

**Local Policing Directorate**  
**Progress Report**

**1. Performance Against Targets**

- 1.1 This financial year has brought about some outstanding performance in respect of crime reduction. This year has been the lowest since 2002 in terms of all reported crime. In particular, Serious Violent Crime, Serious Acquisitive Crime and Criminal Damage are all at their lowest since 2002. Significant efforts are being made to reach the Serious Acquisitive Crime reduction target which remains a challenge, due to an increase in theft from motor vehicle offences earlier in the year.

**2. Boroughs/Districts**

- 2.1 Throughout 2008 four new Borough/District Commanders were appointed. C/Insp Adrian Knight was appointed at Nuneaton and Bedworth Borough, C/Insp Bob Musgrove at Rugby Borough, C/Insp Martin McNevin at Warwick District and C/Insp Ian Whiting at Stratford District. C/Insp Mike Wylde remains in place at North Warwickshire Borough.
- 2.2 Following agreement of the 150forward Blueprint, a new strategy has been implemented to improve our management of risk. A harms assessment is now applied by the Control Room to every incident reported and a daily tasking meeting takes place at force level to review and manage the most serious harms.
- 2.3 Incident management has seen significant investment and improved performance, led by Supt Andy Johnson. The incident list at any one time is now between 50 and 70 incidents compared to approximately 150 this time last year.
- 2.4 Operation Crunch was launched in September 2008 in an effort to tackle a steady rise in burglaries, theft of and theft from motor vehicles. To date 76 people have been arrested as part of Operation Crunch, Stop and Search procedures have been invoked 1,500 times in areas where crimes have taken place and figures show a 3.8 per cent decrease (58 houses) in house burglaries this year compared to the same period last year (April to November). Theft of motor vehicles is also down by 20 per cent this year with 805 vehicles stolen, which is 194 fewer than last year.
- 2.5 Operation Rome was set up to increase capacity and reduce demand. The team led by Temp C/Supt Neil Hewison have concluded their research phase of work and submitted 16 recommendations for implementation in May 2009.

- 2.6 The force will adopt 3 Priority Policing Areas (PPA's) as of April 2009 and an aim to narrow the gap i.e. disproportionate amounts of crime occurring in these areas compared to others in the County. This is an approach that builds on the success of dealing with organised crime groups and will extend to some of our other highest harm causers such as domestic abuse.
- 2.7 A lot of excellent work has already taken place in respect of Preventing Violent Extremism (PVE) and continues to move forward in a number of different forums and work streams. On Monday 15<sup>th</sup> December 2008 Warwickshire Police and Warwickshire County Council hosted the first PVE Seminar at the Trident Centre, Warwick. The objective was to bring together relevant partners in order to agree a coherent and joined up programme of work under a strategic framework to ensure that we gain the benefits of our collective effort and commitment.

### **3. Communications Centre**

- 3.1. The Communications Centre has received significant investment during 2008. It has seen improved resilience through increased retention and recruitment of staff. The Centre has worked closely with Operation Rome and will be key to the successful implementation of the 16 recommendations identified by the Rome team.
- 3.2. The Public Contact Strategy has been in existence for over 18 months and consists of 4 strands of work. Two of these relate directly to the Communications Centre and are led by Supt Andy Johnson – Incident Management and Volume Crime Management. This work has progressed well and contributed strongly towards the upturn in performance and extra stability within the Communications Centre. Also of importance is the significant upturn in user satisfaction performance, which is largely attributable to the successful implementation of the Public Contact Strategy. The force is now top of its Most Similar Forces (MSF) group in this area of performance.
- 3.3 The public helpdesk which operates from within the Communications Centre, has received extra investment to ensure that it is sufficiently staffed. This function is key to resolving incidents that do not require police attendance and thus reducing unnecessary demand. An anti-social behaviour pilot which commenced in December 2008 has been managed by the public helpdesk and this has had an instant impact on the amount of open incidents on the Command and Control system.

- 3.4 A review of the front offices has been carried out by Corporate Development and their initial findings suggest that there are opportunities for improved service levels and financial savings. A project team initiation to carry out a more complete piece of work is under consideration.
- 3.5 During January 2009, the new force Duty Inspector scheme will commence under the management of the Communications Centre. This scheme will provide one Communications Centre Inspector and one Force duty Inspector at all times. Alex Franklin-Smith and David Gardner, who were both successful in joining the National High Potential Development Scheme last year, will join this new team.

#### **4. Community Protection**

- 4.1 The Community Protection team will move to Warwick Police Station in Feb 2009 before moving to the Criminal Justice Centre at Leamington Spa on completion of the building work. This will then be their permanent base.
- 4.2 In September 2008 the Safer Schools initiative commenced. Each Borough/District now benefits from a dedicated Safer Schools Community Support Officer, permanently based in the school. However, Nuneaton and Bedworth Borough through the support of partnership funding has two schools, one PCSO in each. The officers have been in post for a full term, working in their school and community and have made a significant impact. The initial success can be based upon a number of key facts:
- The meticulous strategic planning of the Safer Schools Partnership (SSP) strategy and the multi agency partnership approach, which included a two-month training course.
  - The willingness of the schools to engage in this new method of policing.
  - The professionalism and high degree of engagement by the SSP officers.

#### **5. Judicial Services**

- 5.1 Prior to Christmas 2008, Warwickshire Crown Prosecution Service appointed David Robinson as their new Chief Crown Prosecutor. David has been well received by Warwickshire Police staff and Local Policing very much look forward to working closely with him.
- 5.2 Collaborative work is ongoing in respect of a regional healthcare provision. It is anticipated that the conclusion of this work will improve the resilience and efficiency of our custody centres.

- 5.3 Further corroborative work is taking place with Leicestershire Police in respect of cell capacity. An agreement has been reached that at weekends, Hinckley Police will bring their prisoners to the Nuneaton Justice Centre and Leicestershire Police will provide an extra custody Sgt to provide even greater resilience.

## **6. Other Matters**

- 6.1 The Force will undergo a HMIC Inspection in January 2009 in respect of its work on Preventing violent extremism. This inspection will not be graded but used as a benchmarking exercise and an opportunity to identify good practice. In addition HMIC will also inspect the approach to dealing with mentally disordered offenders.
- 6.2 Operation Rome has submitted 16 recommendations which are expected to have significant impact on reducing demand and increasing resilience. These have been agreed and May 2009 has been set as a target for full implementation. The recommendations centre on improvements within the Communications Centre and include the introduction of a diary system.
- 6.3 A review of the shift pattern is being carried out by Supt Chris Wadsworth and an initial paper detailing her findings has been submitted to Chief Officers. A target date of April 2009 has been set should a decision be made to introduce a new shift pattern.

## **7. Challenges**

- 7.1 Serious Acquisitive Crime remains as a significant performance challenge. Substantial effort is required to reach our reduction target in respect of theft from motor vehicle offences and specific action is required to ensure our processes for recording and evaluating theft of number plates are fit for purpose.
- 7.2 Resource levels will be a significant challenge for Local Policing in the next few months. Local Policing are now approaching its recognised establishment and significant effort is going into recruitment of new police officers and police officer transferees.
- 7.3 Intelligence is a constant challenge and remains the case as we enter 2009. A cross directorate Gold Group, chaired by Chief Supt Neil Brunton has been set up to look at ways of improving the quality and quantity of intelligence coming into the organisation. This work will take a similar approach to that of Domestic Abuse and will seek to significantly 'raise the bar' in respect of intelligence management.

Chief Supt Neil Brunton  
Deputy Director – Local Policing