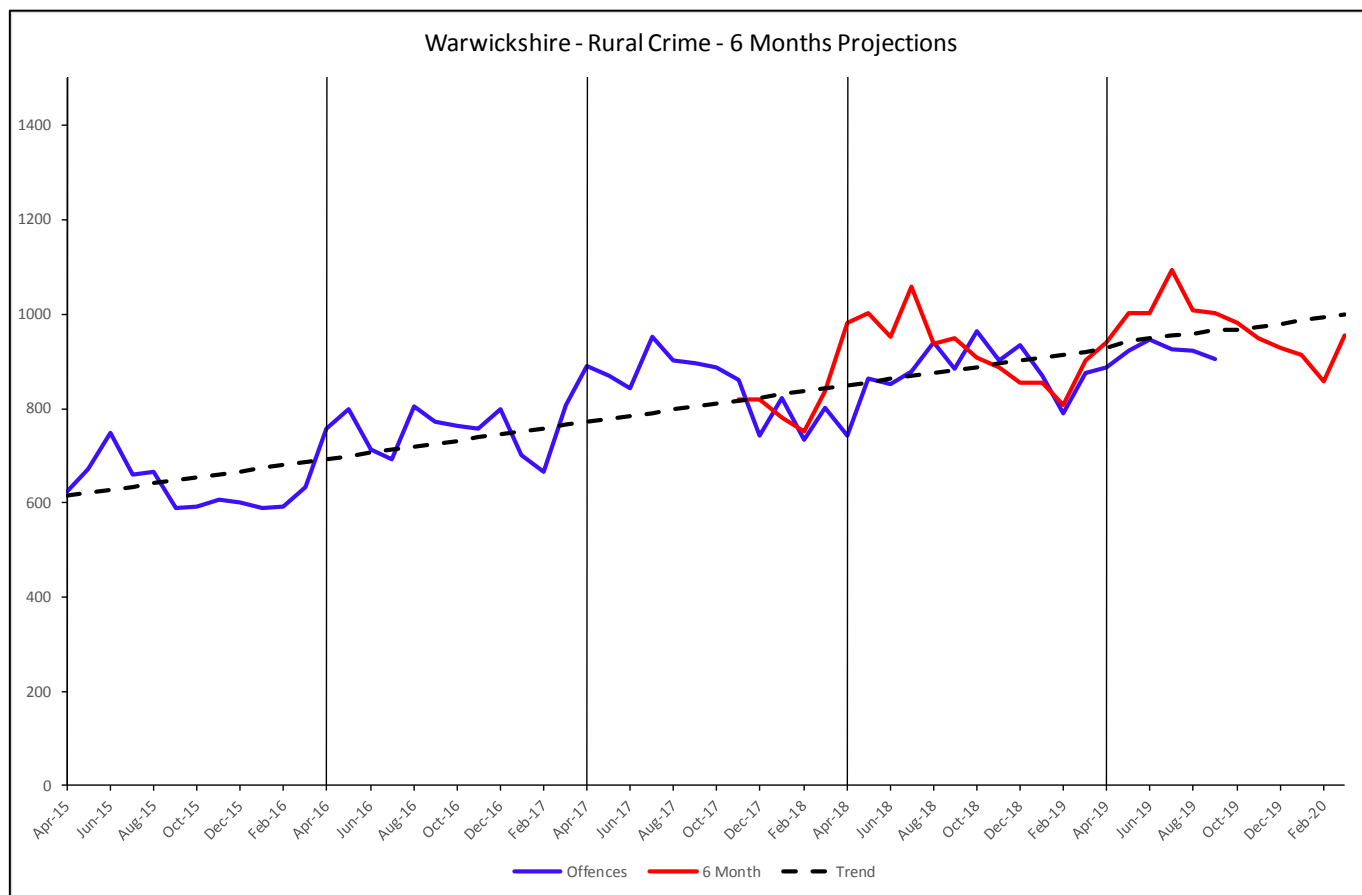
219 violence without injury offences were recorded in rural locations across Warwickshire in September. This is a 27% increase on the previous month (173) and a 47% increase on the equivalent month last year (149). This offence type now represents 24% of all rural crime in September compared to 19% in August. On closer inspection:

- 52% of the violence without injury offences were common assault/ battery (119)
- 24% were malicious communication offences (54)

153 vehicle offences were recorded in September. This is a 39% increase on the previous month (110) although 20% lower than the same month last year (191). This offence type now represents 17% of all rural crime compared to 12% in August. On closer inspection:

- 64% of the vehicle offences were theft from a motor vehicle (98)
- 18% involved interfering with a motor vehicle offences (28)
- 18% were theft of a motor vehicle (27)

The following chart provides a medium (6 month) projection for rural crime offences. At force level, the recorded volumes are below projections and volumes are expected to decrease in the next few months.



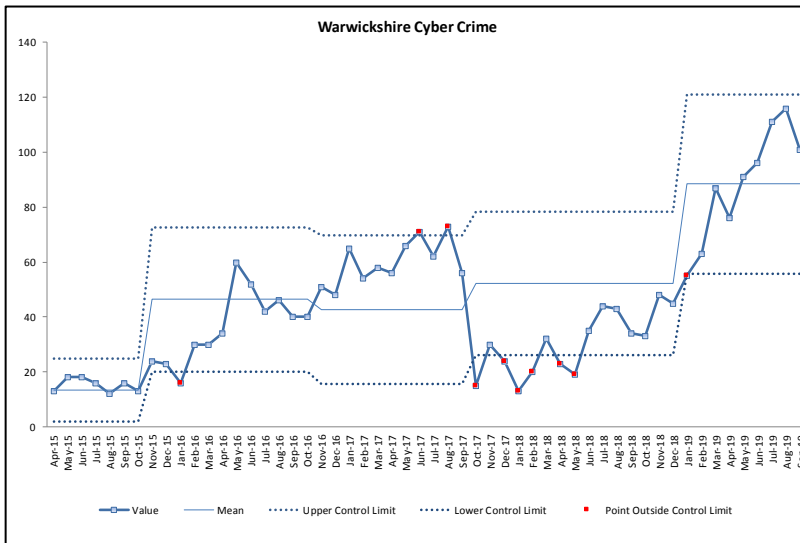
## Cyber/ On-line Crime

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence

The cyber/ on-line keyword is used to identify those offences with an online presence, including sexual and violence without injury (harassment) offences.

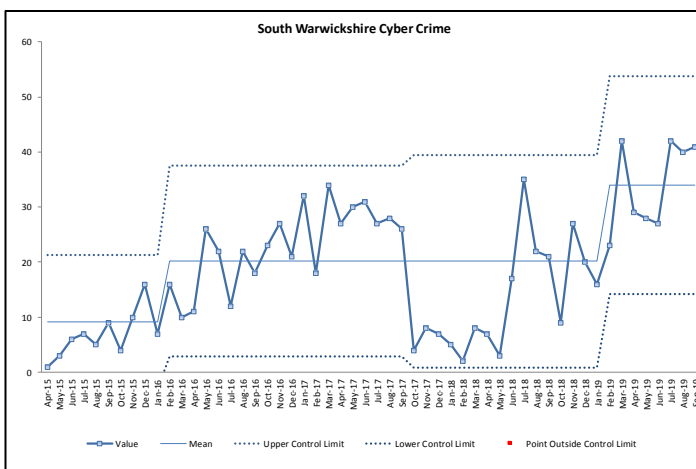
The continuing increase in reporting is likely to be influenced by an increased focus on the correct application of keywords and a change in the dissemination of Cyber crime by the NFIB with the addition of the national aim to investigate all cyber offences.



	Jul-19	Aug-19	Sep-19
North Warwickshire	69	76	60
South Warwickshire	42	40	41
Warwickshire	111	116	101

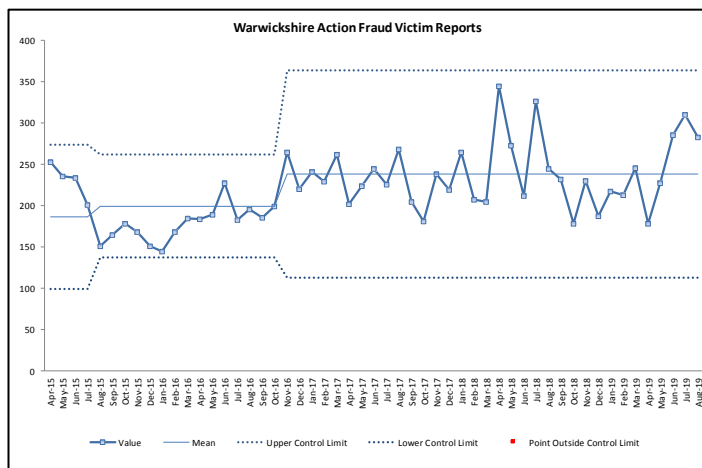
101 offences were flagged as cyber crime in September. This is a decrease compared to August (116) but volumes remain above the monthly average (88).

In South Warwickshire, following 8 consecutive months of volumes above the monthly average, this average has increased from 20 to 34 offences.

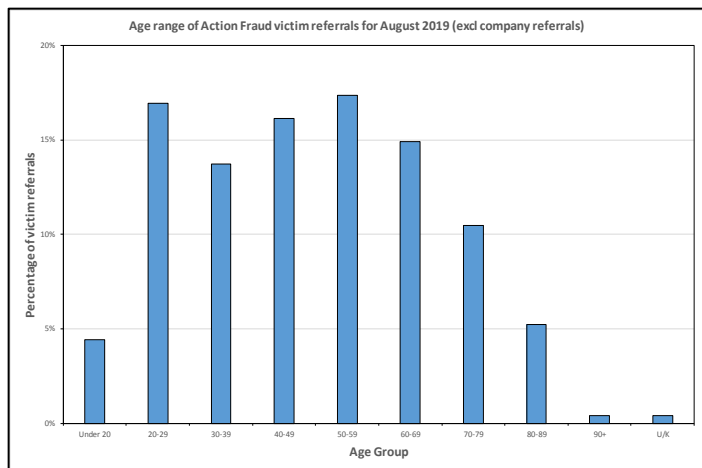


## Action Fraud

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.



283 Action Fraud victim reports (which exclude company referrals) were recorded in August 2019<sup>4</sup>. This is a decrease compared to July (310) but above the monthly average (238).



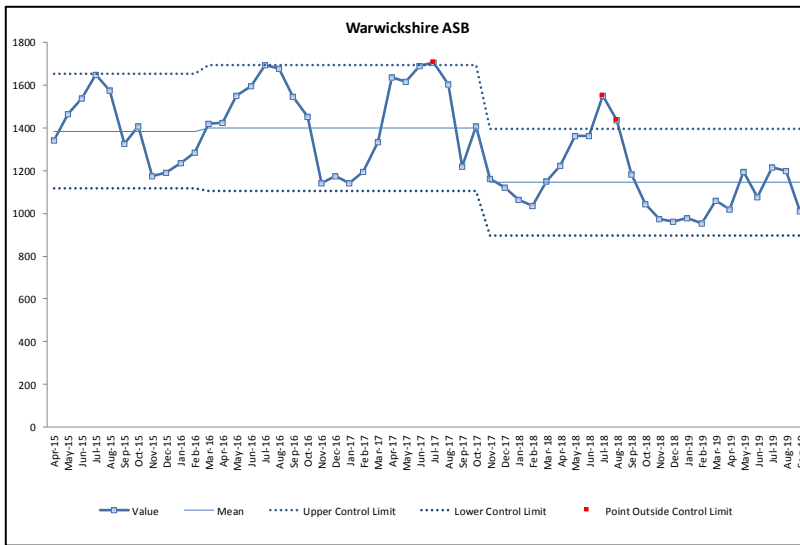
Almost a half (50%) of all Action Fraud victims were aged 50 years and above.

<sup>4</sup> Data is only available to August 2019 due to the delay in receiving and processing the data from Action Fraud.

## Anti-Social Behaviour

### Signs of Improvement would be:

- ❖ Increased reporting, reflecting greater victim confidence



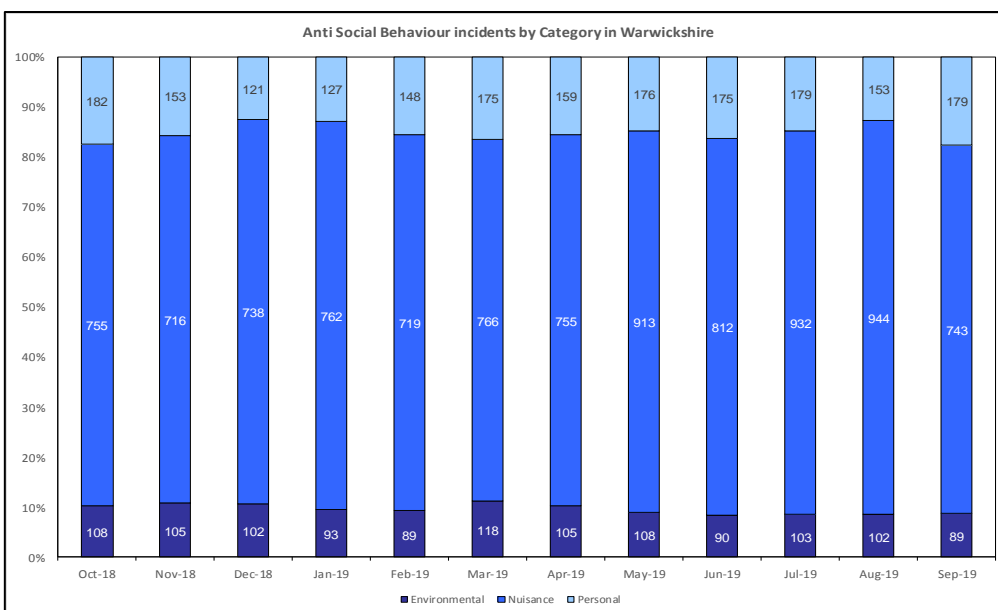
	Jul-19	Aug-19	Sep-19
North Warwickshire	746	723	639
South Warwickshire	468	476	372
Warwickshire	<b>1214</b>	<b>1199</b>	<b>1011</b>

1,011 ASB incidents were recorded in September. This is a reduction compared to August (1,199) and below the monthly average (1,165).

Reduced volumes were seen across both policing areas in September.

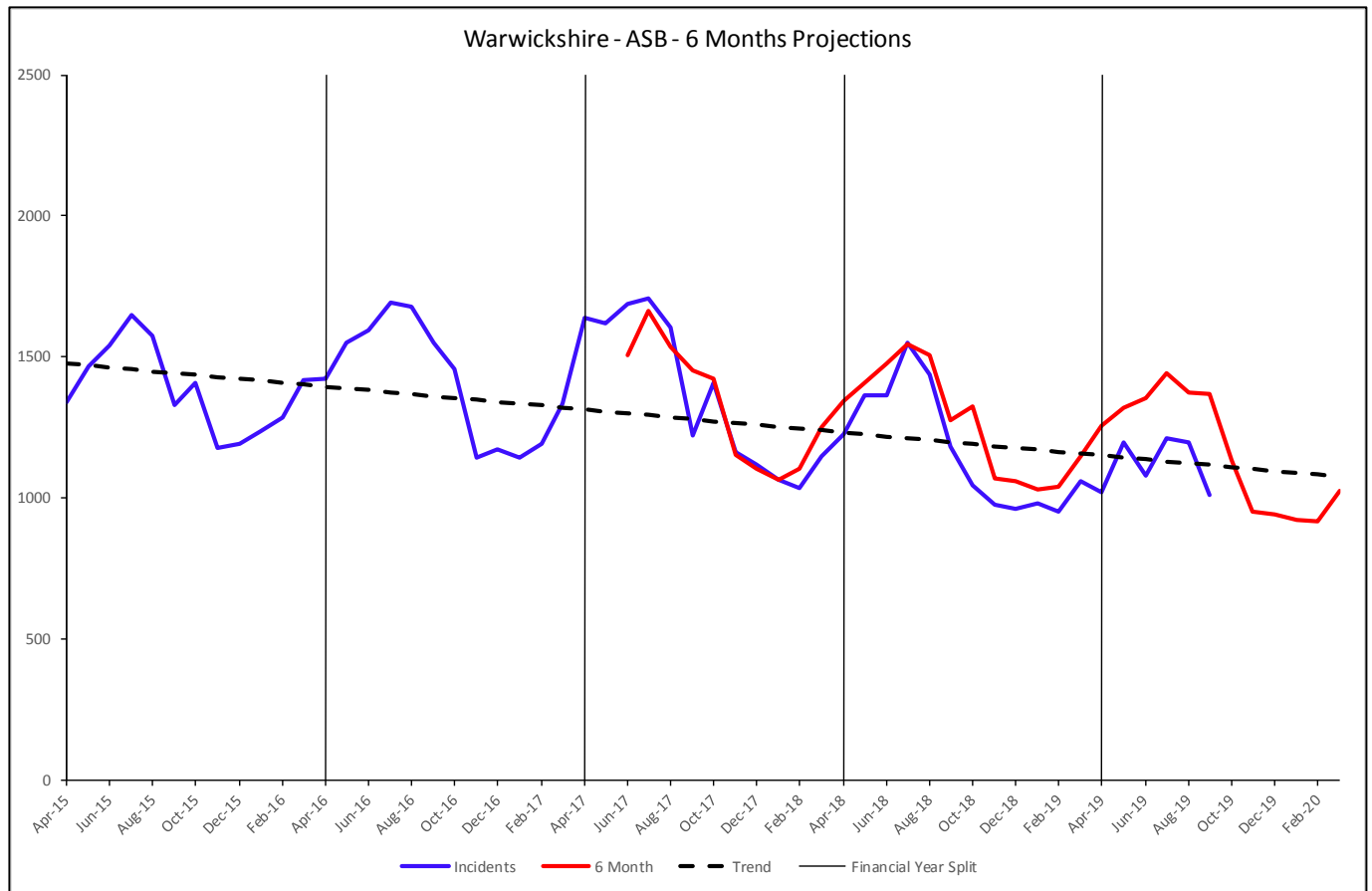
ASB is following the expected seasonal trend. The spring/summer months are expected to show an increasing volume of incidents with volumes at their highest during the summer and with reduced volumes during the autumn/winter months.

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 September, 73% of all ASB incidents were nuisance, 18% personal and 9% environmental. This is comparable to previous months.

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 trend.





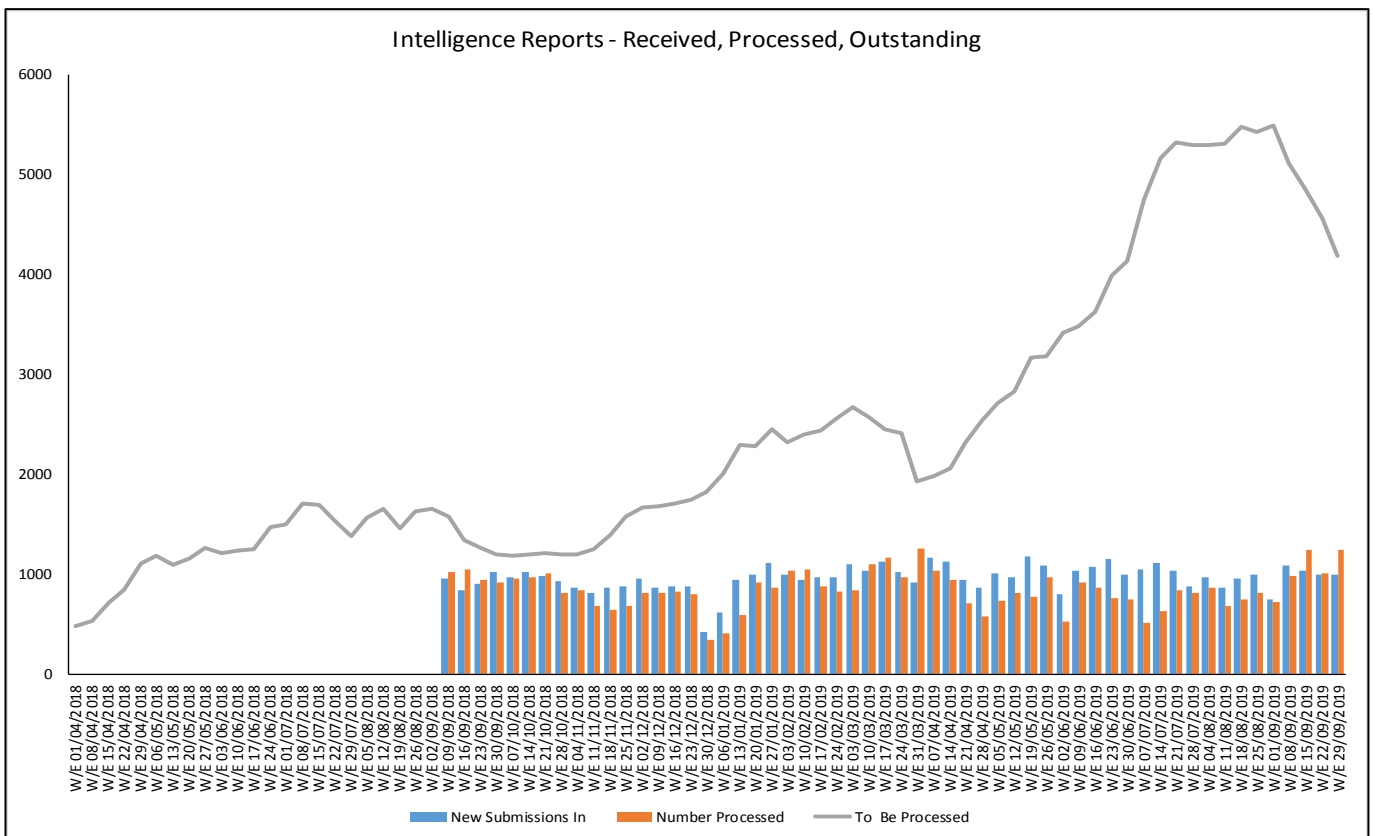
## Outstanding Intelligence Reports

### Signs of Improvement would be:

- ❖ Manageable volumes of intelligence logs

Data relating to the status of intelligence reports is presented in the weekly performance report. The data shows volumes of new submissions, those that have been processed in the week and the resulting volume that are yet to be processed.

The following chart shows the trend in outstanding reports from April 2018. Volumes to be processed (Outstanding - W/E 29/09/2019 4,188) have reduced and are at levels seen at the end of June (W/E 30/06/2019 - 4,188).



## Response Times to Emergency Incidents

### Signs of Improvement would be:

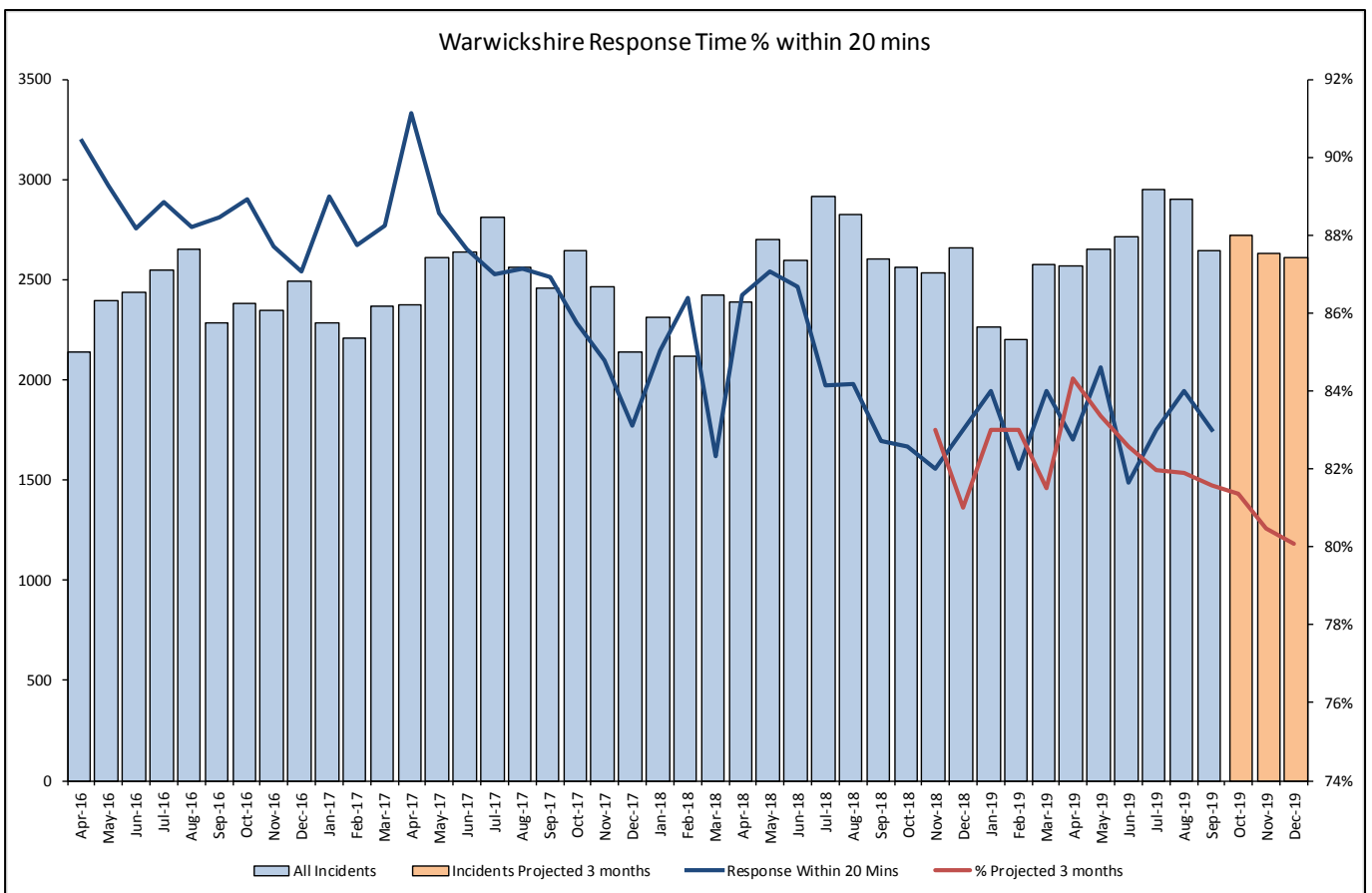
- ❖ Respond to all incidents in a timely manner and provide a high quality of service

The force 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.

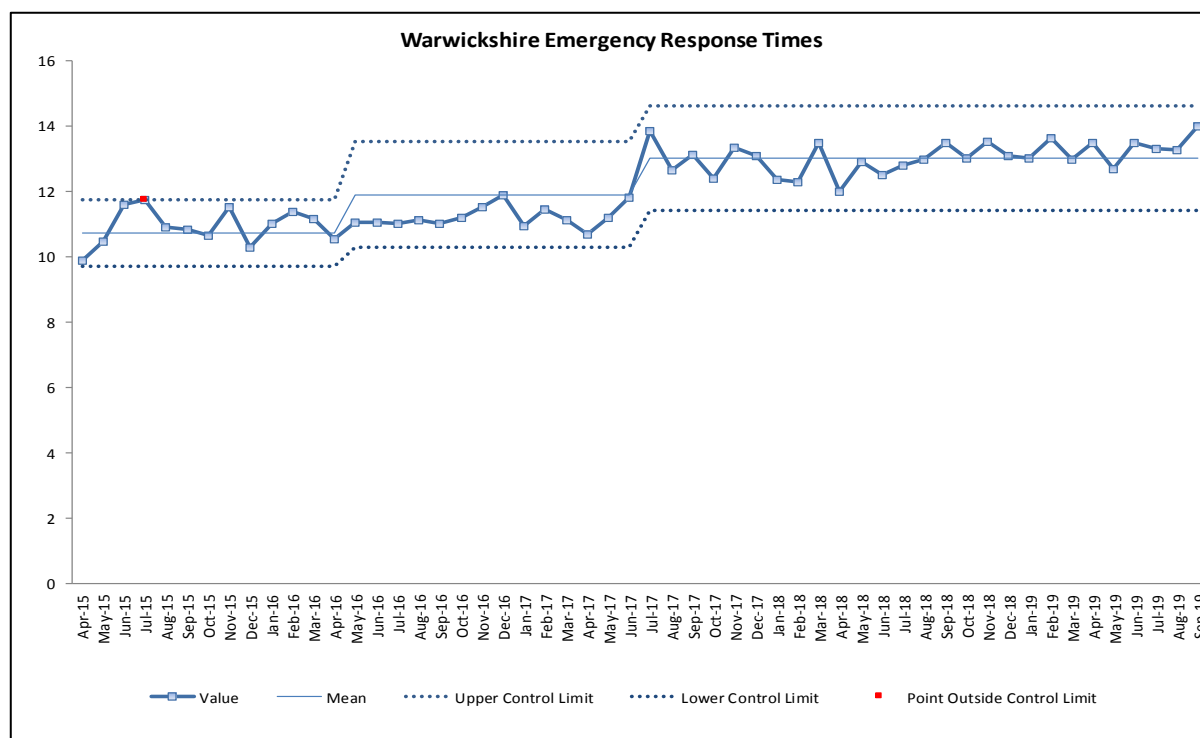
The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the alliance forces as a minimum standard.

2,648 emergency incidents were recorded last month, a decrease compared to the previous month (2,901). Over 8 out of 10 (83%) emergency incidents were attended within 20 minutes in the last month.

Note this is based solely on previous performance from April 2016 onwards, and does not take into account any changes to force processes.



The average response time for emergency incidents in September is 13 mins 59 seconds - this is an increase compared to August (13 mins 17 seconds) and above the monthly average (13 mins 00 seconds).



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

**Average Emergency response times (mm:ss) for the last 3 months by Force and Borough/Districts**

	July-19	Aug-19	Sep-19
<b>Warwickshire</b>	13:19	13:17	13:59
<b>North Warwickshire District</b>	19:27	21:48	21:07
<b>Nuneaton and Bedworth Borough</b>	12:22	12:14	13:58
<b>Rugby Borough</b>	10:56	10:52	11:30
<b>Warwick District</b>	11:28	11:12	11:11
<b>Stratford District</b>	15:31	15:13	16:16

## Sickness

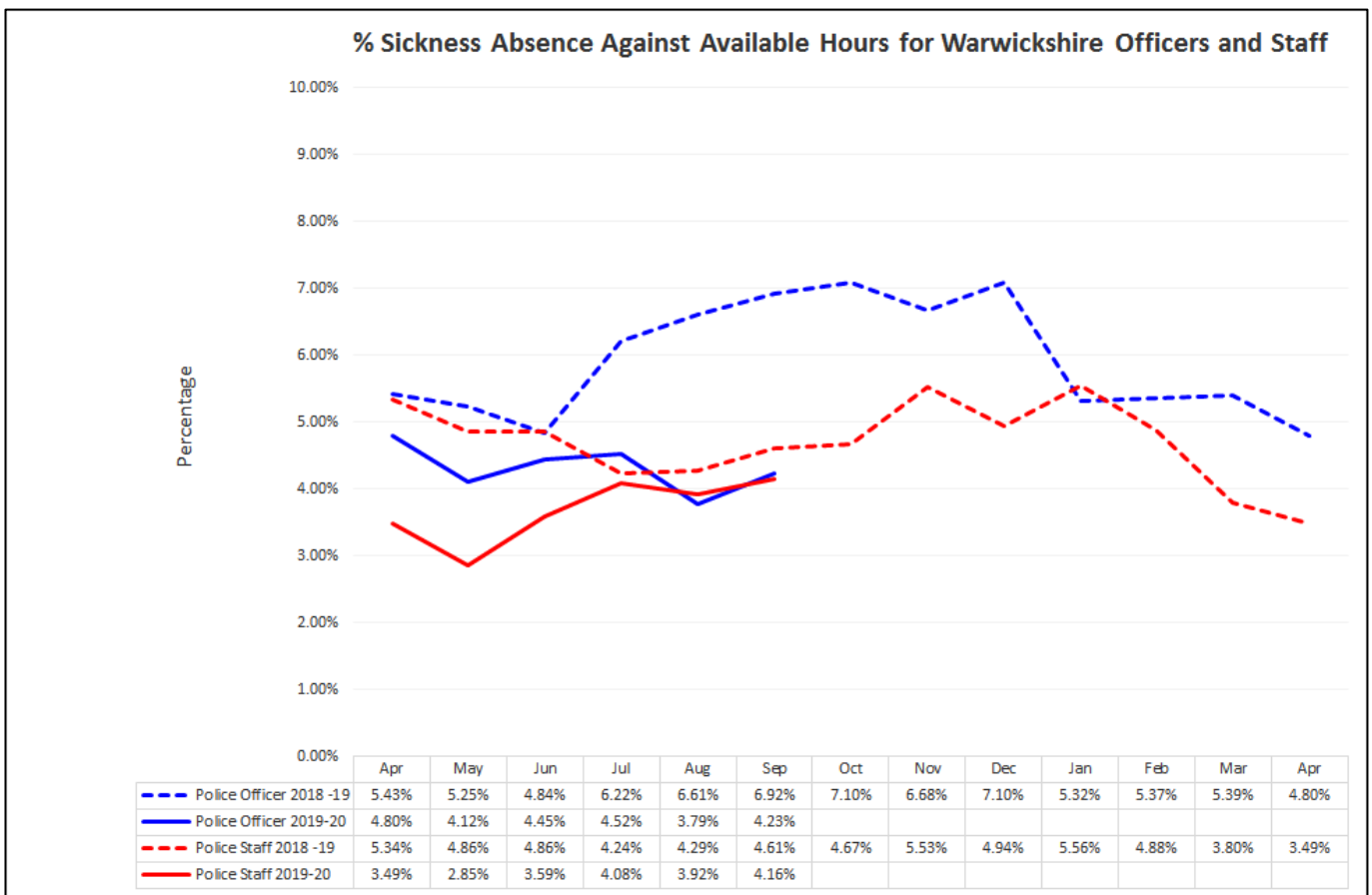
### Signs of Improvement would be:

- ❖ Improved staff wellbeing – improving levels of attendance

Workforce sickness forms part of the overall health & wellbeing agenda around staff welfare.

The average percentage of hours lost to sickness in September is 4.23% for Officers, an increase from 3.79% in August and remains lower than the equivalent month last year (6.92%).

For Staff, the average percentage of hours lost in September (4.16%) is an increase from 3.92% in August and remains lower than the equivalent month last year (4.61%).



Both officer and staff sickness rates continue to be below those seen last year. As we enter a period of change, particularly for police staff, the health and wellbeing team continue to promote the wealth of support available to all staff.

## Complaints

### Signs of Improvement would be:

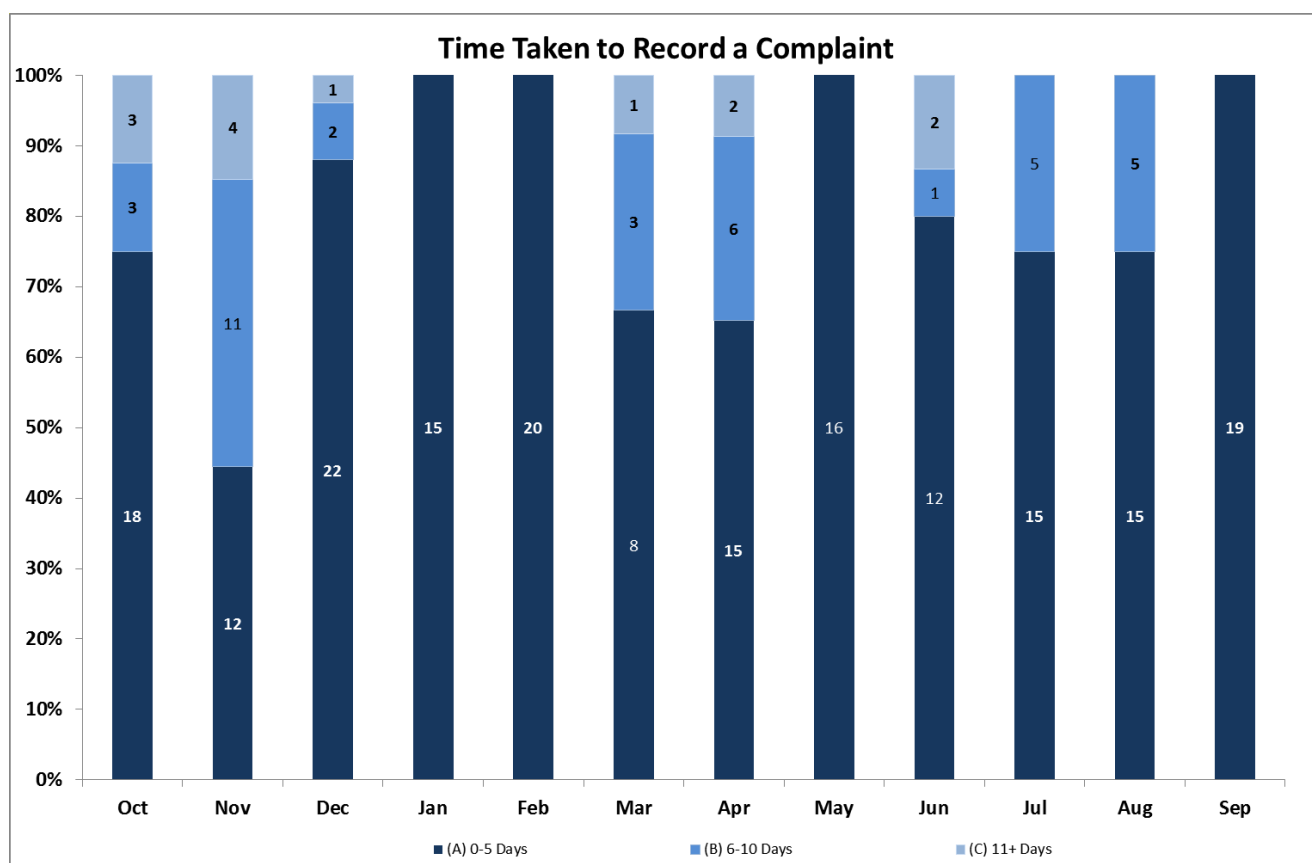
- ❖ Overall reduction in complaints
- ❖ Timeliness within national guidelines
- ❖ Reduction in severity of complaints
- ❖ Reduction in incivility

The following data is supplied by Professional Standards Department and is collated on a cumulative basis. The data below is for October 2018 to September 2019.

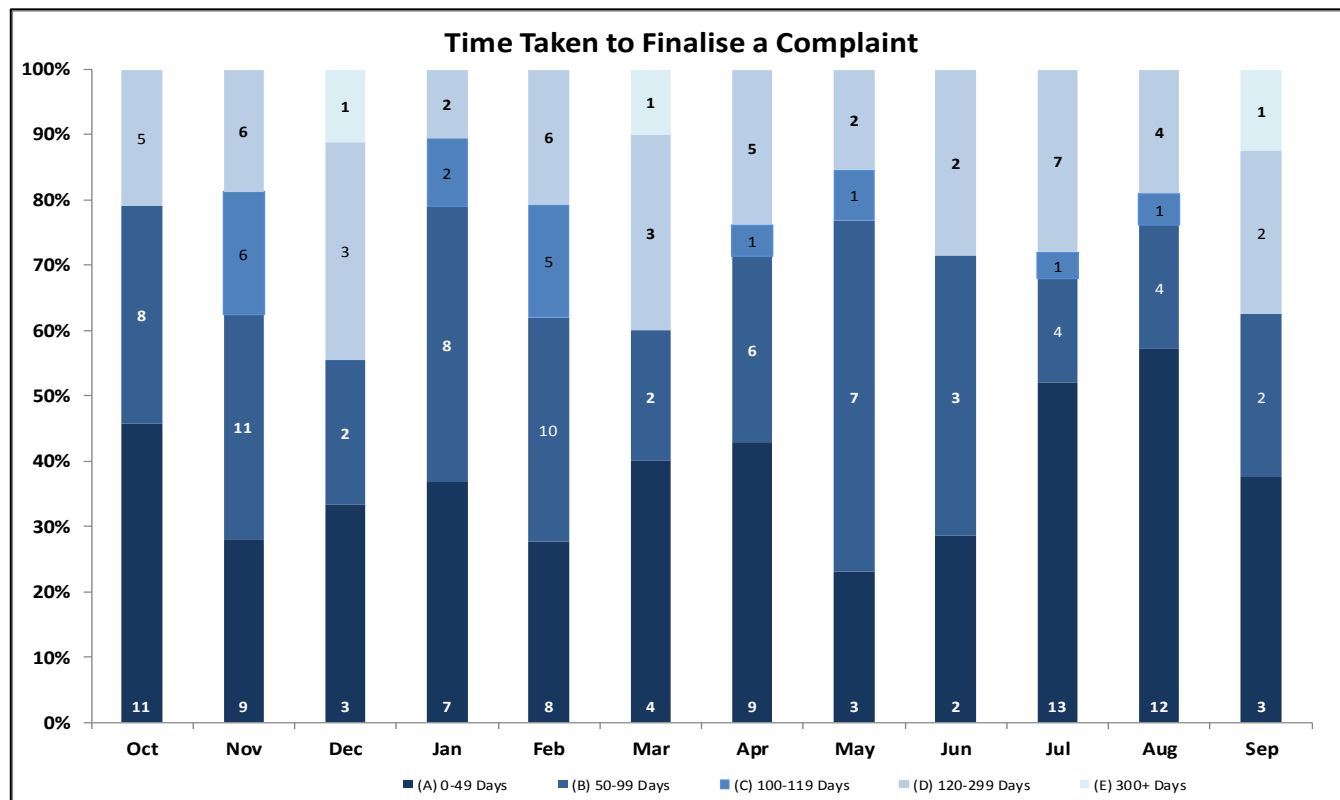
### **Timeliness to Record & Finalise**

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. In September 100% of complaints were recorded within 10 days.



The second national target is to finalise cases within 120 days. In September 71% of cases were finalised in 120 days, a decrease compared to August (81%).



## Call Handling

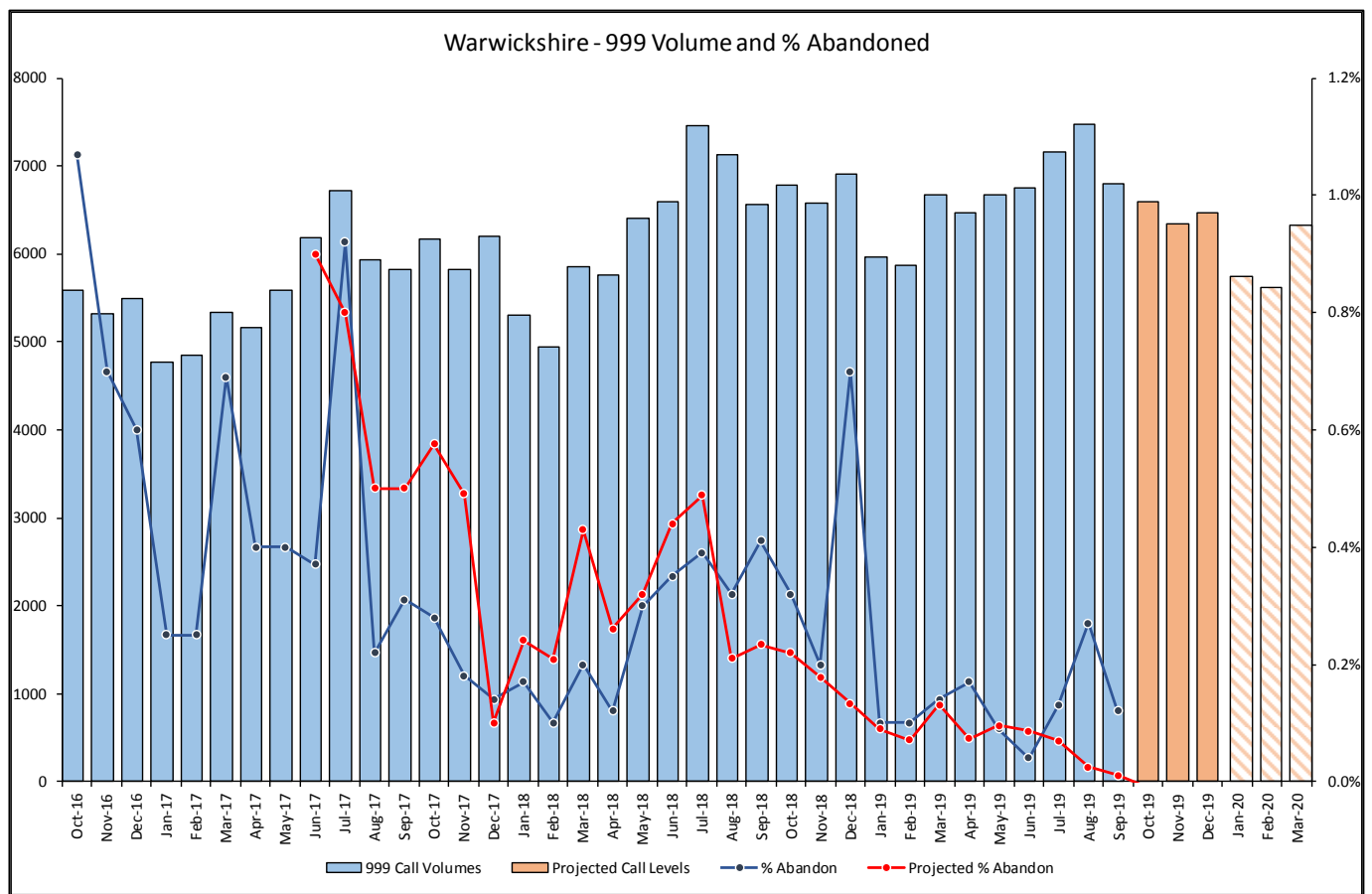
### Signs of Improvement would be:

- ❖ Increase % of calls answered in target time
- ❖ Reduction in abandon rates

### 999 Calls

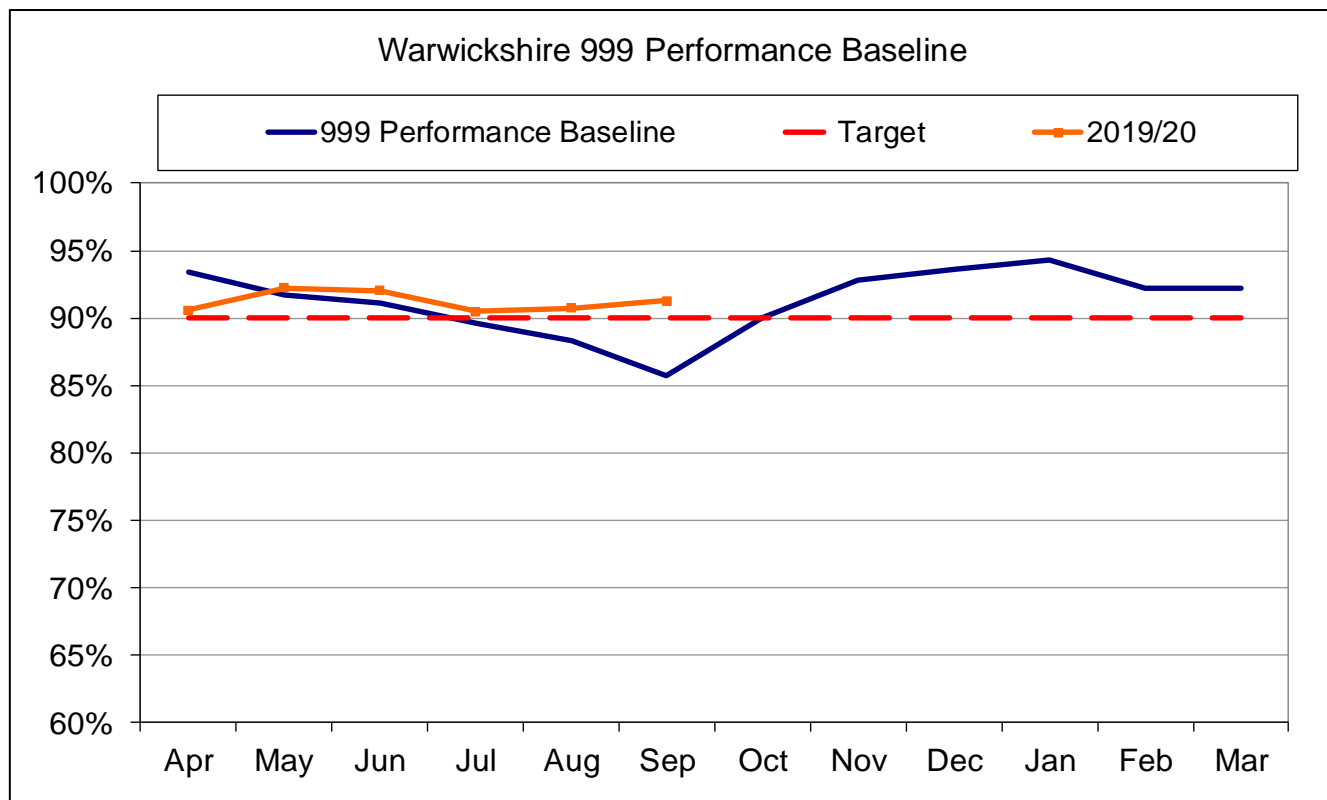
6,794 calls on the 999 system were received in September, a decrease compared to the previous month (7,480). The percentage of abandoned 999 calls last month (0.1%) decreased compared with the previous month (0.3%).

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



Actual abandon rate performance remains worse than the projected position last month.

The proportion of 999 calls answered within 10 seconds in September (91%) is comparable to the previous month (91%) and remains above both the 90% expected standard and the baseline<sup>5</sup> (86%).



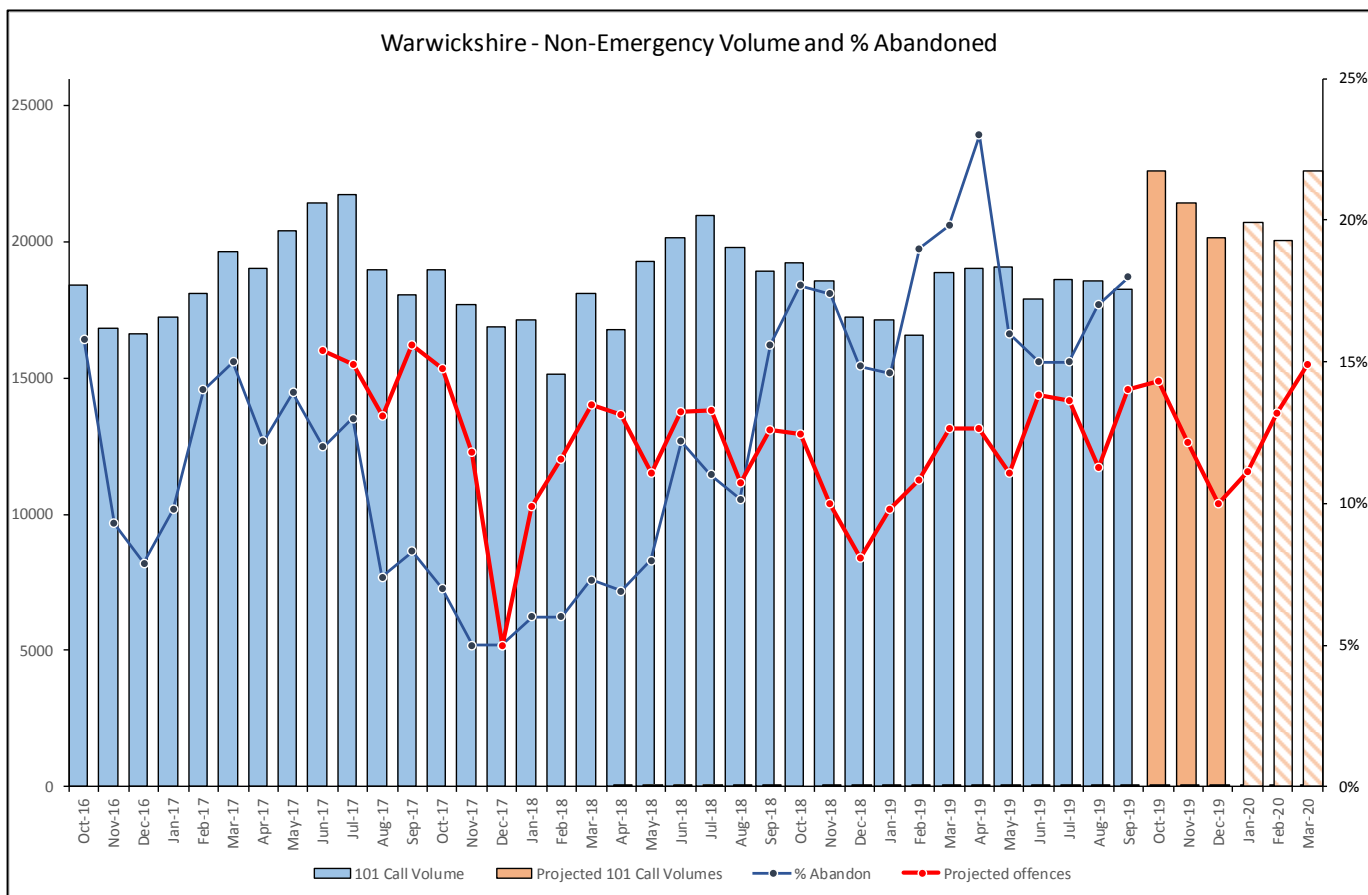
<sup>5</sup> The baseline is established using the average of the percentage of calls answered within 10 seconds for the last 3 financial years.



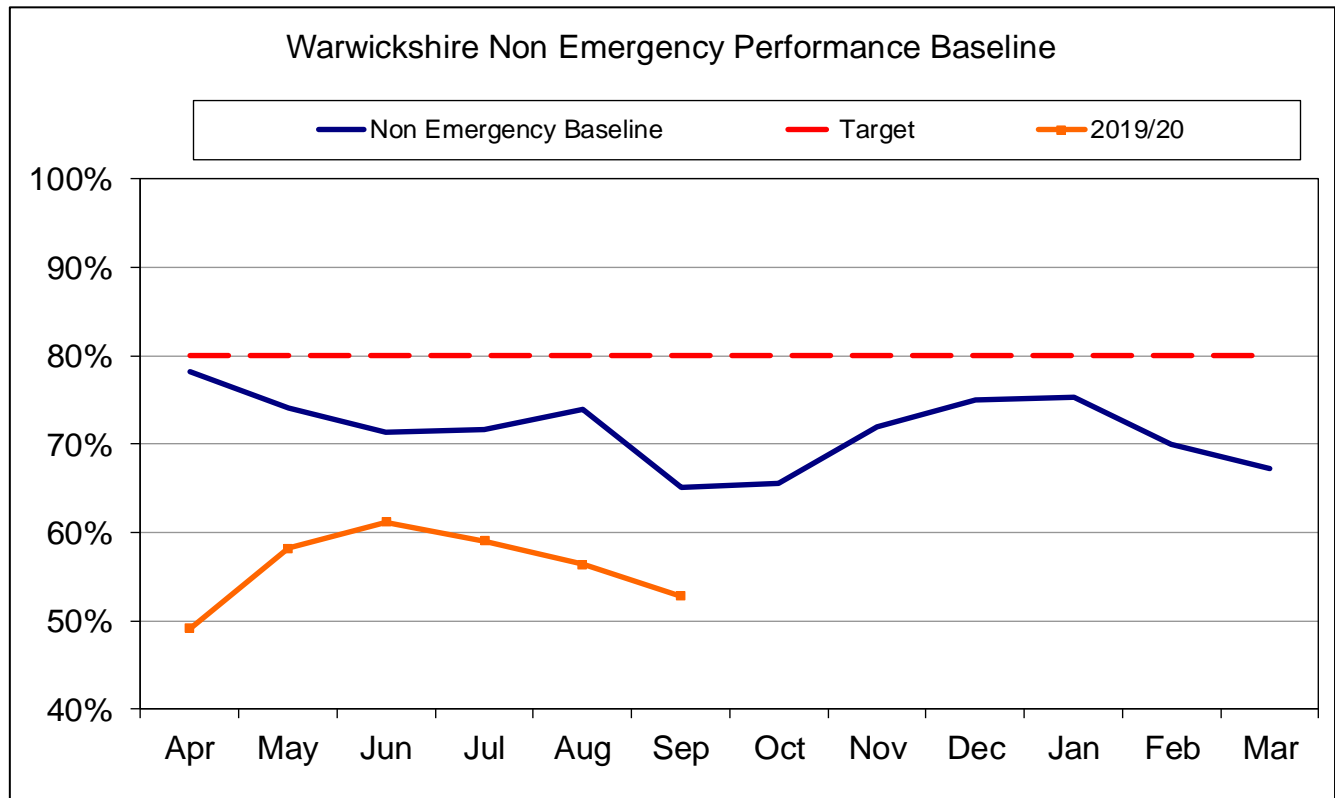
## Non-Emergency Calls

18,276 non-emergency calls were received in September; a decrease on the previous month (18,564). The abandoned call rate in September (18%) has increased compared to the previous month (17%).

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 are based entirely on previous performance and demand.



The % of calls answered in 30 seconds in September (53%) has decreased compared to August (56%). Current performance is 12% below the baseline.<sup>6</sup>



<sup>6</sup> The baseline is established using the average of the percentage of calls answered within 10 seconds for the last 3 financial years.



## **PERFORMANCE SCRUTINY**

### **WARWICKSHIRE POLICE**

### **SEPTEMBER - Q2 2019/20**

AUTHOR	David Patterson - OPCC
DATE	21 <sup>st</sup> October 2019
VERSION	v1
GPMS	Official

## **PERFORMANCE SCRUTINY**

### **1. INTRODUCTION.**

The purpose of this report is to formally scrutinise Warwickshire Police's performance during Q2 2019/20 and in doing so allow informed discussion between the Warwickshire Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming performance meeting on Tuesday 29<sup>th</sup> October 2019. 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 effective and efficient police service for Warwickshire.

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

- I. Putting Victims and Survivors First.
- II. Protecting People from Harm.
- III. Preventing and Reducing Crime.
- IV. Ensuring an Effective and Efficient Police Service

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

- Warwickshire Police Performance Summary - September 2019.
- Warwickshire Police Public Contact Balance Scorecard - September 2019.
- Warwickshire Police Performance Dashboard - 21/10/2019.
- Warwickshire Police Criminal Justice Performance - August 2019
- Community Safety Performance - October 2019
- OPCC - Scrutiny Master Questions

Not all aspects of performance are commented upon, only those areas of particular note and interest.

### **2. CRIME DATA INTEGRITY**

The recent report of the 8<sup>th</sup> October 2019 by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) following their inspection of Warwickshire Police, graded the force as 'Good' in respect of their crime recording performance and practices.

Since the last inspection in 2014, the inspectors found that the force has developed a positive culture among both officers and staff in relation to its crime recording. The audit found that in more than 93% of all cases the crimes were recorded correctly and accurately. HMICFRS also praised the force's recording rate for sexual crimes at over 96% during the same period.

It is noted that HMICFRS also identified that there are still some issues to be resolved. These include the force doing more to ensure that it records all relevant crime within 24 hours of the report and to also refine its systems and training within its Harm Assessment Unit and Multi-Agency Safeguarding Hub to ensure reports of crime received by these units are always recorded.

Whilst there is still room for improvement, the overall grading is extremely positive and the force are to be congratulated on the tangible improvements made and embedding a force-wide culture of a strong commitment to accurate and ethical crime recording practices.

### 3. PUTTING VICTIMS AND SURVIVORS FIRST.

- **Confidence in Police.**

A consistently high level of public confidence in Warwickshire Police is very positive, with levels of 78.6% when last surveyed in March 2019 by the Crime Survey for England and Wales (CSEW). This does however represents a small decrease from the previously reported period in December 2018 of 79.8%. This has resulted in a decline in the force's position from 6<sup>th</sup> to 10<sup>th</sup> nationally and from 1<sup>st</sup> to 2<sup>nd</sup> in the MSG, but is still a respectable achievement.

- **Victim Satisfaction.**

The September 2019 figure of 76% of victims being 'satisfied' with their whole experience represents a stable position, given that rates have plateaued during 2019/20. Likewise, the figure of 18% of victims being 'dissatisfied' with their experience also represents a relatively stable position.

This level of performance should however be considered in context with the force's ambition for 90% of victims to be satisfied with the overall service provided and it is also considerable below the high point of 86% that was achieved in September 2017.

The more detailed data obtained from the intranet 'Performance Dashboard' illustrates that the follow-up element continues to be a weakness in the process, particularly in respect of vehicle crime and violent crime. It is not clear as to whether the cause is omission, a process issue, or some other factor. There is nonetheless a strong correlation between the follow up element and the overall satisfaction rates, which detract from the strong performance seen in some of the other areas of the victim satisfaction metrics.

#### User Satisfaction - Rolling 6 months

Warwickshire - 01/09/2019 00:00:00

	Burglary	Vehicle Crime	Violent Crime	All Users (HO Crime)	Hate Crime
Ease of Contact	91.8%	84.9%	92.1%	89.3%	86.3%
Actions	87.0%	65.6%	71.2%	74.3%	60.9%
Follow Up	73.1%	52.2%	50.0%	58.8%	59.8%
Treatment	95.1%	92.2%	89.9%	92.3%	82.6%
Whole Experience	85.3%	72.3%	72.3%	76.4%	67.4%

This issue of victim satisfaction rates has been raised on a number of occasions at the the PCC / CC performance meeting. It is understood that the issue of victim satisfaction is being addressed through the 'Investigative Standards and Outcomes Group' chaired by C.Supt. Ben Smith, at which the OPCC are represented. In addition, an action plan prepared by Chief Inspector Lee Kemp from the Harm Hub is seeking to improve compliance with the 'Victims Code'.

A working group is also being orchestrated by the business lead from from A&SI to review the victim satisfaction survey methods and performance measurement, at which the OPCC are also represented.

- **Domestic Abuse (DA)**

The September 2019 figure of 84% of domestic abuse victims being satisfied with the whole experience is stable when compared to the previous two months, as is the 93% of victims who would recommend contacting the police to others in a similar situation. Once again, the follow up element is the enduring weakness in the process at 65%.

- **Hate Crime Victim Satisfaction.**

The September 2019 figures for Hate Crime victim satisfaction levels of 71% satisfied and 19% dissatisfied are particularly disappointing. Whilst it is recognised that the size of the Hate Crime survey sample is relatively small and therefore subject to wide fluctuations, the current position represents the weakest performance recorded in the last twelve months.

#### 4. **PROTECTING PEOPLE FROM HARM.**

The following categories remain within their control limits and are therefore not commented upon: -

- **Hate Crime** - No Exceptional Volumes (NEV).
- **Other Sexual Offences** - NEV.
- **Domestic Abuse** - NEV.
- **Road Traffic Casualties** - NEV.
- **Serious & Organised Crime** - NEV.
- **Repeat Victims.**

The September 2019 figure of 27% of victims being repeat victims is relatively stable across Q2 2019/20, albeit the increase in volume seen across the quarter when compared to Q1 2019/20 is of some concern although this rise may be due to seasonal variations.

The commentary in the 'Performance Summary' regarding '*repeat victim reports being available to track high risk repeat victims to ensure all necessary safeguarding procedures are in place*' is a positive development. In addition, the co-location of Victim Support in the Harm Hub supported by Integrated

Victim Management Coordinators to identify and support the most vulnerable people in the community should enable improved and greater protection from harm.

- **DA Repeat Victims.**

The September 2019 figure of 41% of all DA victims being a repeat DA victim (at least one further DA offence in the last 12 month) is a marked increase on the previous month of 36%. The volume of DA repeat victims (213) is also at its highest seen during the last 12 months, amounting to 310 DA offences for the month.

Of particular concern is the very small number of DA victims who are subject to multiple repeat offences. For example, in August 2019 three individuals were the victim of 10+ DA offences in the last 12 months amounting to 35 DA offences. Similarly, in September 2019 one DA victim has been subject to 13 DA offences in the last 12 months.

As a consequence of this issue being raised at the 'Local Policing Performance Board', D.Supt. Suzanne Baker has inquired into the specifics of these individual cases and her intrusion and oversight is a positive development. The OPCC will continue to monitor performance in this critical area of vulnerability.

The continuing high rate of Domestic Violence Protection Notices (DVPN) through Q2 2019/20 is positive in providing additional support and safeguarding for DA victims.

- **Missing Persons**

The September 2019 figure of 111 missing person reports compares very favourably with the average of 173 reports and levels have moved now towards the lower control limit. This is a positive development and pays testament to the work of the Missing Person Teams in driving this improvement.

- **Child At Risk / Child Sexual Exploitation**

The September 2018 level of Child at Risk (CAR) incidents remain within the control limits for the county, however it is noted that the levels in South Warwickshire exceed the upper control limit and were also similarly high in Q1 2019/20. The data is provided through the use of Athena keywords and therefore may be subject to some fluctuation due to changes in practices. It is not clear why there is such a seeming disparity between the south and north of the county.

- **Rape**

The September 2019 levels of Rape offences are shown to be within the control limits in the 'Performance Summary'. It is however noted that the 'Warwickshire Police Performance Dashboard 21/10/2019' shows that there has been a 32% increase in rape offences YTD (297 / 225). Further

examination of the data reveals that the majority of this increase (54 cases) is accounted for by the reporting of historical offences (153 / 99) and would therefore suggest an improvement in victim confidence in reporting.

## 5. **PREVENT & REDUCE CRIME.**

- **Total Recorded Crime (TRC)**

The 'Performance Dashboard 21/10/2019' shows a -1% YTD reduction in TRC. This is a positive position, particularly in the context of the 'Police and Crime Plan 2016 - 2021' key objective to Prevent and Reduce Crime and HMICFRS grading of Good for Warwickshire Police's crime data integrity.

The 'Performance Summary' provides a table of performance measured against annual projections. It is note that only two offences, namely Rape (+27.9%) and Robbery (13%), are rated as red. There is much to be positive about in the marginal increases and the significant reductions in the other offence categories.

- **TRC Outcomes.**

The continuing reporting of TRC Outcomes data in the 'Performance Summary' is a positive development. However, the April 2019 to September 2019 figure of 7.3% for Action Taken for TRC is noted and represents a declining position when compared to the same period in 2018 of 9.8%.

Following the OPCC review of Outcomes and the acceptance by the force of the recommendations contained within the associated report, an 'Investigative Standards and Outcomes Group' has been established. The HMICFRS 'cause for concern' in respect of the effectiveness of investigation, as reported in their PEEL 2019/20 inspection, has provided additional focus for the work of this group. The issue and causes of fluctuating Outcome 16 and Outcome 15 rates are also examined at this meeting.

- **DA Outcomes.**

The April 2019 to September 2019 figure of 10.8% of DA cases that resulted in Action Taken is noted and represents a stable position when compared to the same period in 2018 of 11%.

The Q2 rate for Outcome 16 for DA offences has stabilised at circa 60% and marks a notable reduction when compared to the highest level of 77% experienced in March 2018. A similar position exists for Outcome 15 that has stabilised at circa 21%, albeit that this figure is considerably higher when compared to its lowest level of just 9% experienced in March 2018. The issue and causes of fluctuating Outcome 16 and Outcome 15 rates for DA are also examined at the 'Investigations, Standards and Outcomes Group'.

- **Violence with Injury** - No Exceptional Volumes.



- **Violence without Injury**

The September 2019 increase in Violence without Injury is a cause for concern, where 883 offences were recorded compared to the monthly average of 744 and is now nearing the upper control limit for the county. The levels actually exceed the upper control limit in south Warwickshire with assault and stalking showing an increase. The causes for this increase is not clear.

In addition, violence offences also feature prominently in the county's Community Safety Partnerships (CSP) control strategies and, with the exception of Nuneaton & Bedworth CSP, performance has been rated as red by the CSP analysts.

- **Robbery**

Concern was expressed at the previous meeting of the 'Local Policing Performance Board' regarding the increase in Personal Robbery offences. Although the volumes are comparatively small for this serious high harm crime, the force experienced a +24% increase in 2017/18 on the previous year. At the time of the meeting the force had experienced a further +9.6% YTD increase in robbery. On closer examination of the data this comprised a +28.2% increase in the north of the county countered by a -21.6% reduction in the south of the county.

The reason for this disparity in performance was not clear and as such D.Supt. Baker consequently inquired into this issue and commissioned an intelligence product into the north Warwickshire offences and the mechanism of tasking officers.

The 'Warwickshire Police Performance Dashboard 21/10/2019' shows that during the last 28 days Personal Robbery in north Warwickshire has now decreased by -77.8% when compared to the same period in 2018 and now stands at a reduced +17.2% YTD. It is also noted that during the same period an individual has been charged with nine robberies committed in the Rugby area and five individuals have been arrested for a robbery in south Warwickshire, for which the force are to be congratulated.

These are positive recent developments and performance in this area will be continued to be closely monitored by the OPCC.

- **Residential Burglary**

The -13.9% YTD reduction achieved in Burglary Residential offences is a very positive position.

- **Business Crime**

Whilst Business Crime remains within the control limits, there is concern regarding the position in south Warwickshire where 276 offences were recorded in September, considerably above the monthly average of 191 offences, and is now above the upper control limit. This increase is

compounded by the levels for Q1 2019/20 that also exceeded the upper control limit in south Warwickshire.

It is noted that Business Crime is reliant upon the application of an Athena key word, but it is not clear why there should be such a large disparity between the north and south of the county.

- **Rural Crime**

Whilst Rural Crime remains within the control limits, the commentary in the 'Performance Summary' regarding the substantial increase of +39% in vehicle offences for September 2019 is of concern. The establishment of the Rural Police Team is a very positive development and performance in this area will continued to be monitored by the OPCC.

- **Cyber Crime.**

Since the introduction of Athena with the application of the 'on-line crime' keyword, the data in respect of the category of Cyber-Crime has been inconsistent and unreliable. The September 2019 data shows a decrease in cyber related crime that is now below the upper control limit. It is not clear if this represents improved reporting or a real increase in the number offences.

The latest data received from Action Fraud, which although is not always cyber related, is within the control limits and provides some reassurance that the increases seen in the use of the cyber-crime keyword in an improvement in recording processes and practices rather than an increase in such cyber-crime offences.

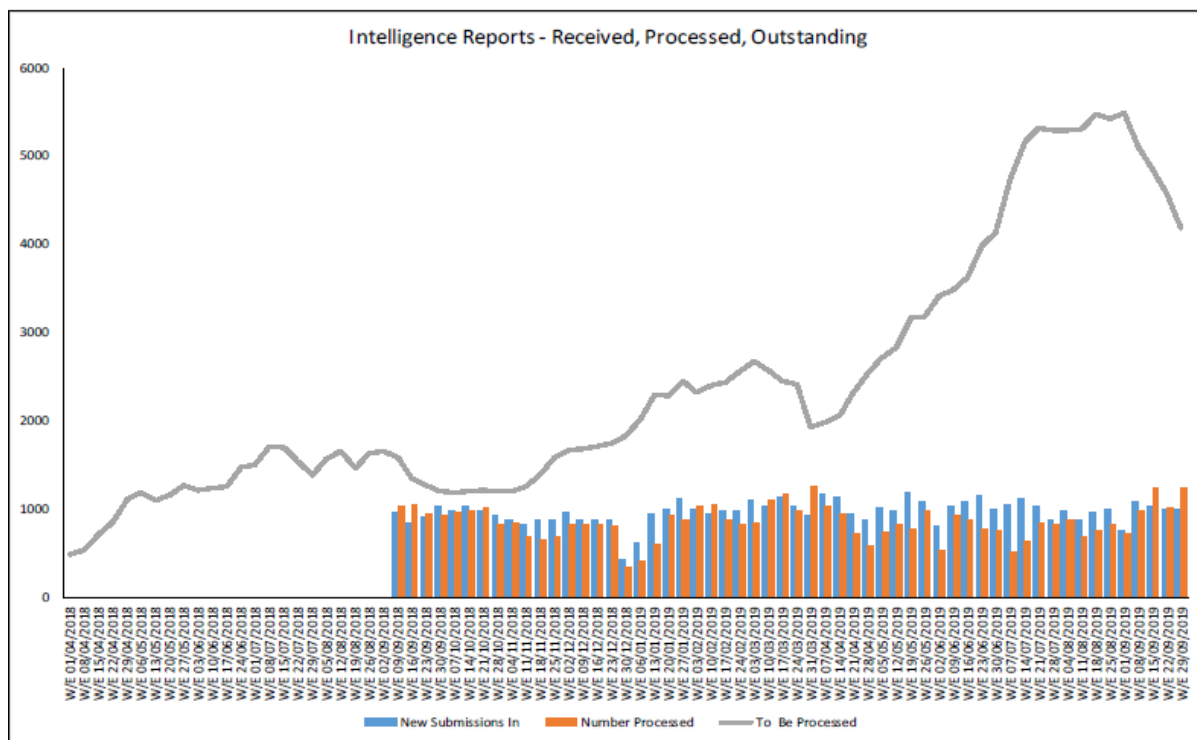
The position will continue to be monitored by the OPCC whilst in effect a new base line is being established.

- **Anti-Social Behaviour**

The -22.6% YTD reduction in Anti-Social Behaviour offences is a very positive position.

- **Intelligence Reports.**

This issue of the excessive number of intelligence reports awaiting processing by the Intelligence Processing Unit (IPU) has been previously raised by the OPCC. It is of note that the performance is now improving and the queue of intelligence reports awaiting processing has now significantly reduced due to the increased capacity in the IPU.



**6. EFFECTIVE & EFFICIENT POLICE SERVICE.**

**• HMICFRS**

The grades determined for Warwickshire Police by HMICFRS following their PEEL Inspection 2018/19 are noted: -

- Effectiveness - Good
- Legitimacy - Good
- Efficiency - Requires Improvement

This has and will be commented upon in greater detail elsewhere, including the requisite Section 55(1) Police Act 1996 response to the Home Office and HMICFRS.

**• Complaints**

The September 2019 figure of all complaints being recorded within the statutory 10 day timeframe is a positive development.

**• Call Handling Emergency calls**

The latest 'Warwickshire Police Public Contact Balance Scorecard' for September 2019 shows a figure of 91.3% of 999 calls answered within the 10 second target time and 91% YTD. This is a positive position.

**• Call Handling 101 calls**

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The September 2019 figure of 1 minute 30 seconds average answer time for 101 is deteriorating when compared to the previous month and stands at 1 minute 20 seconds YTD. In addition, the performance in answering calls within the standard 30 second time frame has also deteriorated to 52.8%, compounded by an abandonment rate of 18%.

This issue of 101 performance has previously been raised by the PCC, most notably in the April 2019 Performance Scrutiny. It is understood that the CC shares those concerns. It is noted that much work has already been done in an attempt to improve the position with an increase in resources and changes to working practices, but this has yet to achieve the required effect. As such, ACC Franklin-Smith has now tasked Supt. Emma Bastone as the business lead for Public Contact to prepare a paper to re-examine this issue and identify recommendations for improvement in 101 performance. The report is awaited by the OPCC with interest.

- **Sickness**

The September 2019 figure for police officer sickness (4.23%) illustrates a relatively stable position and is significantly below that seen at the same stage in 2018 (6.92%). The increase in establishment of the addition 'new and fresh' police officers in training has undoubtedly contributed to this improved position.

The figures for police staff shows a deteriorating position with sickness levels increasing (4.16%) when compared to the previous month (3.92%) and will be monitored by the OPCC. This figure compares to the level of 4.61% seen at the same stage in 2018.

## **7. CRIMINAL JUSTICE.**

The content of the Criminal Justice Performance Data for August 2019 is noted. Of concern are the following four issues: -

### **I. Charge to NFA Ratio.**

Warwickshire Police have now moved to a position of 41<sup>st</sup> nationally, from a low point of 44<sup>nd</sup> the previous month. The force has consistently remained mid to bottom table since January 2016. This position would appear to result in an ineffective use of both officers and CPS time and would suggest that in such cases a charging decision is needlessly / prematurely sought where there is insufficient evidence available to charge, or that the quality of the evidence presented is inadequate for CPS to pursue the case. This matter has previously been raised by the PCC with the CC, most notably in Q4 2018/19.

### **II. Discontinuance.**

It is noted that the principal reason for discontinuance of cases was due to the 'fails to attend court / give evidence' and that 75% of these cases are in north Warwickshire. The process of all criminal cases

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being heard at Leamington Spa in the south of the county may be a contributory factor. It would be useful to know and understand the specific reason(s) for non-attendance if this situation is to be improved.

### III. Case File Quality.

The August 2019 figure of 9% of files submitted being erroneous is a much improved position from the 14% of files the previous month. It is however of continuing concern that principal reasons were not meeting the National File Standards, nor the witness / victim requirements.

It is envisaged that this performance issue will be addressed through the 'Investigative Standards and Outcomes Group'.

### IV. Released Under Investigation (RUI)

The 1<sup>st</sup> October 2019 figure for the numbers of suspects subject to RUI at 866 is the highest recorded this calendar year. It is understood that the 'Service Improvement Team' are actively seeking to address this matter in order to identify those cases where it purely a technical Athena issue in closing the record and those that are legitimately still under RUI and the reasons why.

Progress in this regard will be monitored ahead of HMICFRS national thematic inspection of RUI, where Warwickshire have been selected for inspection in Q4 of 2019/20.

## **8.0 COMMENTS.**

It's requested that the Chief Constable provides his professional judgement to the Police and Crime Commissioner regarding the key challenges with force performance over the short to medium term, together with the action proposed to address causes for concern, particularly in respect of the highlighted issues of: -

- 1. Hate Crime Victim Satisfaction Rates.** In context with the objectives of the 'Victims and Witness Charter' that was introduced in November 2017 and the key objective of the Police and Crime Plan 2016 - 2021 of 'Putting Victims and Survivors First' in this key area of vulnerability, particularly in light of national events.
- 2. Domestic Abuse.** Repeat Victim Rates.
- 3. Child at Risk.** The disparity in the levels between the south and north of the county.
- 4. Violence without Injury.** Increased levels of crime.
- 5. Business Crime.** The disparity in the levels between the south and north of the county.
- 6. Criminal Justice Performance**

David Patterson

Development and Policy Lead - Performance

Warwickshire Office of the Police and Crime Commissioner (OPCC)

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PERFORMANCE SCRUTINY  
WARWICKSHIRE POLICE  
SEPTEMBER - Q2 2019/20

## Force Response

Author:	T/Ch.Supt. Ben Smith
Date:	24 <sup>th</sup> October 2019
Version:	1.0
GPMS marking:	OFFICIAL
URN	N/A

**OFFICIAL**Performance Scrutiny – Warwickshire Police

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**Introduction**

This report is provided in response to the Office of the Police Crime Commissioner performance scrutiny report dated 21<sup>st</sup> October. It provides commentary in relation to the specific areas raised in that scrutiny report.

**Hate Crime Victim Satisfaction Rates**

For the last 12 months, hate crime satisfaction rates have remained largely stable in Warwickshire with around 85% of those surveyed reporting that they are either satisfied or not dissatisfied. This represents a good level of performance with over 8 out of 10 people satisfied with the service that they are receiving.

It is acknowledged, however, that over the last three months there has been a deterioration down to 81% satisfied or not dissatisfied. The force has taken immediate steps to investigate this deterioration, reviewing its current processes, and putting in additional scrutiny to ensure staff are meeting the high standards expected in any hate crime investigation.

As the OPCC have alluded to, survey numbers for hate crime victims are low which can lead to large swings in performance but, irrespective of this, the force will assure itself that all policies and guidance are being robustly followed in respect of hate crime.

**Domestic Abuse - Repeat Victim Rates**

A significant amount of work has been done by the force in the last 18 months to improve its response to domestic abuse. The arrest rate for DA offences has increased, the positive outcome rate has increased, and the use of outcome 16 (where the victim withdraws support) has decreased. The force also makes significant and effective use of civil protection orders such as Domestic Violence Protection Orders. All of these areas reflect positive progress and this was duly recognised by HMICFRS in their recent inspection report who graded the force as 'Good' in this area.

A significant amount of scrutiny is given to repeat victims to ensure that the force's response is as effective as it can be, and all avenues are explored to support the victim and protect them from future abuse. Although the number of repeat victims is important and the force is keen to reduce these to a minimum, what is more important is ensuring our response is as good as it can be in each and every instance.

The force will continue to prioritise domestic abuse and, with the creation of the new vulnerability command, sitting within the newly formed Warwickshire Protective Services, the force will be well placed to continue to drive improvements in this area.

**Child at Risk - The disparity in the levels between the south and north of the county**

Child at risk has seen a greater proportion in the north relative to the south in the past 3 months. Looking back over a further period of time (April to Oct) it can be seen that there is always a slight disparity between the two halves of the county. Following further exploration and discussion with staff within the Vulnerability command, there are no identifiable concerns or



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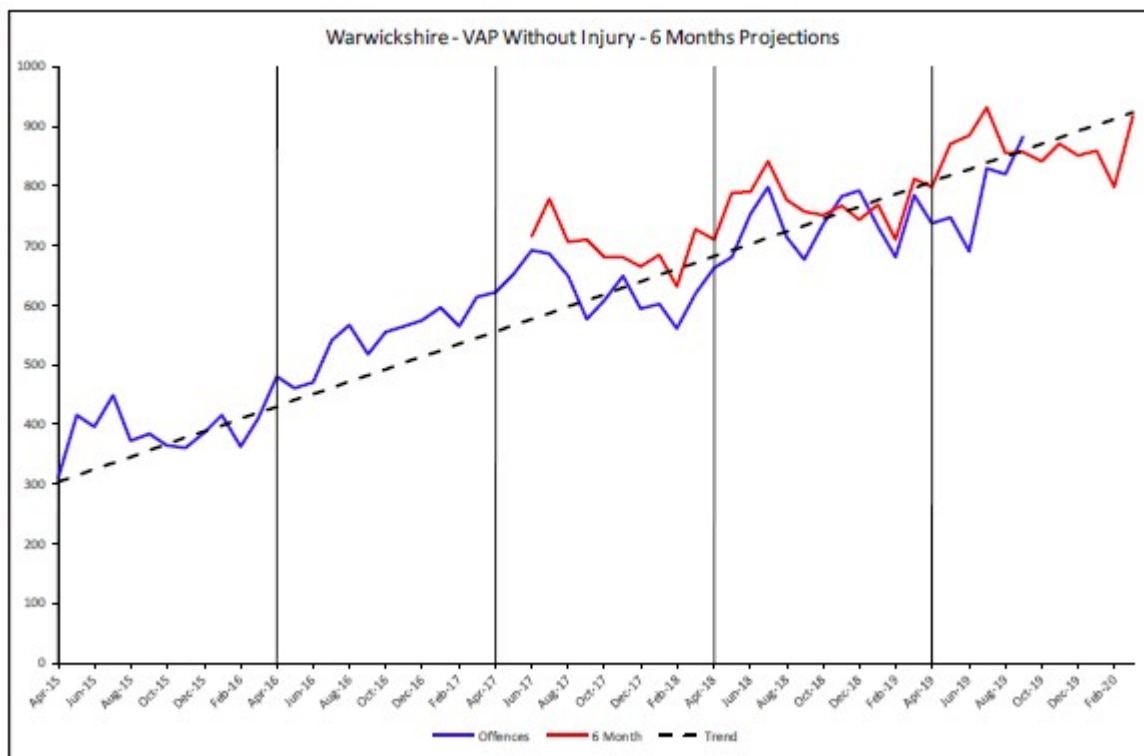
Performance Scrutiny – Warwickshire Police

issues that have been identified. It should however be noted that the ASI department have seen an increasing trend for child at risk total numbers which is believed due to improved use of the Athena key word search. This topic will continue to be monitored by the force.

COMBINED	APR	MAY	JUN	JUL	AUG	SEP	OCT
North Warwickshire	58%	58%	59%	58%	64%	64%	68%
South Warwickshire	42%	42%	41%	42%	36%	36%	32%

**Violence without Injury - Increased levels of crime**

Violence without injury is a broad category and includes a number of different crime types. There have also been changes to the category which mean more crime types are incorporated into this. Therefore, without a lengthy piece of analytical work, it is often difficult to know exactly what is driving increases. Of note, the force has been tracking below projections for most of the year and has only just crept above the projection line within the last month. We would expect, in line with projections, that volumes will begin to fall and then stabilise as we move through the remainder of 2019 and into the early part of the year.



The below table is also of relevance as the projected annual change for violence without injury was a 19.7% increase. The force’s aim is to deliver performance that beats this projection. Current increases are at 9.8%, so the force is well on track to achieve this.

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## Performance Scrutiny – Warwickshire Police

	Projected Annual Change	Q1 & Q2 18/19	Q1 & Q2 19/20	Change
Total Recorded Crime	↗ 6.5%	21044	20912	↔ -0.6%
Violence With Injury	↗ 5.1%	2278	2331	↔ 2.3%
Violence Without Injury	↘ 19.7%	4289	4709	↗ 9.8%

The force will monitor performance in this area and if volumes do not begin to drop in the next two months, some further analytical work will then be commissioned.

**Business Crime – Potential disparity in the levels between the south and north of the county**

Analysis has taken place and it is clear that the proportions have remained pretty consistent i.e. the increase is the same across both the north and the south of the county. September's performance is in fact the same as trends at the start of the year.

	APR	MAY	JUN	JUL	AUG	SEP	OCT
North	54%	55%	50%	53%	55%	55%	51%
South	46%	45%	50%	47%	45%	45%	49%

**Criminal Justice Performance**

The range of data available to forces to track criminal justice performance is broad and at times conflicting. Some of it reflects a poorer picture such as the charge to NFA ratio and some of it reflects a more positive picture such as the Transforming Summary Justice (TSJ) Data, which comments:

*Of significant note and consideration of the Police only is an improvement in average days from charge to first court hearing and Police charge discontinuance rate and identification of Guilty plea at first hearing.*

In terms of specific areas though:

The force continues to work with CPS to understand how improvements can be made in the charge to NFA arena. The area that accounts for the largest area of discontinuances is where the victim fails to attend court, but Warwickshire, as a force area, still has one of the highest rates of victim attendance at court.

The overall discontinuance rate is acceptable at 9% but clearly further improvements can be made.

The 'released under investigation' numbers remain of concern but there is a clear plan in place now to reduce these down to accurate numbers and the OPCC is sighted on this plan.

As the OPCC alludes to in its scrutiny report, the Investigations, Standards and Outcomes Board has taken a root and branch approach to resetting all aspects of crime investigation,

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Performance Scrutiny – Warwickshire Police

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victim management, and case file submission and the force fully expects this to begin to make a significant difference by the end of the 4<sup>th</sup> quarter.

**Ben Smith**  
**T/Ch.Supt – Head of Local Policing**

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## Police and Crime Panel Work Programme

Date of next report/update	Item	Report detail	Date of last report
21 November 2019	Preparations for 2020 elections	To review the election pre-election protocol	
21 November 2019	Representation from the Chief Constable	The Chief Constable will give his view of the Police Service in	
3 February 2019	Police and Crime Commissioners Budget and Precept	To consider the PCC's budget and Policing Precept for 2020/2021.	
?? March 2019	Victim Services Review	Suggested by the Planning and Performance Working Group: A report to detail the work of the commissioned Victims Service and how this impact on the wider Warwickshire Police Force	
?? March 2020	<b>Victim Satisfaction</b>	The Panel recognised that Victim satisfaction is central to assessing the effectiveness of Warwickshire Police and requested the PCC bring a report detailing the work being done to improve satisfaction.	
?? March 2020	Rural Crime	To receive an update on the rural crime unit and actions taken by the PCC to tackle rural crime in the county	
?? March 2020	<b>Repeat Victimisation</b>	The Panel requests that the PCC bring a report on Repeat Victimisation detailing the number of repeat victims, how this is measured and how the Force is seeking to protect these individuals with a focus on victims of sexual offences, domestic violence and hate crimes.	
?? March 2020	<b>Warwickshire Police as an independent force – six month update</b>	To receive an update on the progress made towards establishing Warwickshire Police as an independent force six months after the end of the Strategic Alliance with West Mercia	
?? March 2020	Substance Misuse review	Report of the Planning and Performance Working Group – Substance Misuse review	

## Police and Crime Panel Work Programme

<b>Standing items*</b>	Complaints	To consider any complaints against the PCC, taking account of the Complaints Protocol (verbal update).	-
	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.	-
	Work Programme	To consider and review the Panel's work programme.	-
	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"> <li>• Review progress updates in the implementation of the Police and Crime Plan and progress made towards recruiting to the additional officer posts created in the 2019/20 budget.</li> <li>• Consider recent work of the PCC, including activities / decisions taken since the last meeting and engagement with national/regional policing initiatives.</li> </ul>	-

### Items to be Timetabled

	Complaints	Update from PCC in light of the new requirements of the Police and Crime Act to come into force in 2019 – implementation has been delayed by central government.	
	<b>Organised Crime</b>	The Panel recognises that Organised Crime requires a partnership approach and asks the PCC to bring a report to the Panel detailing how Warwickshire Police will work with regional partners as well as the National Crime Agency as a stand-alone force. There is also particular public interest in this area given the recent publicity around the harm caused by 'County Lines'.	
	<b>Outcomes</b>	To receive a report on outcome rates and how the Force is seeking to improve outcome rates following the PCC's challenge to the force through an OPCC report in May 2019. The Planning and Performance Working Group to work with the OPCC to determine the timing and nature of the report brought to the full panel.	
	<b>Reporting and Performance Management</b>	The Panel asked the Planning and Performance Working Group to work with the OPCC to consider how performance reports are presented and what is reported. A full report to be brought to the Panel at an appropriate point when the equivalent to the Alliance's Assurance and Service Improvement Team has been stood up.	
	<b>Warwickshire Police as an independent force – 18 month update</b>	To receive an update on the progress made towards establishing Warwickshire Police as an independent force 18 months after the end of the Strategic Alliance with West Mercia	
	<b>Encouraging reporting</b>	To receive a report outlining how victims can be encouraged to report crimes.	

## Police and Crime Panel Work Programme

	<b>of crime</b>		
	<b>The Police Estate</b>	To consider the PCC's approach to managing the Police estate.	
<b>Briefing Notes</b>			
Requested	<b>Climate Action</b>	The PCC to provide a briefing note detailing how both the OPCC and Warwickshire Police plan to respond to the Climate emergency and the Government's target of carbon neutrality by 2050 .	
Requested			

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