



OPCC PERFORMANCE SCRUTINY

WARWICKSHIRE POLICE

Q1 - June 2020

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FORCE PERFORMANCE SCRUTINY

1. Information

The purpose of this report is to formally scrutinise Warwickshire Police's performance during June and Q1 2020/21, and in doing so allow informed discussion between the Warwickshire Police and Crime Commissioner (PCC) and the Chief Constable (CC) at their forthcoming 'Performance Accountability Meeting' (PAM) on Tuesday 21st July 2020. 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.

This purpose 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. Ensuring an Effective and Efficient Police Service.
- III. Preventing and Reducing Crime.
- IV. Protecting People from Harm.

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

- **App A** - Warwickshire Police Performance Report June 2020.
- **App B** - Weekly Performance Summary 2020 Week 28.
- 'Short Term Trends in Violence Against the Person and Hate Crime - April to May 2020'

The newly designed Performance Report, together with the commentary that provides additional insight into the interpretation of the data presented, is viewed as a positive development

Not all aspects of performance are commented upon in this report, only those areas of particular interest. All percentages in this report have been rounded to the nearest integer for the purposes of ease of presentation.

It should be noted that it is becoming increasingly difficult to identify performance trends and issues through the use of comparative temporal data due to the impact of Covid 19 on the profile of crime in terms of both the volume and nature of demand, compounded by changes to resources and variations in working practices and procedures.

2. PREVENTING AND REDUCING CRIME

- **Total Recorded Crime (TRC).**

The impact of Covid 19 has positively impacted on the volume of acquisitive crime, conversely it has adversely effected domestic abuse, public order and anti-social activity. The net result is that

for Q1 2020/21 TRC has reduced by -11% YTD for the county. This comprises of -9% for north Warwickshire and -13% for south Warwickshire. It is anticipated that as the Covid 19 restrictions ease then the more normal profile of crime will gradually return during Q2 2020/21.

Significant YTD reductions have been experienced in the following serious and iconic offences: -

▪ Rape	-	-23%
▪ Robbery	-	-20%
▪ Violence with Injury	-	-13%
▪ Vehicle Offences	-	-29% (-12% north / -46% south)
▪ Burglary Residential	-	-45%
▪ Burglary Business	-	-41%

- **Vehicle Crime**

Whilst it is noted that there is a significant difference in the level of vehicle crime between the north and the south of the county, the current levels in both areas are significantly below the 3 year mean.

- **Burglary**

The reductions seen for burglary offences are consistent with the national picture. The commentary provided in the Performance Report regarding the eight consecutive months of reductions of residential burglaries in north Warwickshire, resulting in the monthly average being significantly reduced from 90 crimes to 68 crimes, is a positive development and indicative of sustained improvement.

The predicted YTD increases due to the impact of Covid19 have been experienced in the following crime categories: -

▪ Violence w/o Injury	-	+21%
▪ Drug Offences	-	+72%
▪ Public Order	-	+42%
▪ Offensive Weapons	-	+12%
▪ Societal Crimes	-	+55%
▪ Anti-Social Behaviour	-	+45%

- **Violence w/o Injury**

The following is an extract from the key finding of the 'Short Term Trends in Violence against the Person and Hate Crime' report: -

The 'hotspots' for violence without injury were identified in three main geographical areas; Atherstone in North Warwickshire Borough, and Warwick and Leamington in Warwick District. It is inferred that the issues seen in these areas are as a result of the COVID-19 lockdown. Multiple offence reports and counter allegations have contributed to the increase in this type

of offence in these areas during the reporting period. Malicious communications and domestic abuse were prevalent throughout offences of violence without injury during this lockdown period. Stalking also showed an increase in this period, however this is influenced by changes to the Home Office Counting rules under the 'principal crime rule'.

Q1. What action, if any, is now proposed by the force in light of these findings?

- **Violent Crime and Drugs**

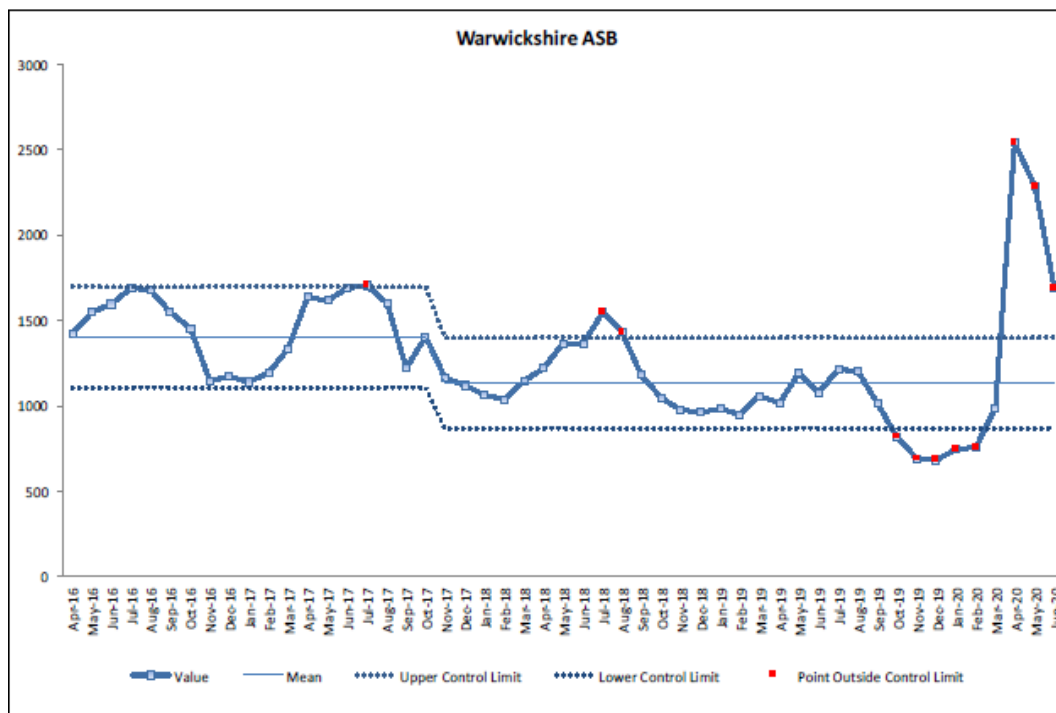
The commentary in the Performance Report regarding the increase in drug offences and offensive weapons being attributed to increased proactivity during this period is noted. Mention is also made of Operation Spiggot that was conducted in Rugby to tackle violent crime, to which some of the increase seen in offensive weapons is attributed.

Q2. What was the outcome of Operation Spiggot are there plans to replicate it in other parts of the county? For example, South Leamington Spa has been subject to a number of serious offences of violence that continue to give rise for concern.

Q3. What is the current assessment regarding drug trafficking, and the associated risks, in the county in the short and medium term as a consequence of this period of increased proactivity?

- **Anti-Social Behaviour (ASB)**

ASB continues to remain high and presumably will continue to do so over the summer months due to the school holidays and as the Covid 19 restrictions continue in one form or other.



Q4. What action is prosed to mitigate against and to meet this potential increased ASB, and allied the public order demand?

Q5. As business as usual continues to resume, are the Operations Communication Centre (OCC) able to effectively handle the volume of calls given the Covid Secure arrangements that have been implemented that has reduced the OCC call handling capacity?

- **Outcomes**

The Action Taken performance has remained above the mean for each month of Q1 (17% / 14% / 16% respectively) - a positive development!

The significant increase in the Outcome 16 rate for June to 28% is also noted, together with the commentary provided regarding it being attributed to the increase in the high volume category of Violence w/o Injury crimes. Almost 80% of domestic abuse crimes are violence with / without injury offences and there is often a reluctance or wish to pursue a conviction, resulting in an O16 disposal.

3. PROTECTING PEOPLE FROM HARM

The breakdown of the data in the Weekly Performance Summary between those vulnerability matters that are recorded as crimes and those as incidents is helpful: -

- Domestic Abuse (DA) - Crime +17% / Incident +4% / Total +12%
- Hate Crime - Crime + 23% / Incident 9% / Total +20%
- Adult Protection - Crime +61% / Incident 57% / Total +58%

It would appear from the data that the increases experienced in these categories have been largely driven by increases in the more serious 'crime' categories, rather than the 'non-crime incidents' - this raises some concern regarding the increased severity of these events.

- **Domestic Abuse**

The increase in domestic abuse is of obvious concern and these matters have already been raised at the previous PAM on the 23rd June 2020, together with the matter of the decrease experienced in Child Exploitation reporting.

- **Hate Crime**

The following is an extract from the key finding of the 'Short Term Trends in Violence against the Person and Hate Crime' report: -

Analysis of hate crime offences showed a correlation with violence without injury in Warwick District. Nuneaton and Bedworth has also been highlighted as an area of concern. Hotspots for hate crimes were focused around built up urban areas within Warwickshire which are more densely populated and are likely to have seen more foot traffic during the lockdown period.

Public order offences and malicious communications were widespread with tensions building between communities. Racial slurs were the most common type of hate in the period with a shift from hate being shown towards individuals of Indian or Pakistani heritage to being against those identified as being of black origin.

Q6. What action, if any, is now proposed by the force in light of these findings?

- **Adult Protection**

This matter has also been previously raised at PAMs given the substantial +58% YTD increase experienced. The comments in the Performance Report regarding ASI currently working with Warwickshire Police's lead for Vulnerability, together with the Resolution Centre, to ensure the correct and accurate identification and recording of adult protection offences is noted.

- **Road Traffic Casualties.**

This matter has also been previously commented upon in the PAM scrutiny reports given the high level of harm involved. The reduced level of Killed and Serious Injuries (KSI) during the Covid 19 lockdown is a positive development, although the high level of disproportionately 'two-wheel' users in the KSI figures is of continuing concern. Of note is the 4,689 speeding offences committed in the first two months of Q1.

The very recently published HMICFRS report 'Roads Policing: Not optional' is intended to be raised at a future PAM as a deep-dive subject for exploration, once the recommendations and implications of the report have been fully considered.

4. PUTTING VICTIMS & SURVIVORS FIRST.

- **Public confidence in the Police**

This is measured through the national Crime Survey for England and Wales (CSEW). The latest data available covers the period up to December 2019, which has already been raised at a previous PAM on the 26th May 2020. The comment in the Performance Report, regarding the next dataset due to be released at the end of July, is noted.

- **Victim Satisfaction.**

The new presentation and additional details contained in the Performance Report, which provides separate datasets for victim satisfaction for the crimes of Burglary / Vehicle / Violence, is a positive development as it enables analysis of where service gaps may exist in the processes involved for each crime type as it journeys through the organisation.

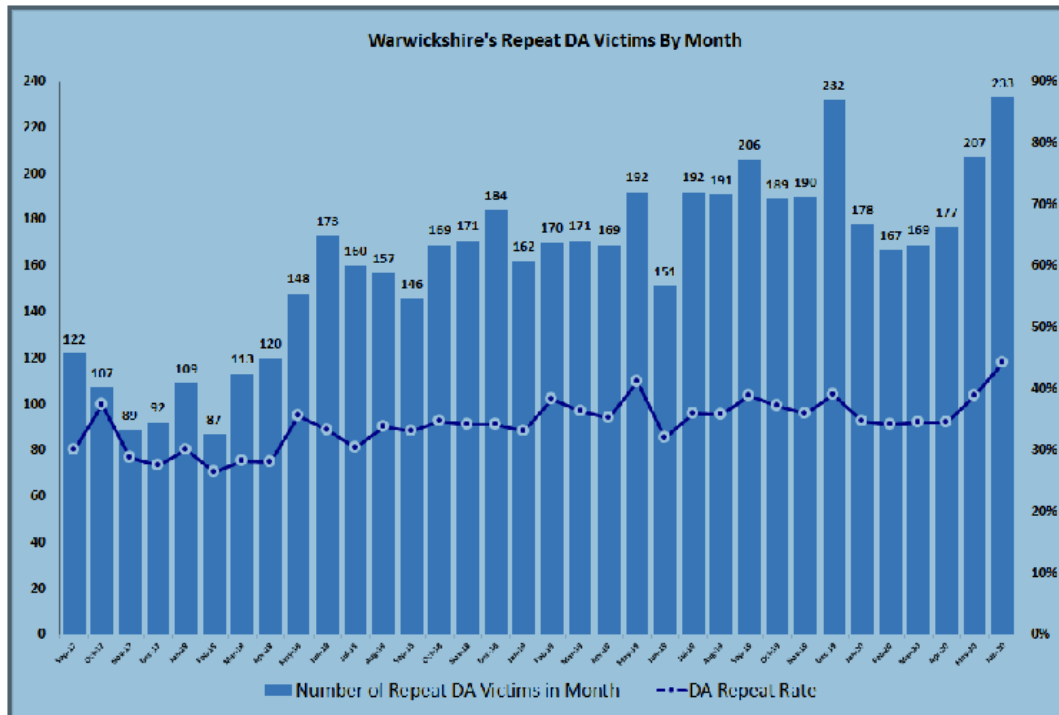
No further comment is made on victim satisfaction at this time, given that surveying was paused at the end of March 2020 as the Covid 19 lockdown period took effect and that it only re-started in June with only a limited number of surveys completed.

This aspect of performance will be revisited in future months once business as usual continues to return, as it is fundamental to the PCC's objective in the Police and Crime Plan of 'Putting Victims and Survivors First'.

- **Domestic Abuse Repeat Victimisation**

A repeat victim is where the victim has been subject to at least one further offence in the last 12 months.

The high rate of repeat domestic abuse (DA) victimisation is of obvious concern where in June 2020 a total of 44% of all DA victims were repeat DA victims - the highest volume and repeat rate in recent years. This figure represents a 13% increase on the previous month and 54% increase on the same month last year.

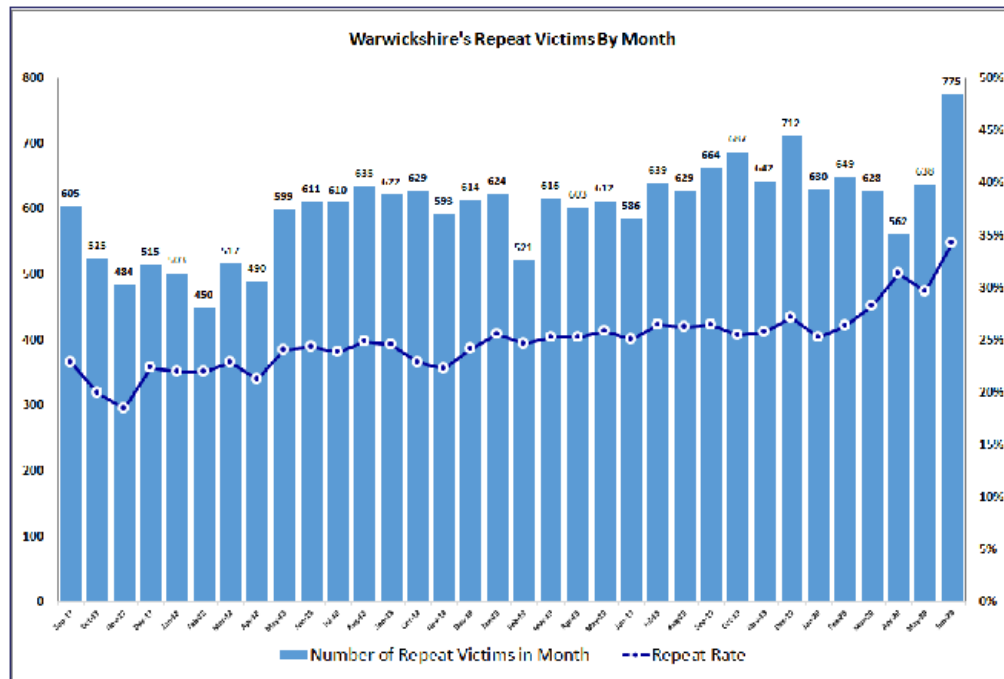


The comments in the Performance Report regarding the Home Office crime recording requirements, where the same incident may generate two or more crimes and therefore count as a repeat victim is noted.

Q7. It is intended that the PAM in August focuses on DA in the performance scrutiny section of the meeting. However, in the meantime the Chief Constable's professional judgement is sought regarding the nature of this increase and what action can be taken to reduce the extent of genuine repeat DA victimisation.

- **Repeat Victimisation**

A similar position exists with TRC repeat victimisation, where in June 2020 a total of 34% of all victims were repeat victims - this is highest volume and rate of repeat victims seen in recent years.

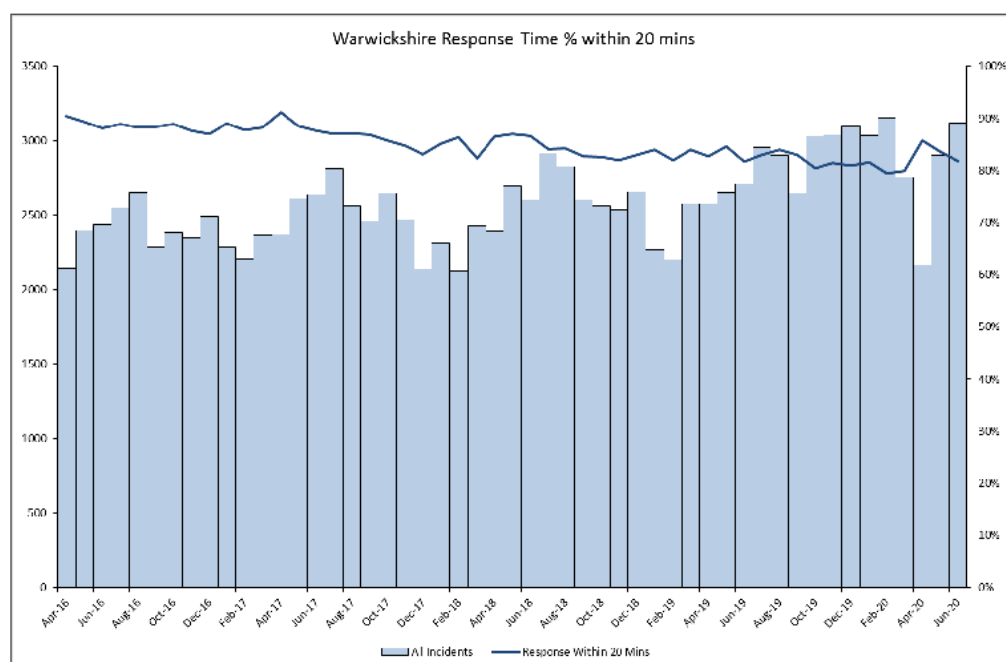


5. ENSURING EFFICIENT & EFFECTIVE POLICING

• Emergency Response Times

This subject has previously been of keen interest to the PCC and his constituents and the reporting of such information is viewed as a very positive development.

The National Contact Management Programme recommendation of responding to emergency calls in 20 minutes is regarded by the force as a minimum standard. In June 2020 a total of 82% emergency incidents were attended within this time frame, with average response time for emergency incidents in June is 13 mins 34 seconds. It is clear from the below graph that, in general, when incident demand is low the response times unsurprisingly improve.



The District and Borough position is interesting with Stratford and North Warwickshire being the relative outliers due to the nature of their extensive geography, but both are still within the prescribed 20 minute time frame.

	Apr-20	May-20	Jun-20
Warwickshire	12:38	13:37	13:34
North Warwickshire Borough	16:10	17:54	17:20
Nuneaton and Bedworth Borough	12:44	12:46	12:13
Rugby Borough	12:30	12:52	12:27
Warwick District	12:39	12:04	12:03
Stratford District	15:02	15:31	16:22

- **Absence Levels**

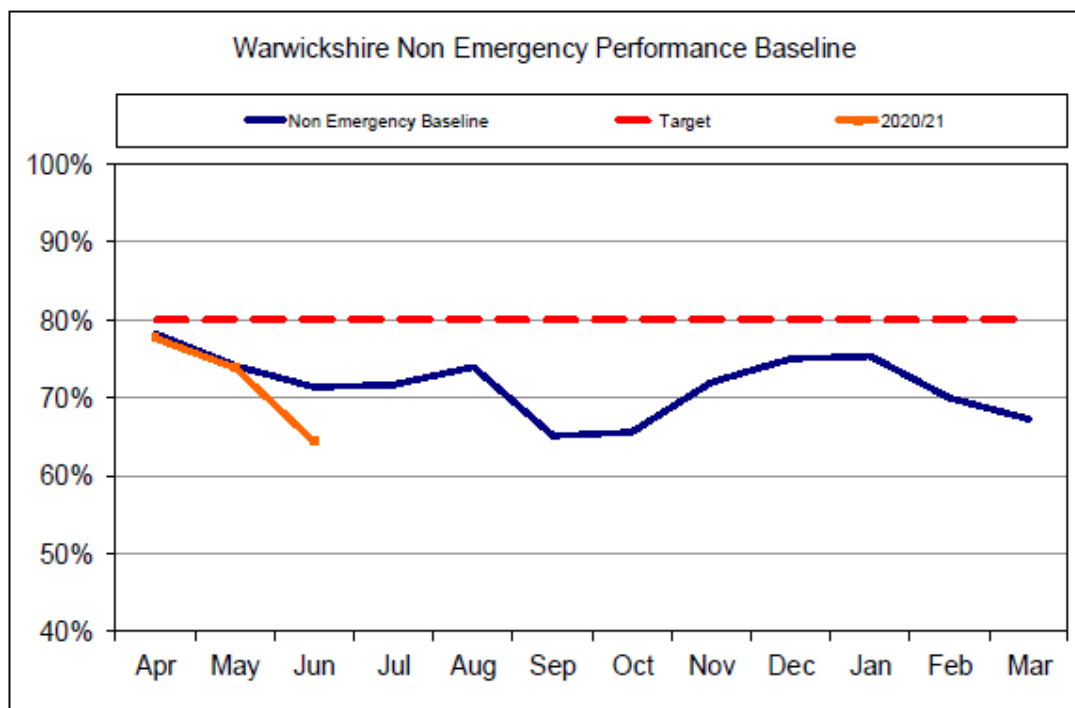
Sickness levels are of interest as the force journeys through the Covid-19 pandemic, but it is reassuring that levels for both officers and police staff remain relatively low and are currently below those experienced during the same period in 2019.

- **Emergency Calls**

There was a recent dip in OCC emergency call performance below the 90% within 10 second target for three weeks ending between the 22nd June to 5th July 2020. However, performance has now recovered during the last week to 91%.

- **Non-Emergency 101 Calls**

Current weekly 101 performance stands at 75% answered within 30 seconds, however performance also dipped in June, as the below graph illustrates, with a correlated increase in the abandonment rate to 11% during the same period.



Q. The aforementioned question Q5 regarding the impact of Covid Secure arrangements on the OCC call handling capacity, is also relevant to this section.

6. Comments

In summary, 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 term to medium term, particularly in respect of the seven questions posed in the following areas of operation: -

1. **Violence without Injury** - Intentions regarding the findings of the report 'Short Term Trends in Violence Against the Person and Hate Crime'
2. **Violence and Possession weapons** - Outcome of Operation Spiggott and future intentions.
3. **Drug Offences** - An assessment of the current risk position and associated risk of violence in respect of drug trafficking within the county.
4. **ASB and Public Order** - Action proposed to meet demand for calls for service.
5. **OCC** - Covid secure arrangements and its impact on call handling capacity under BAU.
6. **Hate Crime** - Intentions regarding the findings of the report 'Short Term Trends in Violence Against the Person and Hate Crime'
7. **DA Repeat Victimisation** - The nature of this increase and what action can be taken to reduce the extent of genuine repeat DA victimisation.

Subject to agreement, it is proposed that the future PAM deep-dive subjects for 2020/21 are: -

- July Q1 - Learning and Development (L&D) deferred to August.
- August - L&D / Domestic Violence Focus.
- September - Equality & Diversity.
- October Q2 - Roads Policing.
- TBA - Health and Wellbeing.

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Scrutiny and Performance.