



**WARWICKSHIRE POLICE**  
**PERFORMANCE SCRUTINY**  
**Q1 2019/20**

This report has been prepared in consideration of the  
'Warwickshire Police Performance Summary – June 2019.'

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## **PERFORMANCE SCRUTINY**

### **1.0 INTRODUCTION.**

The purpose of this report is to formally scrutinise Warwickshire Police's performance during Q1 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 30<sup>th</sup> July 2019. This aim is coherent with the PCC's statutory responsibilities to: -

- I. Hold the Chief Constable to account for the performance of the force.
- II. 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 PCC's '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 - June 2019.
- Warwickshire Police Public Contact Balance Scorecard - July 2019.
- Criminal Justice Performance Data - May 2019
- Home Office Front Line Review Recommendation Report - July 2019

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

### **2.0 PUTTING VICTIMS AND SURVIVORS FIRST.**

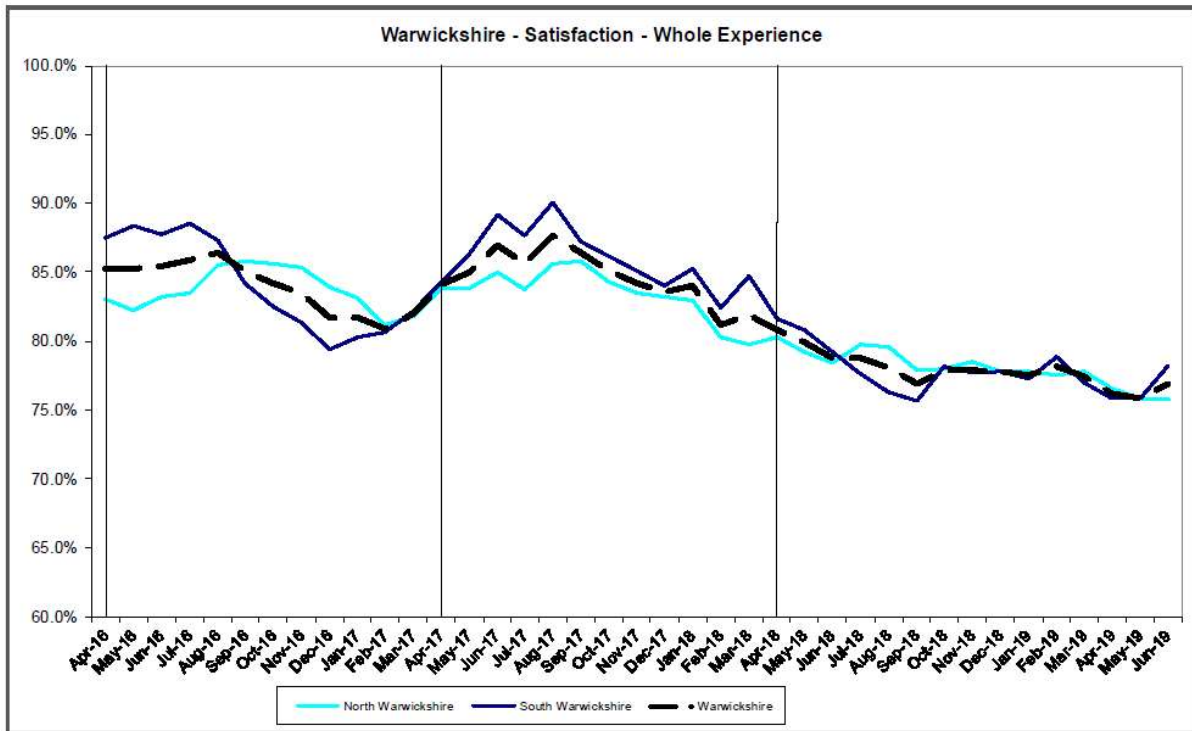
- **Confidence in Police.**

A consistently high level of public confidence in Warwickshire Police is very positive, with levels remaining at 79.8% when last surveyed in December 2018 by the Crime Survey for England and Wales (CSEW). This has resulted in the force ranking 1st in the Most Similar Group of forces (average 76.5%) and 6<sup>th</sup> nationally.

- **Victim Satisfaction.**

The figures for June 2019 of 77% of victims being 'satisfied' with their whole experience represents a 1% increase of the previous month. The figure also needs to be considered in context with the aspiration for 90% of victims to be satisfied with the overall service provided.

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



From more detailed data obtained from the Performance Dashboard, the follow-up element continues to be a weakness in the process, particularly in respect of vehicle crime and violent crime, significantly driving down overall performance as a consequence.

**User Satisfaction - Rolling 3 months**

	Burglary	Vehicle Crime	Violent Crime	All Users (HO Crime)	Hate Crime
Ease of Contact	93.4%	90.0%	91.8%	91.5%	82.4%
Actions	86.8%	67.0%	73.7%	74.7%	70.8%
Follow Up	73.6%	51.5%	59.5%	61.0%	65.5%
Treatment	96.0%	90.7%	88.6%	91.0%	85.0%
Whole Experience	87.9%	74.7%	74.7%	77.9%	75.0%

It is not clear as to whether the cause is omission, a process issue, or some other factor. It is understood that Chief Inspector Lee Kemp from the Harm Hub is currently reviewing this issue and is to report to the strategic ‘Performance Review Meeting’ chaired by ACC Franklin-Smith in due course, at which the OPCC are represented.

- **Hate Crime Victim Satisfaction**

Satisfaction rates remain stable at 75%, however 74.8%. Again, the follow-up element is a prevailing weakness in the process and currently stands at 65%.

**Follow Up**

	Oct/ 2017	Nov/ 2017	Dec/ 2017	Jan/ 2018	Feb/ 2018	Mar/ 2018	Apr/ 2018	May/ 2018	Jun/ 2018	Jul/ 2018	Aug/ 2018	Sep/ 2018	Oct/ 2018	Nov/ 2018	Dec/ 2018	Jan/ 2019	Feb/ 2019	Mar/ 2019	Apr/ 2019	May/ 2019	Jun/ 2019
Hate Crime	74.5%	74.4%	74.7%	74.2%	73.5%	72.5%	69.7%	69.1%	70.0%	70.0%	69.5%	68.5%	67.1%	66.4%	65.7%	66.6%	65.7%	65.1%	65.3%	65.5%	65.0%
Respondants	474	469	435	430	404	396	360	343	350	377	393	390	420	435	464	473	484	501	533	553	563
Satisfied	353	349	325	319	297	287	251	237	245	264	273	267	282	289	305	315	318	326	348	362	366

• **Domestic Abuse (DA)**

The June 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 64%.

	Apr-19	May-19	Jun-19
<b>First Contact</b>	96%	96%	96%
<b>Actions</b>	89%	89%	89%
<b>Follow Up</b>	66%	65%	64%
<b>Treatment</b>	90%	90%	90%
<b>Whole Experience</b>	85%	85%	84%

• **Repeat Victims.**

The June 2019 figure of 25% of victims being repeat victims is stable when compared to the two previous months. The commentary in the Performance Summary regarding Victim Support being now collocated with the Harm Hub and to be supported by Integrated Victim Management Coordinators to identify and support the most vulnerable people in the community, is a welcome development and will undoubtedly enable better outcomes to be achieved for victims of crime.

• **DA Repeat Victims**

In June 2019 31% of all DA victims were repeat DA victim. This is a notable decrease in the volume and rate when compared to the previous month. The increased use of Domestic Violence Protection Notices (DVPNs), may be a contributory factor to this positive development.

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Warwickshire	4	4	1	3	11	11	5	3	6	15	21	15	7

**3.0 PROTECTING PEOPLE FROM HARM.**

The following categories remain within their control limits and are considered to be unexceptional to warrant further comment: -

- I. Missing Persons - Moderate seasonal increase.

- II. Sexual Offences - Stable
- III. Domestic Abuse - Stable
- IV. Child Sexual Abuse - Stable

- **Hate Crime**

Whilst remaining within the control limits, there was a spike (88) in hate crimes / incidents in June 2019 above the monthly average (71). This will be monitored going forward, particularly in light of developing national events.

- **DA Outcomes**

The newly introduced performance measure for Outcomes percentages is noted. Previously it had been presented as a percentage of the total number of recorded offences in the three month period, regardless of whether or not they had yet been assigned an Outcome. It is now presented as a percentage of the total number of offences that have been both recorded and assigned an Outcome in the three month period. The continuing reporting of DA outcomes data in the Performance Summary is a welcome development.

The April to June 2019 figure of 12.7% of DA cases that resulted in Action Taken is stable when compared to the three month period from March to May 2019 at 13%. The data over the longer term when all outcomes are reckoned, and not just those assigned an outcome during the same three month period, will be monitored with interest.

The June 2019 figure of 57% for the use of Outcome 16 for DA offences marks a notable reduction from the high levels of circa 77% experienced in March 2018. Of concern however is the corresponding increased use of Outcome 15 for DA offences that has a similar criteria for its assignment to that of Outcome 16, rising to 23% in June 2019 from its low level of 9% in March 2018. This will also be monitored with interest going forward.

- **Child at Risk (CAR)**

The June 2019 data demonstrates a significant a spike in Child at Risk cases above the upper control limit. The comments regarding the probable cause for this situation being an increase in the correct application of Athena keywords by officers, which was instigated in March 2019, is acknowledged.

#### **4.0 PREVENT & REDUCE CRIME.**

The following categories remain within their control limits, or have not been reported upon, and are considered to be unexceptional to warrant further comment: -

- **Total Recorded Crime** - Stable YTD
- **Violence with Injury** - Stable

- **Violence without Injury** - Stable
- **Robbery** - Spikes experienced but now returning to stable.
- **Public Order** - Seasonal increase
- **Rural Crime** - Stable
- **Burglary Dwelling**

The volume of residential burglaries continues to fall with 127 offences in June being significantly below the monthly average of 173 offences. This represents a continuing positive development with such offences - 11.1% YTD at time of report.

- **TRC Outcomes.**

The continuing reporting of TRC outcomes data in the Performance Summary is a positive development, as is the aforementioned new method of presenting the percentage data.

The April to June 2019 -figure of 7.65% for Action Taken for TRC is noted and represents a decline on the previous period of 8.3%. Following the OPCC review of Outcomes, and the acceptance by the force of the recommendations contained within the associated report, this performance issue will be monitored in greater depth at the tactical 'Investigations, Standards and Outcomes Group' chaired by C.Supt Ben Smith, at which the OPCC are represented. The issue of Outcome 16 and Outcome 15 rates will also be examined at this meeting, particularly as Outcome 15 has shown a significant increase in June 2019 at 15% when compared to 8% the previous year.

- **Road Traffic Casualties**

The seasonal increase in road related fatalities is a concern where in June 2019, despite the reduction in the number of road traffic collision experienced during this period, there were 5 deaths that included 3 motorcyclist. The fatality rate for two-wheeled road users is a persistent challenge to address and the fact that over nearly 14,000 speeding offences have been detected in Warwickshire during Q1 2019/20 demonstrates the scale of unacceptable driver behaviour.

- **Business Crime**

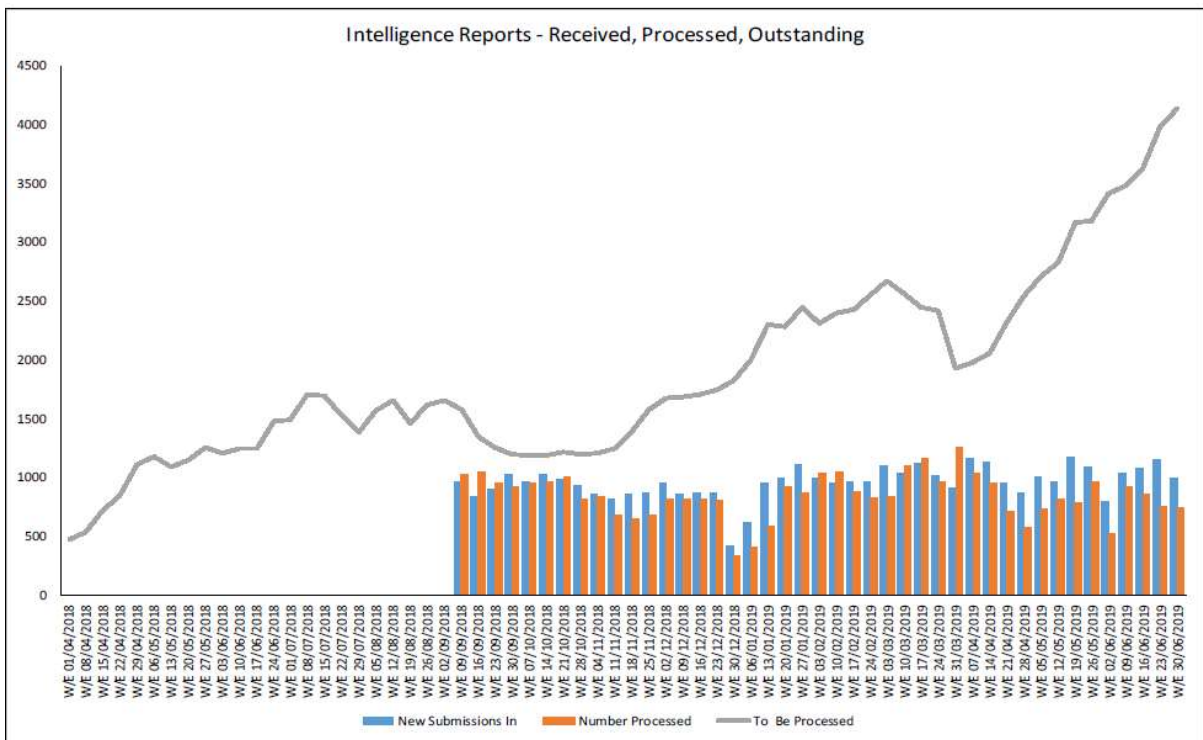
The figures for Business Crime for each month of Q1 2019/20 exceed the upper control limit. It is unclear if this represents a genuine increase or a change in processes with the improved assignment of key words on Athena. It is noted that the figure for June 2019 at 591 offences is a reduction on the peak of 675 offences experienced the preceding month and is hopefully the start of an improving trend.

- **Cyber Crime**

Since the introduction of Athena with the application of the ‘on-line crime’ keyword, the data in respect of the category ‘Cyber-Crime’ has been unreliable. The June 2019 data shows a further increase in cyber related crime exceeding the upper control limit. It is not clear if this represents improved reporting or a real increase / decrease in the number offences. The position will continue to be monitored whilst in effect a new base line is being established. The latest data received from Action Fraud, which is not necessarily cyber related, indicated a 15% reduction in Fraud offences for April 2019 when compared to the previous month.

- **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 concern that the volume of intelligence reports awaiting processing is still continuing to rise, where continues to outstrip IPU capacity. It is unclear as to what action has been taken to remedy this predicament.



- **Serious Organised Crime (SOC)**

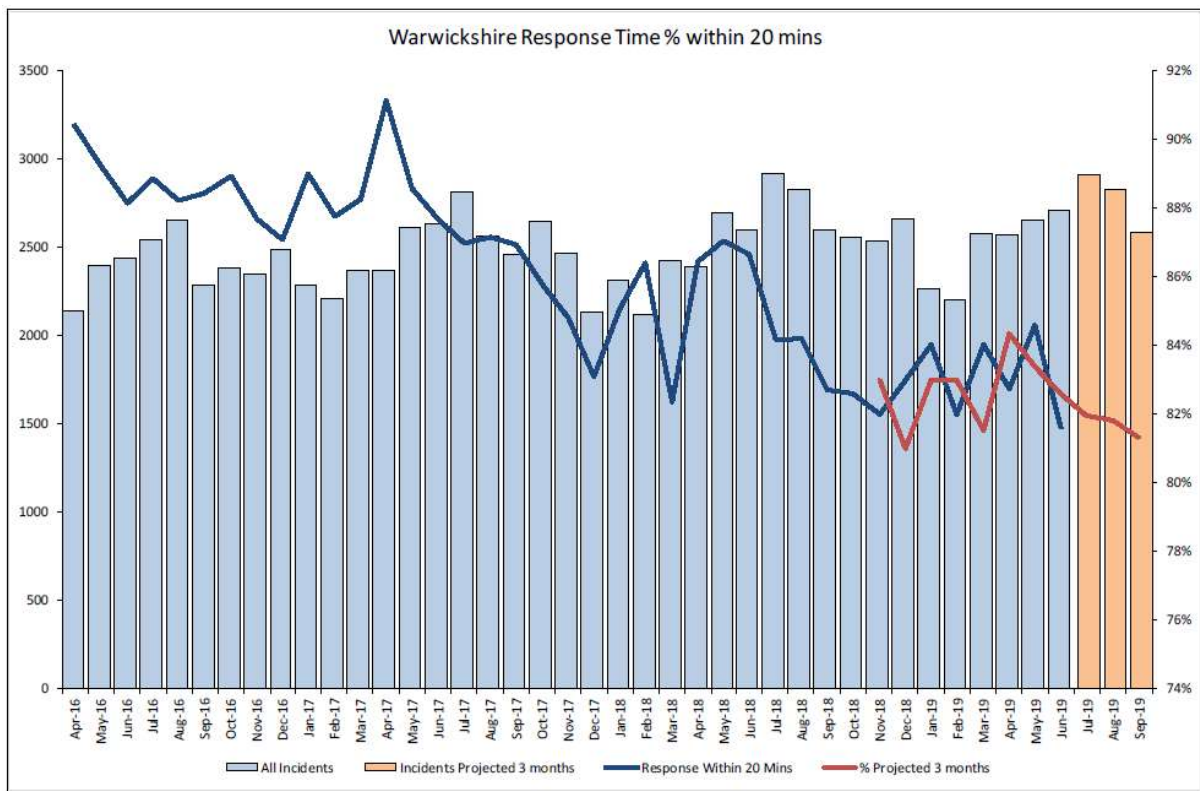
The SOC performance data is noted, however as previously alluded to in previous OPCC reports the raw information provided does not capture some of the excellent work done by the force and ROCU to dismantle the Organised Crime Groups responsible. For example, in November 2018 five men were jailed for more than 23 years for their part in a County-lines operation and on the 11<sup>th</sup> July

2019 a further five men and two women were jailed for more than 44 years at Warwick Crown Court following an operation run by the Warwickshire Police.

**5.0 EFFECTIVE & EFFICIENT POLICE SERVICE.**

- **Response Times**

The response times to emergency calls continues to decline where 82% were attended within the 20 minute standard, compared to 90% at its peak in May 2017. This is compounded by an increase in the average response time to 13mins 29 seconds and above the monthly average. It is projected that performance will continue to show a continued downward trend in the next few months as seasonal incident numbers rise and resource levels fall due to annual leave - this is a concern.



- **Call Handling – Emergency calls**

The stable position of 92% of 999 calls answered within the 10 second target time is a positive development, as are the low and declining rates of abandonment.

- **Call Handling – 101 calls**

The latest Warwickshire Police Public Contact Balance Scorecard – June 2019 reveals an improving position in terms of the average time to answer at 1 minute 11 seconds and a marginal decrease in the abandonment rate at 16%. This compares favourably with April 2019 data of 1 minute 40 seconds and 23% respectively.



A formal request in respect of 101 performance was made by the PCC to the CC in the 'OPCC Performance Scrutiny - April 2019', namely: -

*This issue has previously been raised on a number of occasions. Given the current performance levels and the potential for the service to continue to further deteriorate in the months ahead, the Police and Crime Commissioner makes a formal request to the Chief Constable to provide a detailed and comprehensive written response as to what measures he has implemented and what action he intends to take to address the deficiencies in the 101 service and improve the position to acceptable levels of performance.*

*Of continuing concern is the level of performance in respect of non-emergency 101 calls. The abandonment rate continues to rise and in April 2019 stood at 23%, compared to 19% in the previous month. At the same time the percentage of 101 calls answered within the 30 second target has decreased to 49.1% against a target of 80%. In addition, the average time to answer a 101 call extended to 1:40 against a target of under 1 minute.*

*Of further concern is that the volume of 101 call rates is projected to increase further over Q1 and Q2 of 2019/20, with the potential to cause the position to significantly deteriorate even further.*

The force's response to this request has been acknowledged and is appreciated.

- **Sickness**

The June 2019 sickness figures illustrate a slightly deteriorating position for police officer (4.48%) when compared to the previous month (4.12%) and is similar to that achieved at the same stage in 2018 (4.84%). A similar position exists for police staff with a June 2019 rate of 3.89% compared to 2.85% the previous month.

- **Complaints**

A slightly deteriorating position was noted in June 2019 where 87% of complaints were recorded within the 10 day threshold, compared to 100% the previous month. A similar position was experienced in the 71% of complaints finalised within the 120 day standard, compared to 85% the previous month. This will be monitored going forward.

## **6.0 CRIMINAL JUSTICE.**

- **Case File Quality Assessment**

The content of the Criminal Justice Performance Data for May 2019 is noted, together with the improvements in performance, particularly in respect to Charge / NFA which saw Warwickshire Police move to a national position of 22<sup>nd</sup> and 5<sup>th</sup> in the MSG.

It is of continuing concern that 14% of charge files submitted to CPS were found to be erroneous, all 20 of these files did not comply with the National File Standards, of which 2 also did not meet the victim/witness requirements.

The number of suspects Released under Investigation (RUI) is reported upon for the first time and shows a 6% increase in the number RUI for longer than 6 months at 709 suspects. This position requires further examination.

It is intended that the detailed exploration of the CJ data and its interpretation will be discussed in greater depth at the aforementioned strategic and tactical meetings, with any concerns identified then raised at future PCC / CC performance meetings.

#### **8.0 HOME OFFICE FRONT LINE REVIEW.**

On the 10<sup>th</sup> July 2019 the Home Office published their Front Line Review report, compiled by the Office for National Statistics (ONS) and capturing the views and ideas from officers and staff across the country serving on the front line of policing. The report contains a number of recommendations, with two key recommendations: -

1. Ensuring that the operational system achieves the right balance between meeting demands and supporting the individual
2. Managing internal demand.

#### **7.0 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, particularly in respect of the highlighted issues of: -

1. **Front Line Review.** Observations and response to the report and its recommendations.
2. **Road Fatalities.** The action to be taken to address this high harm, particularly in respect of vulnerable groups of road users over the summer months.
3. **Emergency Response Times.** The action to be taken to mitigate against the current declining performance and projected future performance.
4. **Intelligence Reports.** The arrangements made to address the insufficient capacity of the IPU to meet its current and projected future demand.

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Warwickshire Office of the Police and Crime Commissioner (OPCC)