

# Warwickshire Police and Crime Panel

**26 September 2024**

## Report of the Planning and Performance Working Group

### Recommendation

That the Police and Crime Panel notes the update on the meetings of the Planning and Performance Working Group held on 9 July and 19 September 2024.

### 1.0 Summary

- 1.1 The Planning and Performance Working Group met on 9 July 2024. The meeting was also attended by Polly Reed (Chief Executive) and Claire Morris (Head of Business Services and Assurance) of the Office of the Police and Crime Commissioner (OPCC).
- 1.2 The first item of business was the appointment of a Chair for the 2024/25 municipal year. Councillor Barbara Brown was unanimously elected as Chair for the year ahead.
- 1.3 The Working Group also met on 19 September 2024. A separate verbal update on the meeting will be provided to accompany this report.

### 2.0 Performance

- 2.1 At its meeting on 9 July, the Group maintained its regular focus on performance and received the Performance Scrutiny Report for Quarter 4, 2023/24 which had been presented at the Governance and Performance Board (GPB) meeting between the Police and Crime Commissioner (PCC) and Chief Constable on 11 June 2024. The Group reviewed the responses provided by the Chief Constable to specific queries raised by the PCC.
- 2.2 Attention was given to the Force's 'action taken' outcome rates. Since the Group's meeting in March 2024, the three-month rolling average 'action taken' outcome rate had considerably improved to 21.4%. The improved outcome rate had been supported by the introduction of the Crime Control Centre (CCC) which had made a positive impact, reducing the number of outstanding crimes.
- 2.3 Attention was also given to victim satisfaction. Warwickshire Police had previously commissioned an outside agency to contact victims of crime to gauge levels of satisfaction in the service provided by the Force. More

recently, this activity had been undertaken by Warwickshire Police. It had been found that victims were more willing to provide a view of their experience when speaking directly to the Force. It also enabled an opportunity for an update to be given on the progress of a case including the likelihood, for example, of a stolen vehicle being recovered. This helped to manage expectations.

The report included details of target rates and current levels of victim satisfaction across categories of crime. Among these, Hate Crime showed the weakest performance. Some progress had been made to address this decline, but it would continue to be an area of focus for Warwickshire Police. The CCC had appointed an officer to focus specifically on levels of victim satisfaction for Hate Crime. The outcome of this work would be included within future performance reports.

- 2.4 The Group was advised that Warwickshire Police was fourth in its Most Similar Group (MSG)<sup>1</sup> for work to address Domestic Abuse. There was a dedicated team which was close to being fully staffed, whereas previously there had been a high number of vacancies. This had contributed to the improved performance.

It was considered by the Group that Domestic Abuse was an area where it was often difficult to assess levels of offending and outcome rates based solely on statistical analysis. The Group highlighted the potential advantages of presenting information in a way which showed longer-term trends – for example, a graph showing points when key interventions had been made. This would support an understanding of which actions had been most impactful as well as insight into circumstances which had led to an increase or decrease in Domestic Abuse. Narrative commentary would also provide insight – for example, it would be necessary to take account of the effect of the Pandemic on levels of Domestic Abuse

### **3.0 Recommendation from Scrutiny of the Budget and Precept 2024/25**

- 3.1 The Working Group received a report from the OPCC to progress the initiative to develop an approach to measuring performance across specific areas of community concern with a focus on the tangible outcomes of the Commissioner's Budget for 2024/25. Four focus areas for this work had been determined at the Group's last meeting – Anti-social Behaviour (ASB), performance of the non-emergency 101 Service, Crime Detection Rates, and visibility and engagement through additional police officer recruitment. The report provided by the OPCC examined each of these areas.

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<sup>1</sup> Most Similar Groups (MSGs) are groups of police force areas that have been found to be the most alike based on an analysis of demographic, social and economic characteristics which relate to crime. Warwickshire's MSG included Wiltshire, West Mercia, Suffolk, Gloucestershire, and Cambridgeshire.

- 3.2 The report included a summary of methodologies used for crime recording including how outcomes were determined for investigations. These encompassed Home Office Crime Recording Rules as well as 'Action Taken' outcomes. Under each category of crime, there were multiple outcomes depending on the methodology used. The OPCC would provide advice about navigating the complexity of crime recording methodologies based on the approach favoured by the Working Group.
- 3.3 In its analysis, the Group emphasised the importance of reliable interpretation of statistical data. This could be supported by narrative reporting drawing on professional opinions about trends across the relevant categories of crime.
- 3.4 This approach was applied to scrutiny of the graph provided within the report showing levels of ASB in Warwickshire over a 13-year period. The graph showed a downward trajectory for ASB from early 2020 before coming to a plateau from mid-2023 onwards. There was discussion of levels of public confidence in policing of ASB. The Force was aware that many Warwickshire residents held the view that not enough was being done to address ASB. In response, Warwickshire Police had established a specialist team to target retail crime. However, it would be important to ensure that plans were in place to consolidate the good progress made to date over the longer-term. The PCC's Budget for 2024/25 included funding for 10 additional police officers. The impact that these officers would make on levels of ASB would be relevant to the Group's enquiries over the course of the year. The initiative to allocate a town centre officer to the five main towns in Warwickshire had commenced, initially in Nuneaton where positive feedback had been received from residents and businesses. 'Safer Streets' funding targeted at ASB 'hotspots' was also anticipated to bring about an improvement.
- 3.5 It was considered that a judgement on the effectiveness of the measures in place to address ASB could be made based on the total number of recorded crimes, their outcomes, and levels of public confidence. Public consultations undertaken by the PCC would provide insight into public sentiments about policing. However, it would be important to recognise that Warwickshire Police was not solely responsible for ASB, it required action in partnership across public sector agencies.
- 3.6 It was resolved that the Group's evaluation of performance across the four areas would be best supported by analysis of statistical data showing points where crucial interventions had been made and whether these interventions had made a positive impact.
- 3.7 The report included details of the performance of the 101 Service. It was clear that the refreshed approach taken by the Force had led to significant improvements. The Group was pleased to hear that Warwickshire Police was among the best performing police forces nationally for delivery of Operations Communication Centre (OCC) services. The Force proposed to continue to upgrade 101 services with the introduction of 'Call Back Assist' which would provide an opportunity to return a call during busy times, rather than allow a caller to remain on hold.

## 4.0 Financial Implications

4.1 None for this report.

## 5.0 Environmental Implications

5.1 None for this report.

## 6.0 Timescales and Next Steps

6.1 The Working Group's next meeting will be held on 14 November 2024 when it is proposed to examine measures in place to support the organisational health and culture of Warwickshire Police, including a focus on equality, diversity, and inclusion (EDI). A briefing will also be provided on preparations being made for the anticipated Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection of Warwickshire Police by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

6.2 The Group will also continue its work with the OPCC to measure performance across the four focus areas to evaluate the tangible outcomes of the Police and Crime Commissioner's Budget for 2024/25

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