



PERFORMANCE SCRUTINY  
WARWICKSHIRE POLICE  
DECEMBER – Q3 2019/20

## Force Response

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Date:	22 <sup>nd</sup> January 2020
Version:	1.0
GPMS marking:	OFFICIAL
URN	N/A

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**1.0** This report is provided in response to the Office of the Police Crime Commissioner performance scrutiny report dated 20<sup>th</sup> January 2020. It provides commentary in relation to the specific areas raised in that scrutiny report.

**1.2** The following topics have been included for specific response from the force:

### **1.3 HMICFRS – Both Sides of the Coin**

The force is currently in the process of establishing Protective Services back within the force following the termination of the alliance, along with the governance process that underpin it. This has involved refreshing our tasking process of which Serious Organised Crime is a vital part. The force is effectively focusing its resources on tackling county lines criminality and vulnerability, with our monthly and daily management and tasking process identifying and prioritising the activity. We have strong established OCGM processes, and good links with the ROCU, and West Midlands police. The force has seen a number of high profile incidents recently that it has responded to effectively and positively.

### **1.4 Victim satisfaction**

Victim satisfaction remains a key area of focus for the force. It is however an area that is currently under review and a number of changes will be introduced from April which will help align this performance measure with the force's greater focus on vulnerability. At present there are a number of separate measures (Hate Crime and Domestic Abuse) and then an aggregated measure which combines burglary, vehicle crime and violent crime. It is a confusing landscape, and one in which clarity is required in order to drive the right focus and allocation of resources. The future position will disaggregate all measures and the performance targets will be attributed based on alignment to force priorities.

Areas such as hate crime and domestic abuse will have higher victim satisfaction expectations, whereas areas such as vehicle crime will have lower victim satisfaction expectations. This reflects how the force is prioritising its resources and processes; it will enhance and enable the right activity, and prevent any 'target chasing' which is contrary to the force's vision.

Areas where the force is prioritising resources continue to show strong rates of victim satisfaction. The chart below shows domestic abuse victim satisfaction where 84% of victims are satisfied. It is acknowledged that follow up continues to be a weakness and work continues to address this via the Investigations, Standards and Outcomes Board. It must, however, also be noted that research indicates that there is no, or very limited, correlation between 'follow up' and 'whole experience' satisfaction, so although the force wishes to improve this aspect of victim satisfaction, it is unlikely to impact upon overall satisfaction.

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	Oct-19	Nov-19	Dec-19
<b>First Contact</b>	96%	96%	96%
<b>Actions</b>	90%	89%	89%
<b>Follow Up</b>	64%	63%	65%
<b>Treatment</b>	91%	91%	91%
<b>Whole Experience</b>	84%	83%	84%

The chart below shows Hate Crime satisfaction. Following changes made by the force in response to disappointing Q2 performance, Q3 shows sustained, improved performance which will not be clearly reflected in the rolling 12month data. The force is confident that this performance will continue into Q4.

Warwickshire Hate Crime Whole Experience	October 2019	November 2019	December 2019
<b>Total Responses (excl. 'Don't Know')</b>	22	15	8
<b>Total Satisfied Responses</b>	17	13	7
<b>% Satisfied</b>	77.3%	86.7%	87.5%

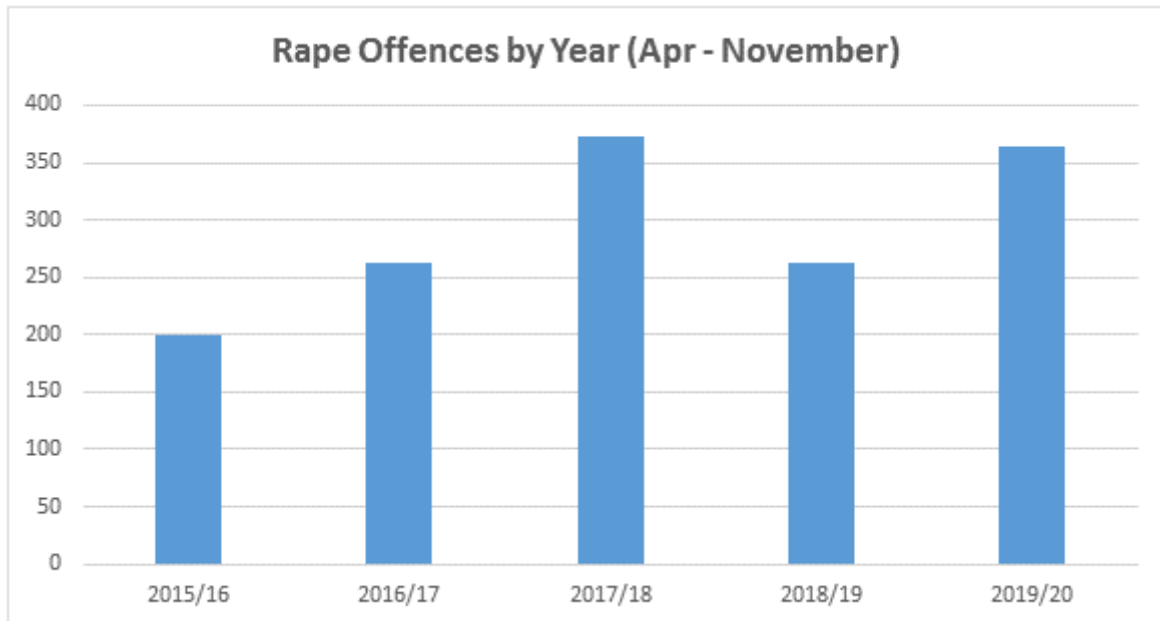
The final point to make is that ASI has engaged in a benchmarking exercise with other similar forces. This has shown general victim satisfaction has been on a declining trend with those forces achieving 78%, 73%, 79% and 77% respectively. The force is therefore satisfied that, although opportunities to improve clearly exist, it is not an outlier in terms of victim satisfaction rates.

### 1.5 Rape Offences

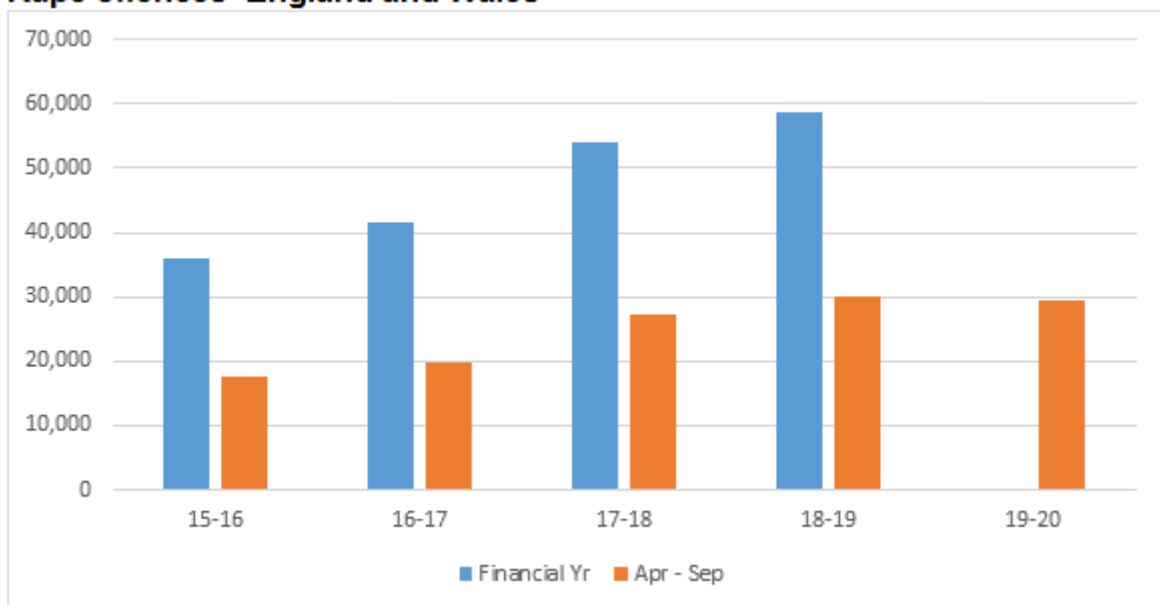
The force acknowledges the increase in reported rape offences and has conducted research into this area. The research has shown that 2018/19 was a year in which rape reporting in Warwickshire was unusually low. This was against the national trend and now that Warwickshire has returned to more expected levels, the performance data does understandably show significant year on year increases.

The force has looked into the low figures from 2018/19 and cannot find any specific reasons for this. Crime Recording has been shown to be good and it is not thought to be linked to Athena or any other process changes. Therefore, at this time, it is considered an anomalous year in terms of rape reporting.

The graphs below show this effect, including how reported rape is below 17/18 levels and our trend is in line with national reporting patterns. Therefore it is the force's view that rape reporting remains within normal and expected levels.



### Rape offences- England and Wales



### 1.6 Serious and Organised Crime (SOC)

The force acknowledges the proposal for this to be subject of a deep-dive in future meetings, and welcomes the opportunity share the work done in this area.

### 1.7 Investigations and Outcomes

The force acknowledges the proposal within the OPCC scrutiny report:

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*It is proposed that this topic of Investigations and Outcomes is selected for a PAM deep-dive at the next meeting in February, given the complexity of this subject matter and the time needed to explore the issues and activity that has been undertaken and the progress that has been made to date*

The force welcomes this as an opportunity to explore the significant work that has been undertaken within the Investigations, Standards and Outcomes Board. The force is confident that much progress has been made and it is in a strong position to welcome HMICFRS into the force to re-inspect in April 2020.

### **1.8 Charge / NFA Ratio**

Charge to NFA ratio is one of a number of measures that are used to provide insight into Criminal Justice performance. The proposal by the OPCC of a deep dive in this area in Q4 is welcomed by the force.

Although this measure does fluctuate considerably, it is acknowledged by the force that Warwickshire has been consistently in the bottom half of the national table. Research has shown that performance in this area has deteriorated following the force's drive to take a more focussed and robust approach towards domestic abuse from September 2019 onwards. The force has encouraged sergeants to look for criminal justice outcomes wherever possible in domestic related incidents and this has led to sergeants approaching CPS more regularly in these type of cases, but consequently it has also led to discontinuances due to the victim not supporting the prosecution. By way of an example, for October 2019 (most recent data) 46 cases were discontinued by CPS and of those cases 29 (or 63%) were DA related. So, although we are keen to make improvements in this area by improving the skills and judgement of our sergeants, the force continues to be committed to seeking criminal justice outcomes for perpetrators of domestic abuse.

### **1.9 Released under Investigation (RUI)**

The force acknowledges that understanding and tackling RUI levels continues to be a challenge for the force. This issue has materialised due to an oversight in the Athena system. What should happen is that when a crime/case is finalised, it should trigger a notification for the RUI to be closed in the custody element of Athena. At present, this doesn't happen and therefore the force relies on human intervention to close these records down.

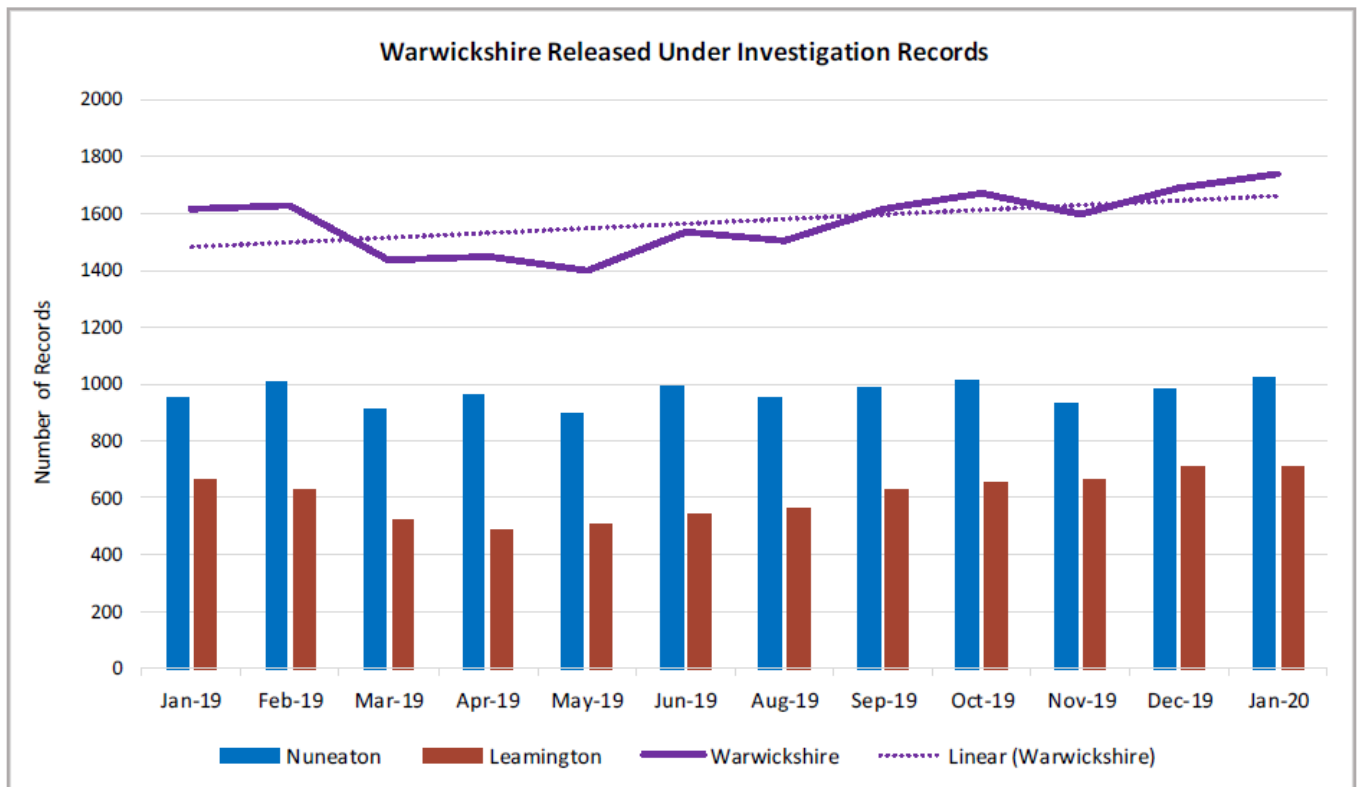
An Athena 'fix' is due later in the year which will resolve this issue but in the meantime the force will need to continue to manage the situation as best as possible and a number of manual

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interventions remain in place to continue to manage the levels, and mitigate any potential risk to the force.

The data shows that RUI connected to Nuneaton Justice Centre has remained relatively stable over the last 12 months, whereas numbers at Leamington have continued to increase. This will be the focus of further investigation for the force in Q4, in order to understand the reasons for this.



RUI levels are scrutinised monthly at the Investigations, Standards and Outcomes Board. In addition, the appointment of a head of CJ, and the implementation of a Warwickshire CJ Department in April 2020, will further assist in providing insight in this area.

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