

West Midlands Police

Strategic Policing and Crime Board

3rd September 2013

Serving our communities, protecting them from harm



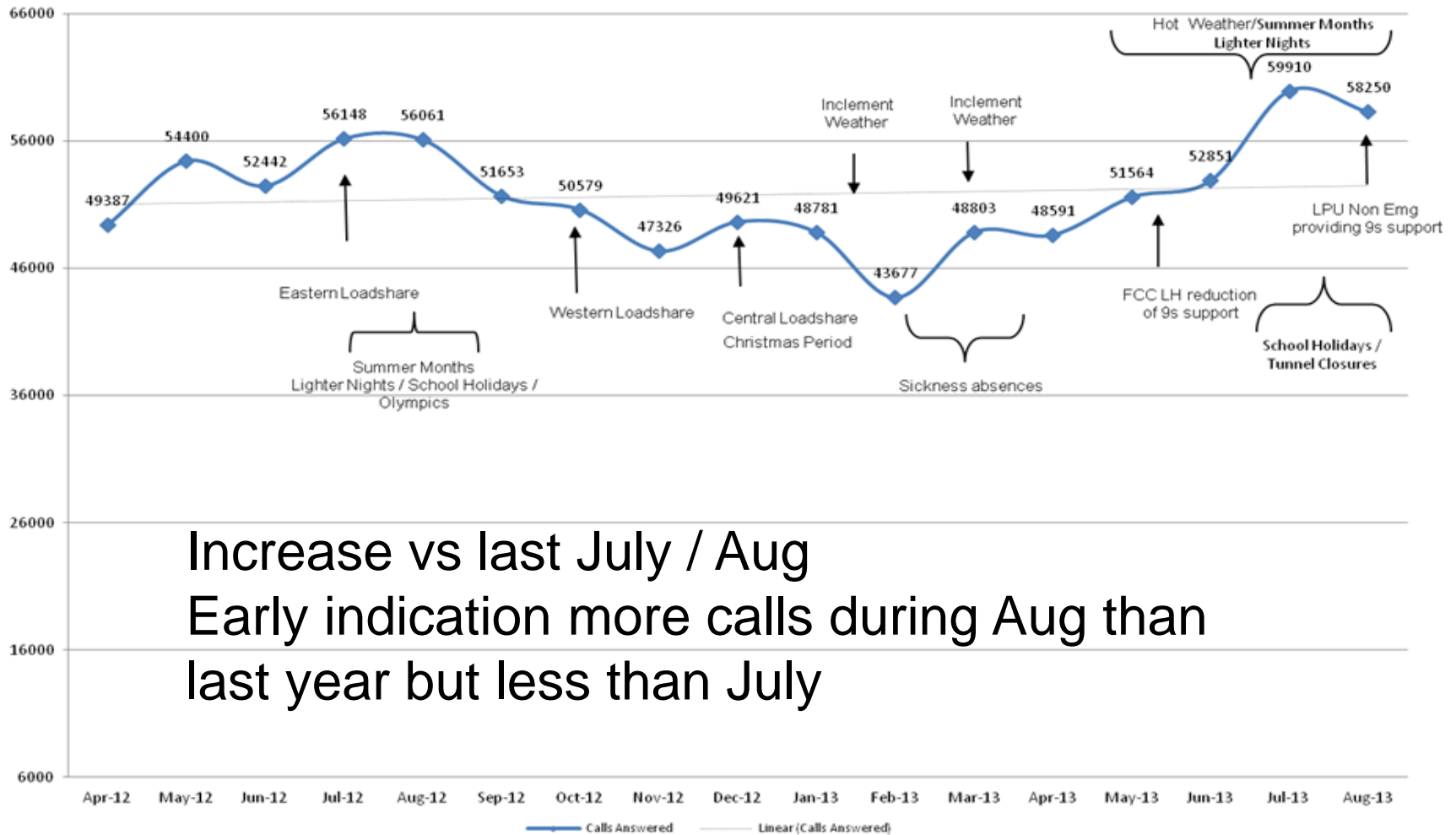
Demand

Serving our communities, protecting them from harm



999 Calls

Serving our communities,
protecting them from harm



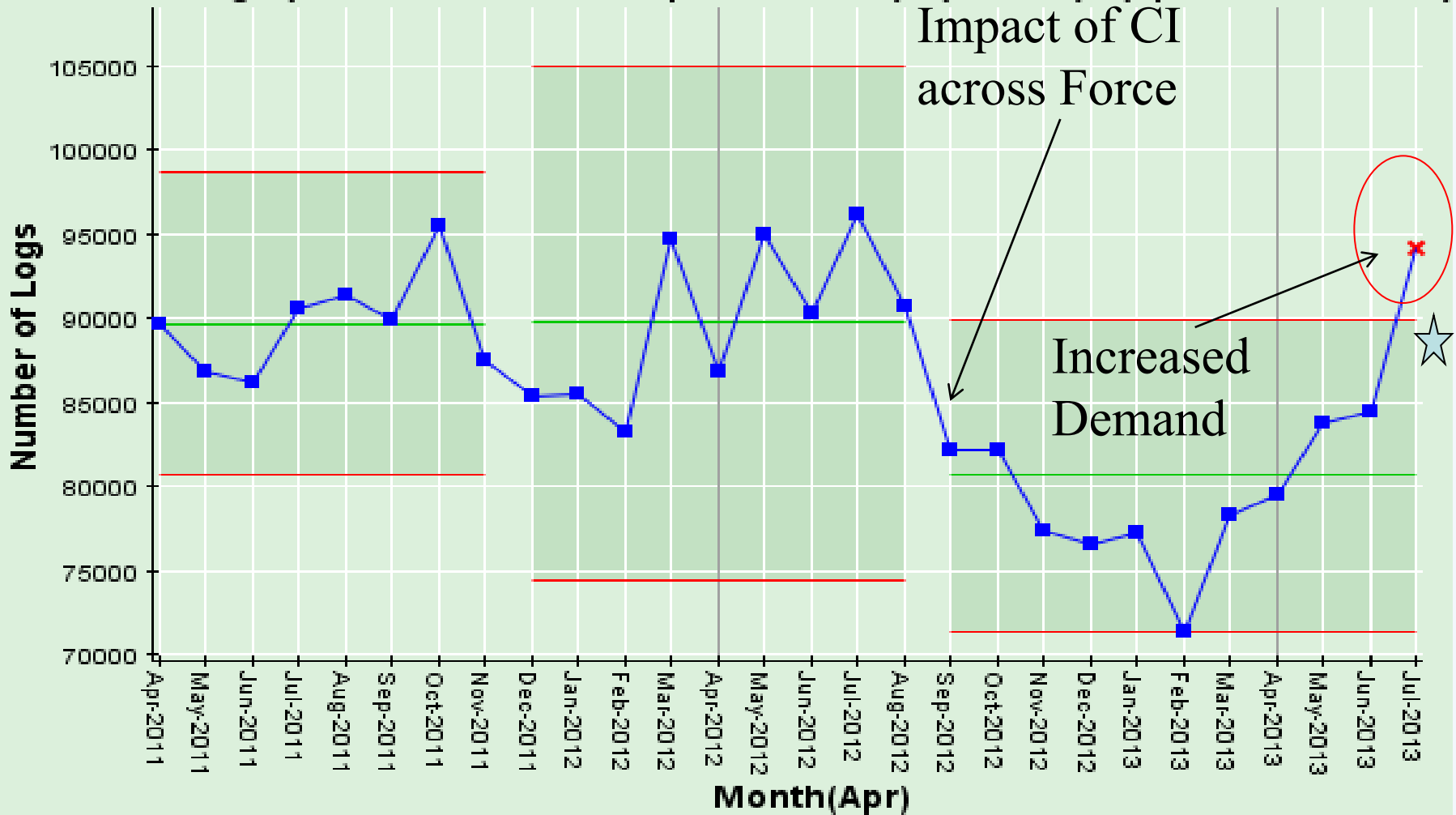
Increase vs last July / Aug
Early indication more calls during Aug than
last year but less than July

Demand

Serving our communities,
protecting them from harm



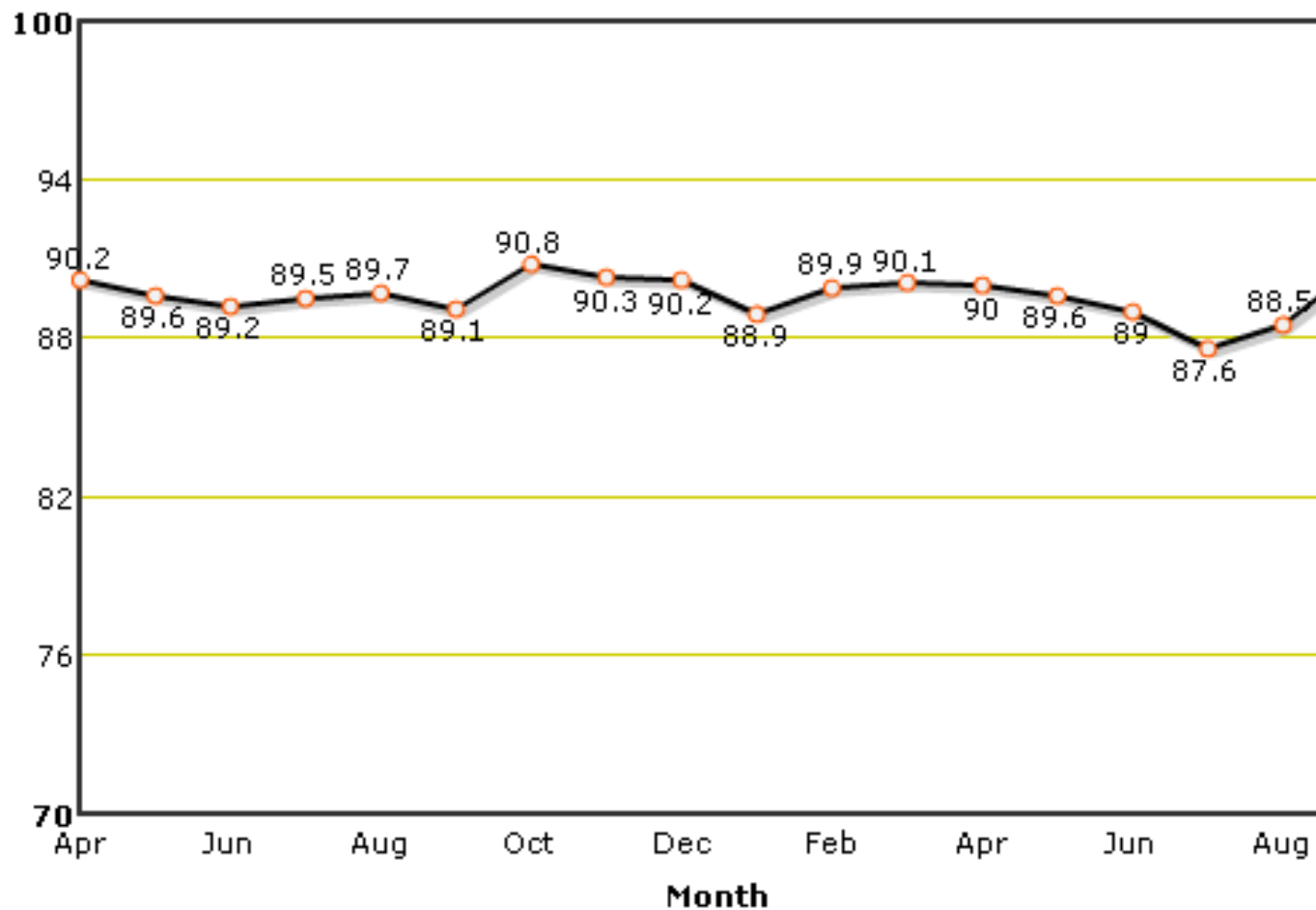
All OASIS Logs (Do not use alone for performance) : (all data) : (Apr-2011-Jul-2013)



	APR	MAY	JUN	JUL	AUG	* SEP	OCT	NOV	DEC	JAN	FEB	MAR	* 30 August	TOT
2013/2014 - Total immediates	9,919	10,564	10,464	12,089	10,629	343	-	-	-	-	-	-	343	54,008
2013/2014 - Immediates in 15mins	8,923	9,463	9,313	10,582	9,410	311	-	-	-	-	-	-	311	48,012
2013/2014 - % Immediates in 15mins	90%	89.6%	89%	87.6%	88.5%	90.7%	-	-	-	-	-	-	90.7%	88.9%
2012/2013 - Total Immediates	9,796	10,372	10,189	10,648	11,171	9,910	9,760	9,337	10,477	9,523	8,694	9,522		119,399
2012/2013 - Immediates in 15mins	8,840	9,291	9,087	9,527	10,019	8,829	8,860	8,432	9,455	8,463	7,818	8,578		107,199
2012/2013 - % Immediates in 15mins	90.2%	89.6%	89.2%	89.5%	89.7%	89.1%	90.8%	90.3%	90.2%	88.9%	89.9%	90.1%		89.8%

FORCE
% Immediates within 15 minutes

Highest volume since CEDAR



5 LPU's
achieving
Immediate
target YTD

2 LPU's
achieving
Early target
YTD

Crime

Serving our communities, protecting them from harm



Performance Overview

Serving our communities,
protecting them from harm



YTD

Force

[print this page](#)

- Change Area -

YTD

Briefing Date : 2 September 2013

Force Objectives	2012/13	2013/14	Difference	M'stone	Performance	Variance
Reduce Total Recorded Crime ^{DW} <small>— chart — breakdown</small>	72591	74570	1979	-5	2.8	5609
Reduce Burglary Dwelling ^{DW} <small>— chart — breakdown</small>	5205	5019	-186	-8	-3.5	231
Reduce Violence With Injury ^{DW} <small>— chart — breakdown</small>	7791	8499	708	-8	9.1	1332
Reduce Business Crime ^{DW} <small>— chart — breakdown</small>	14364	14800	436	-6 %	3.1 %	1298

MTD

Force

[print this page](#)

- Change Area -

MTD

Briefing Date : 1 September 2013

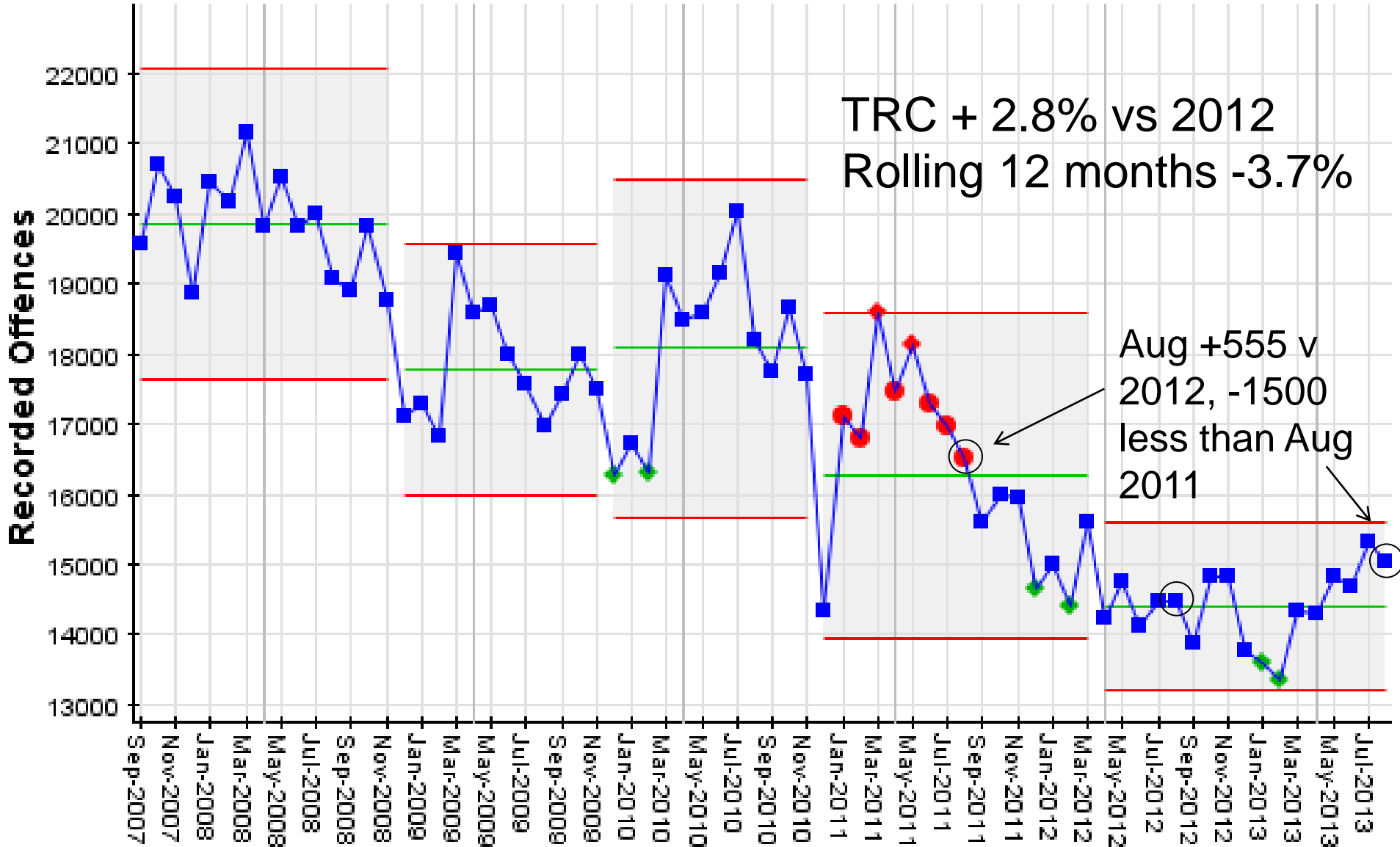
Force Objectives	2012/13	2013/14	Difference	M'stone	Performance	Variance
Reduce Total Recorded Crime ^{DW} <small>— chart — breakdown</small>	14472	15027	555	-5	3.9	1279
Reduce Burglary Dwelling ^{DW} <small>— chart — breakdown</small>	1002	1065	63	-8	6.3	144
Reduce Violence With Injury ^{DW} <small>— chart — breakdown</small>	1498	1695	197	-8	13.2	317
Reduce Business Crime ^{DW} <small>— chart — breakdown</small>	2900	2980	80	-6 %	2.8 %	254

Performance Update

Serving our communities,
protecting them from harm



Reduce TRC : (all data)

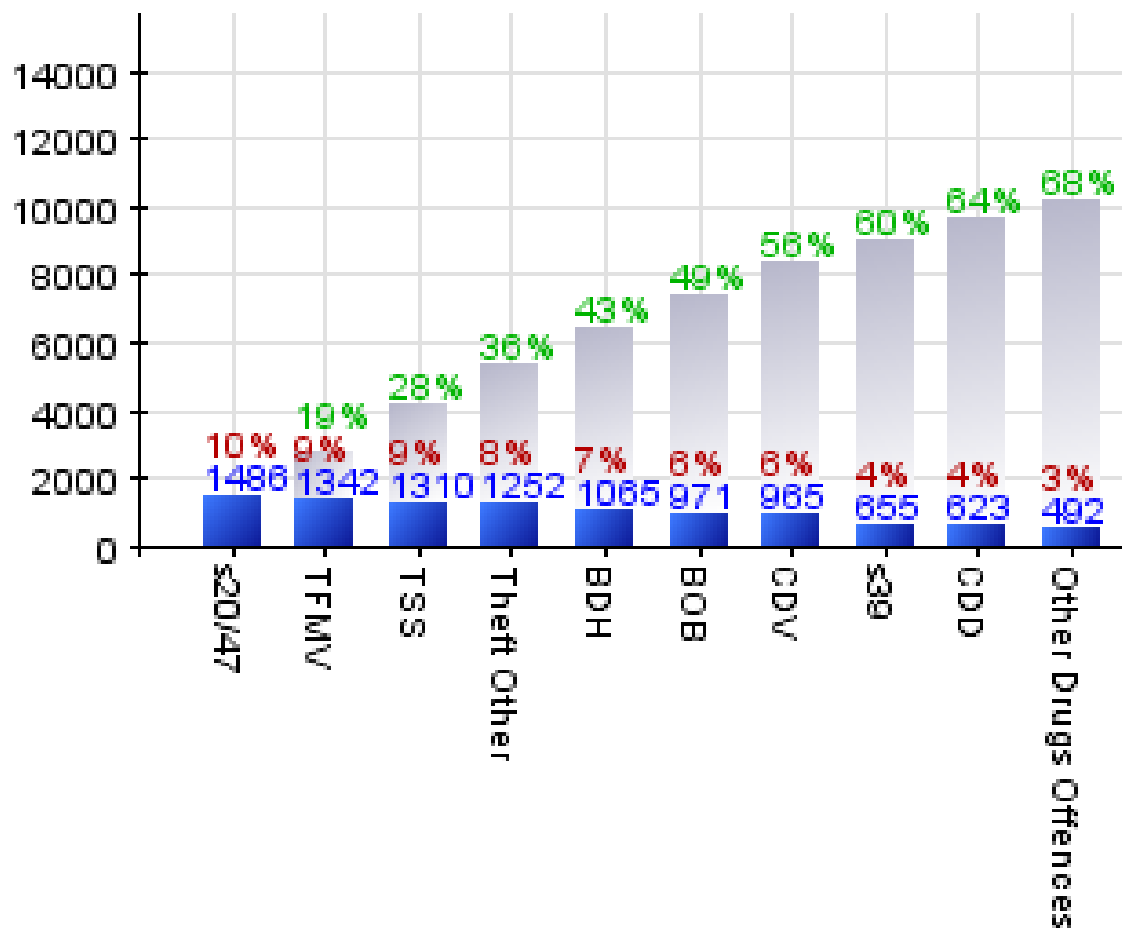


TRC: August Pareto

Serving our communities,
protecting them from harm



Reduce TRC : Hierarchy - WN



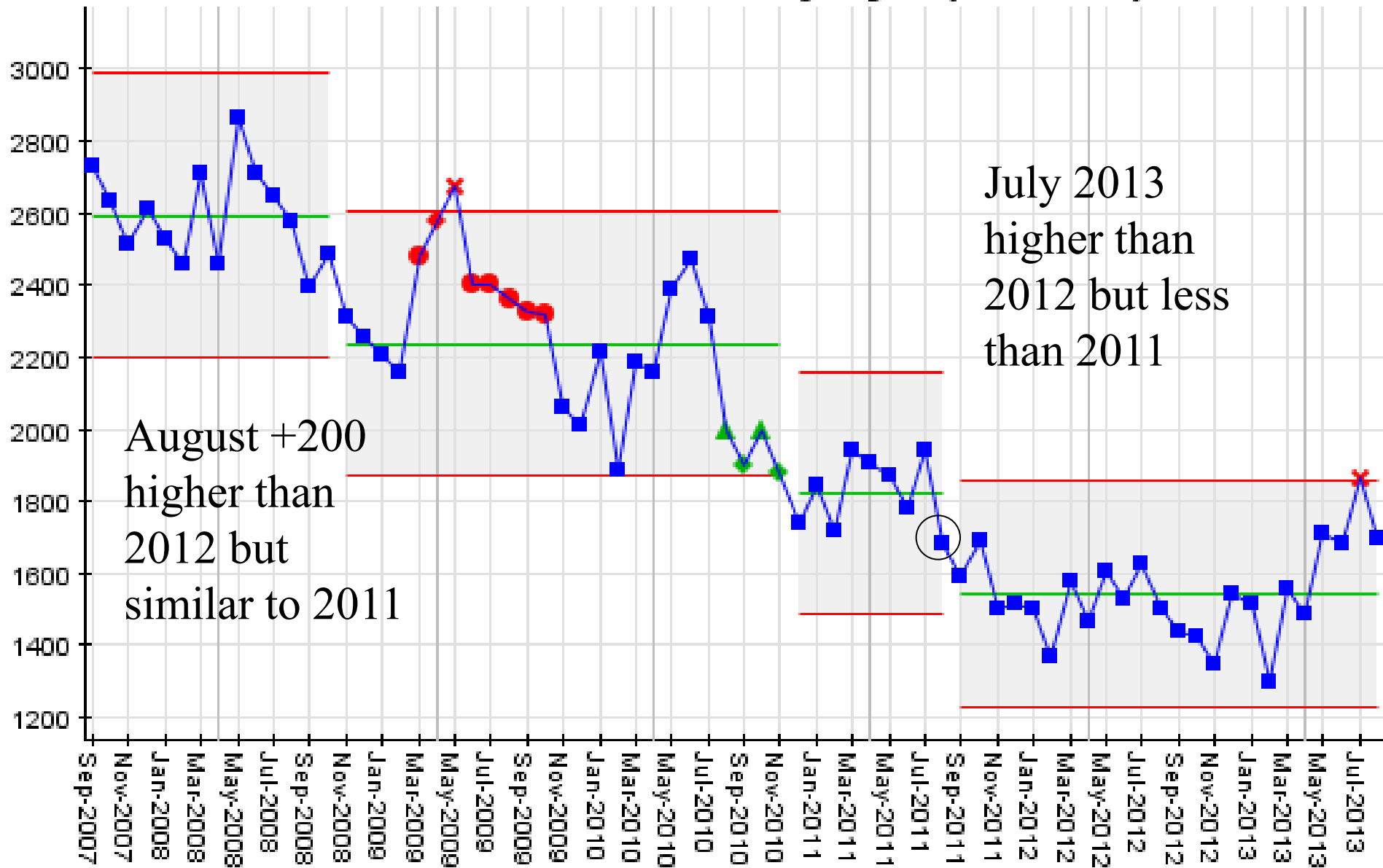
Top 8
offence
types all
MTD
increases

S20/47 &
TFMV
increasing
vs last
year but
similar
levels to
2011

**S39 &
Public
Order
increases**



Reduce Violence with Injury : (all data)

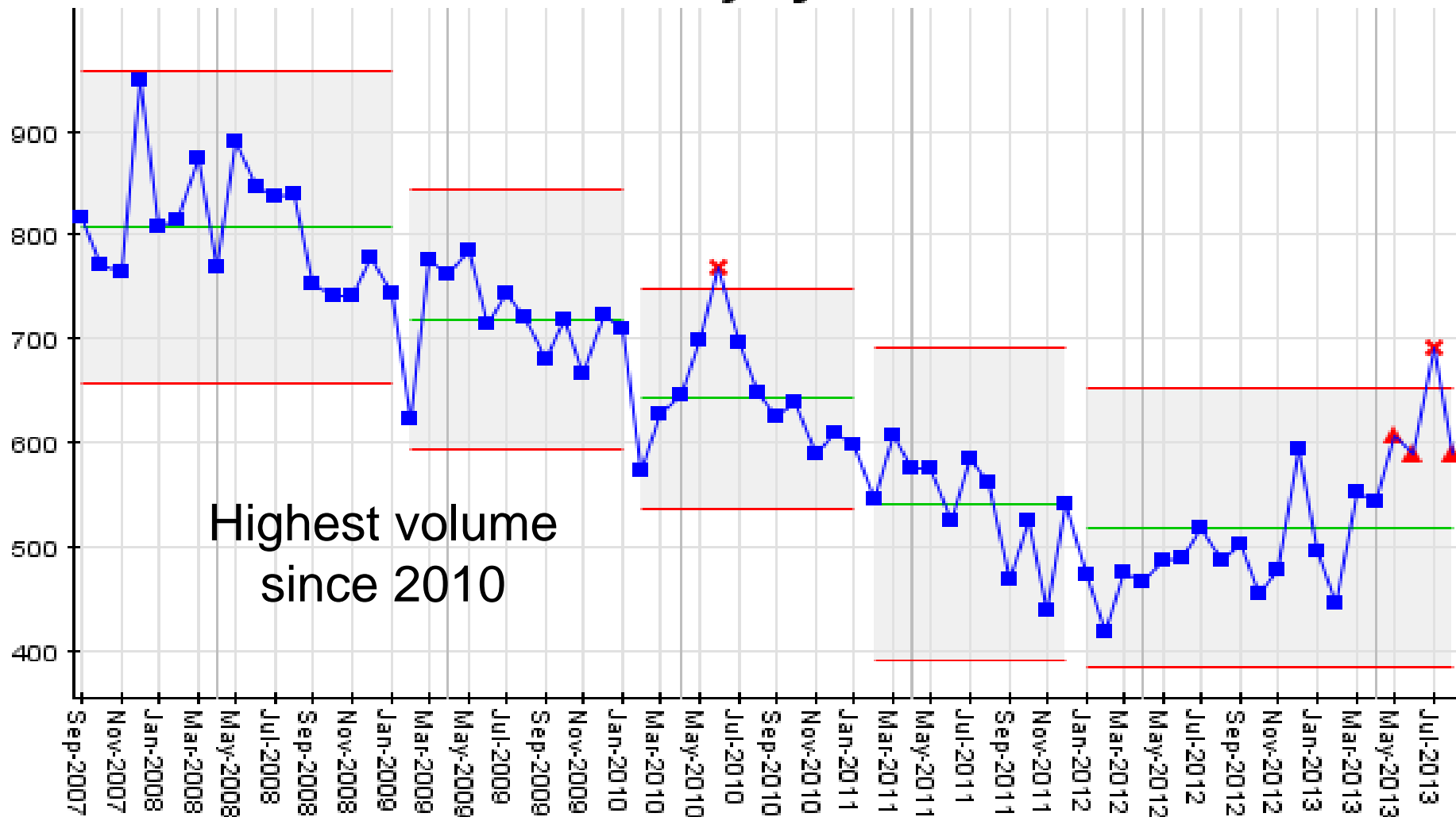


Driver: VWI - DV

Serving our communities,
protecting them from harm



Reduce Violence with Injury : Domestic Violence

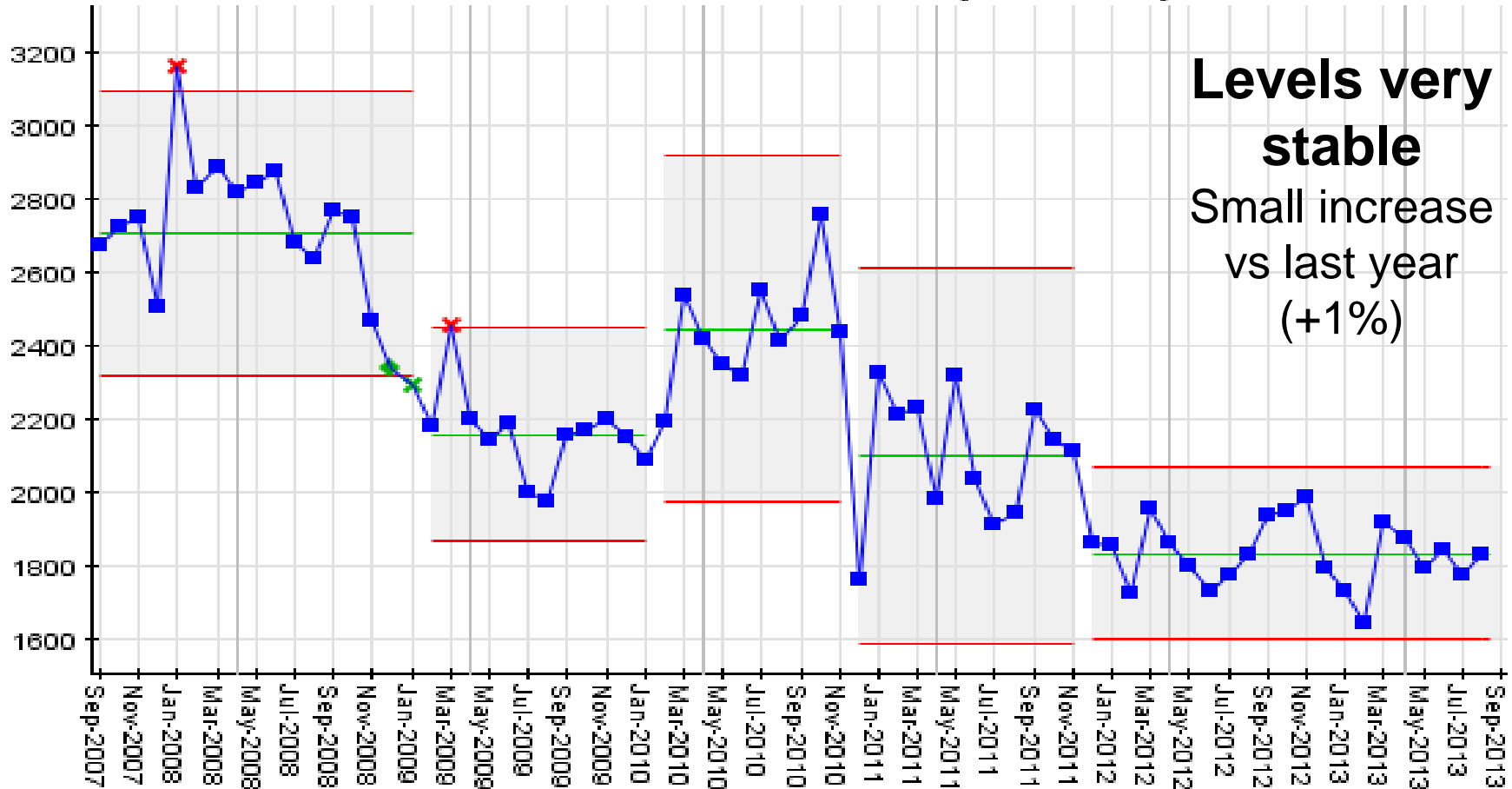


Driver: Vehicle Crime

Serving our communities,
protecting them from harm



Reduce Vehicle Crime : (all data)

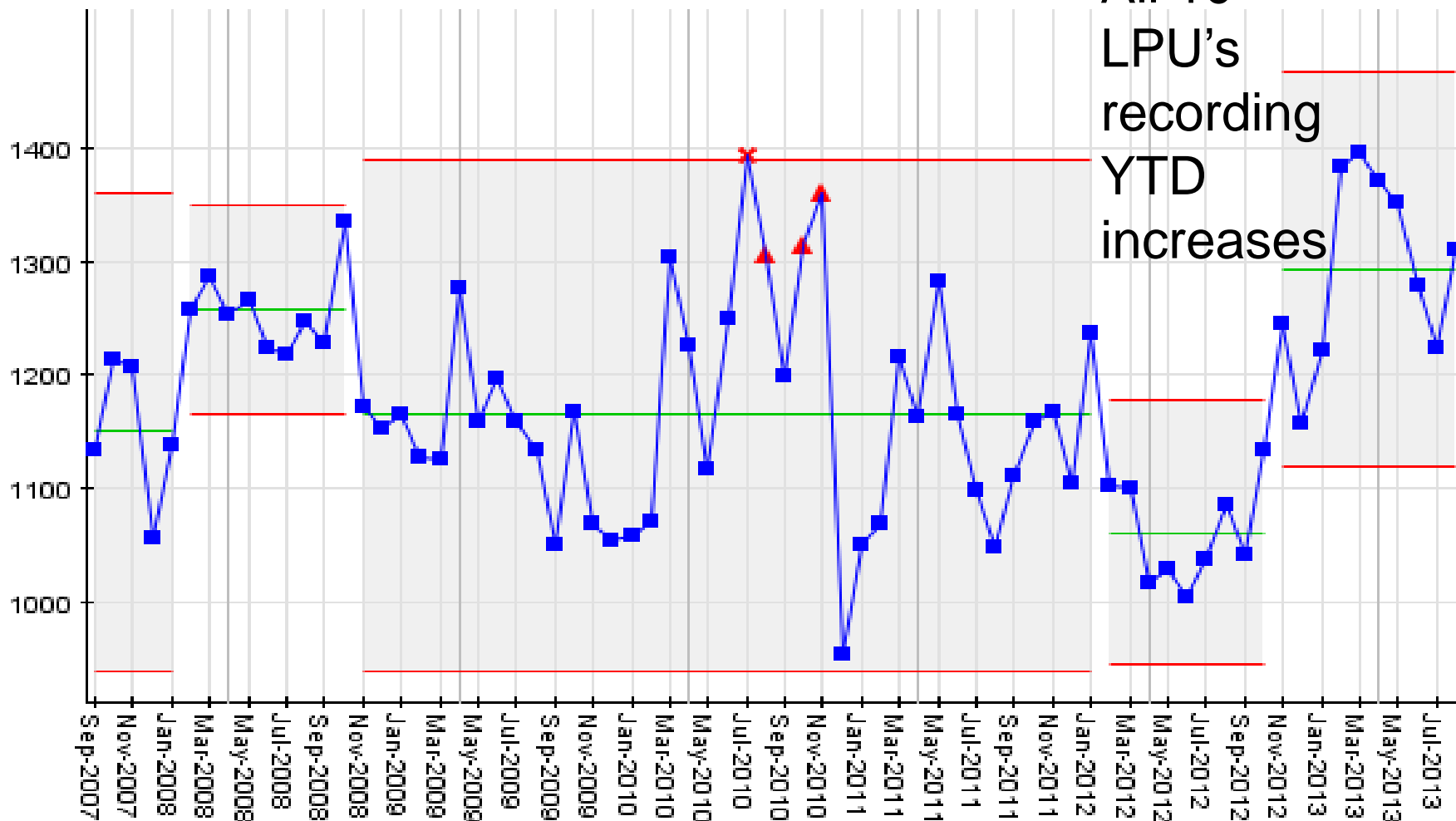


Driver: Theft Shop & Stalls

Serving our communities,
protecting them from harm



Reduce TRC : TSS

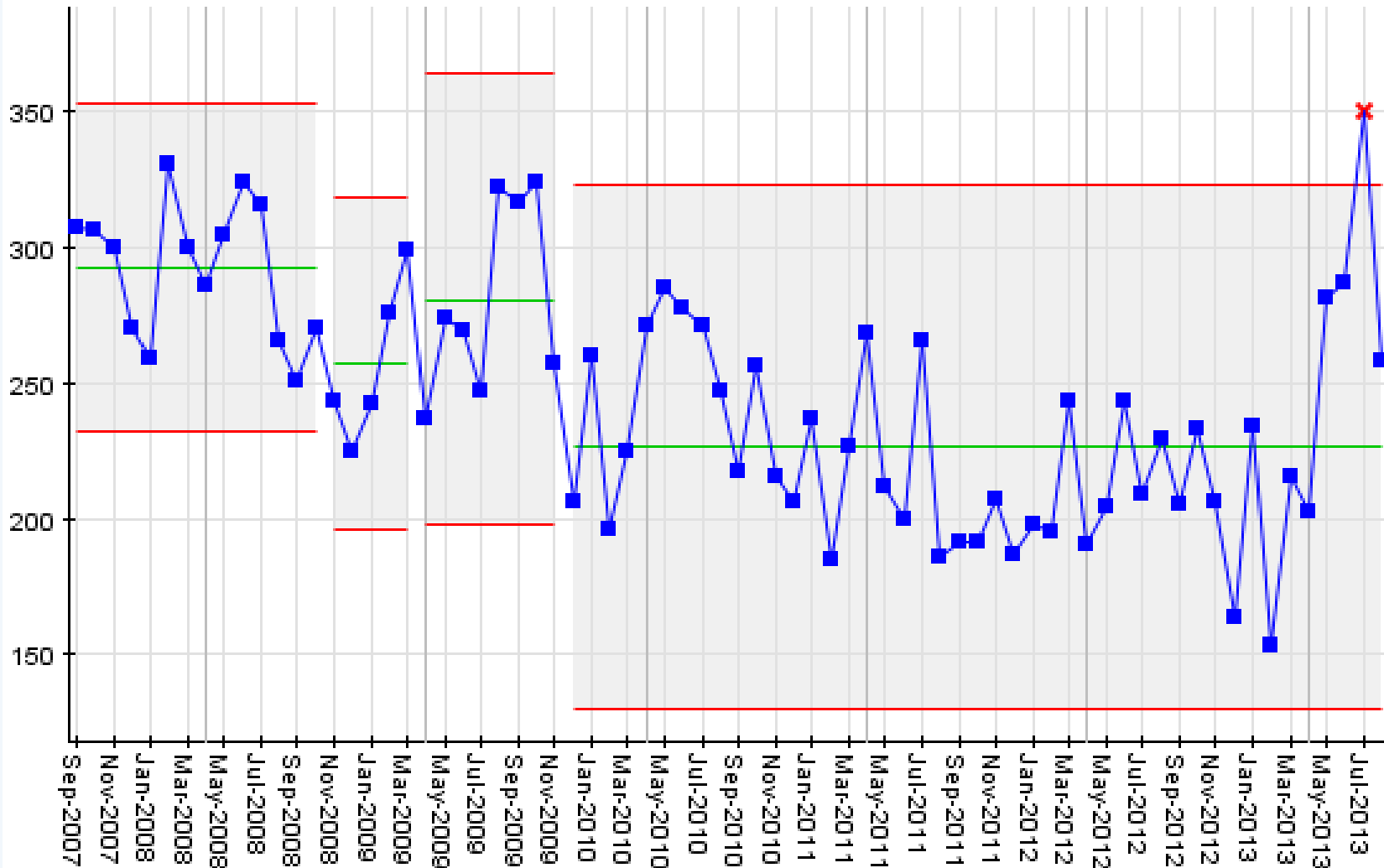


Hate Crime

Serving our communities,
protecting them from harm



Reduce TRC : Hate

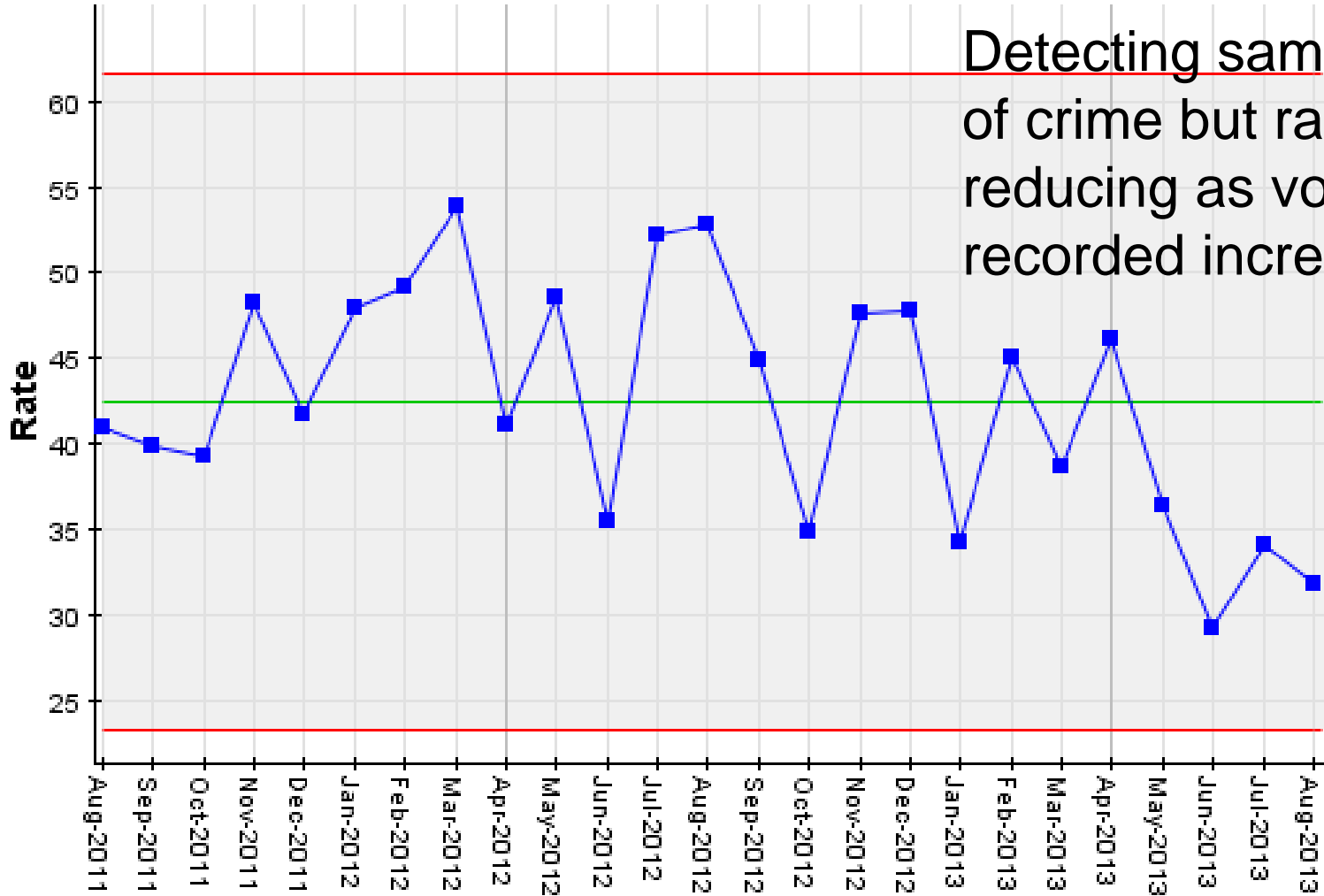


Hate Crime – S&R

Serving our communities,
protecting them from harm



Solve and Resolve Hate Crime : (all data)



Detecting same number of crime but rate is reducing as volume recorded increases

Satisfaction

Serving our communities, protecting them from harm

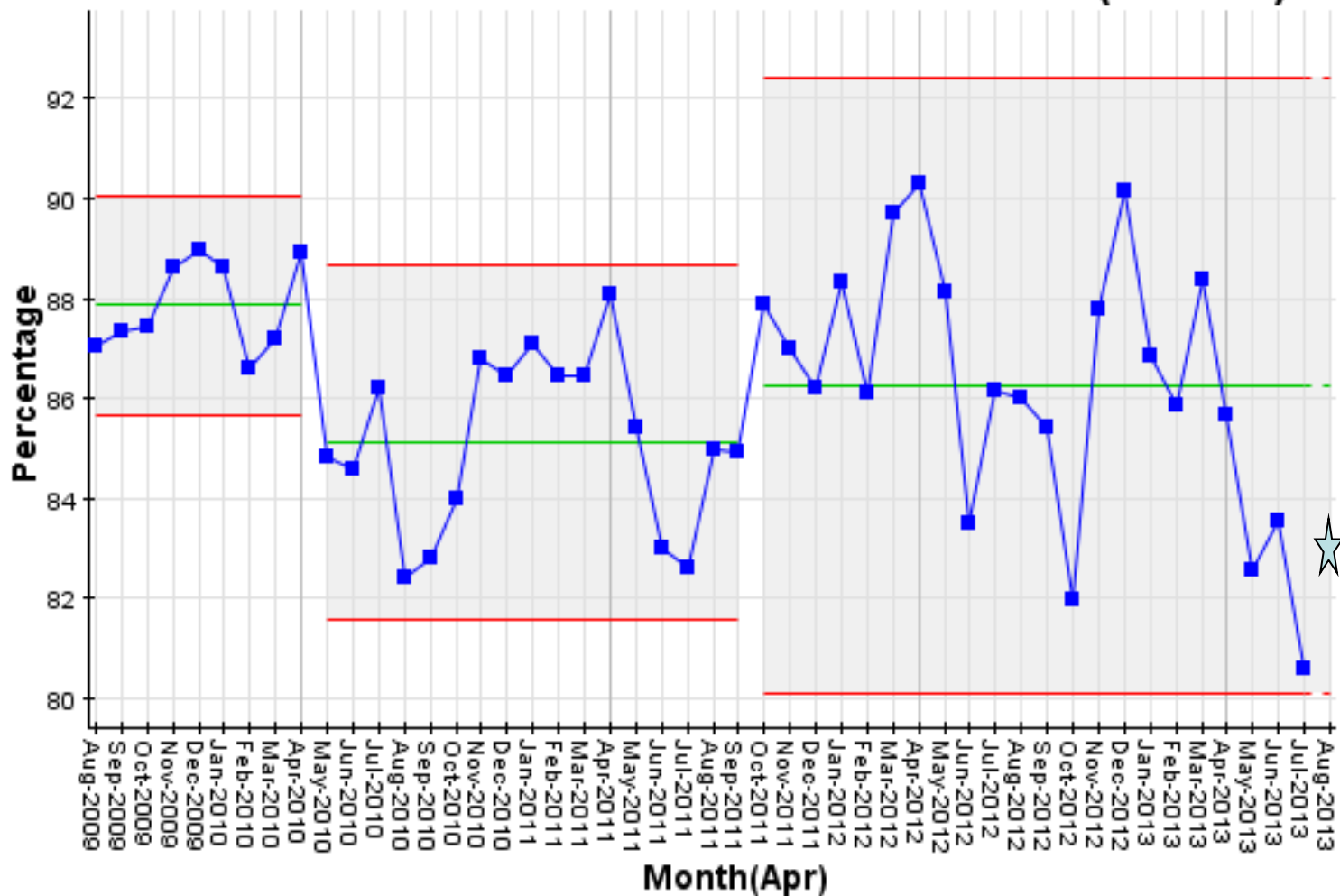


Satisfaction - Crime

Serving our communities,
protecting them from harm



Customer Satisfaction With Service - Crime : (all data)

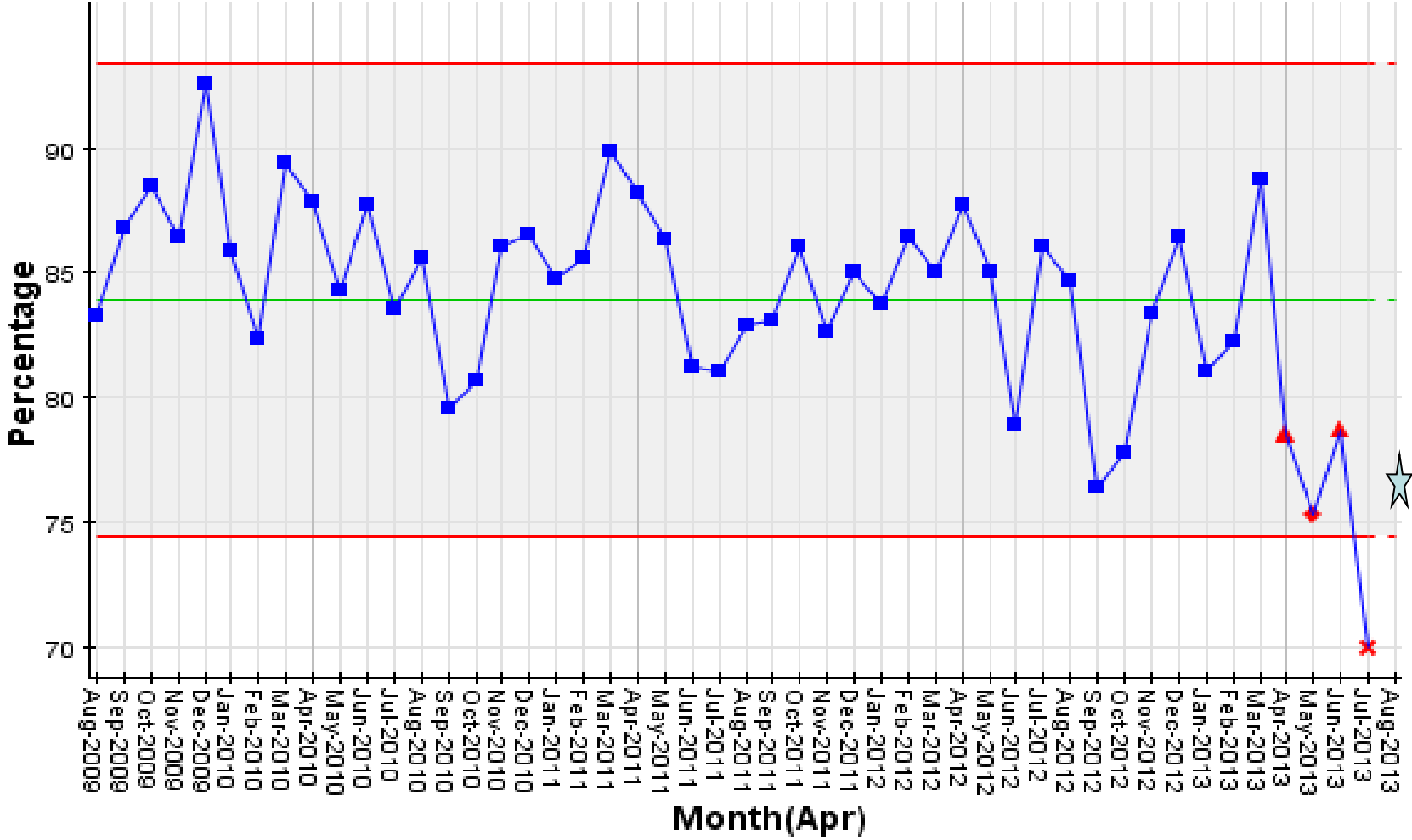


Satisfaction – Vehicle Crime

Serving our communities,
protecting them from harm



Customer Satisfaction With Service - Crime : Vehicle Crime



Drivers of Crime Satisfaction: Summary

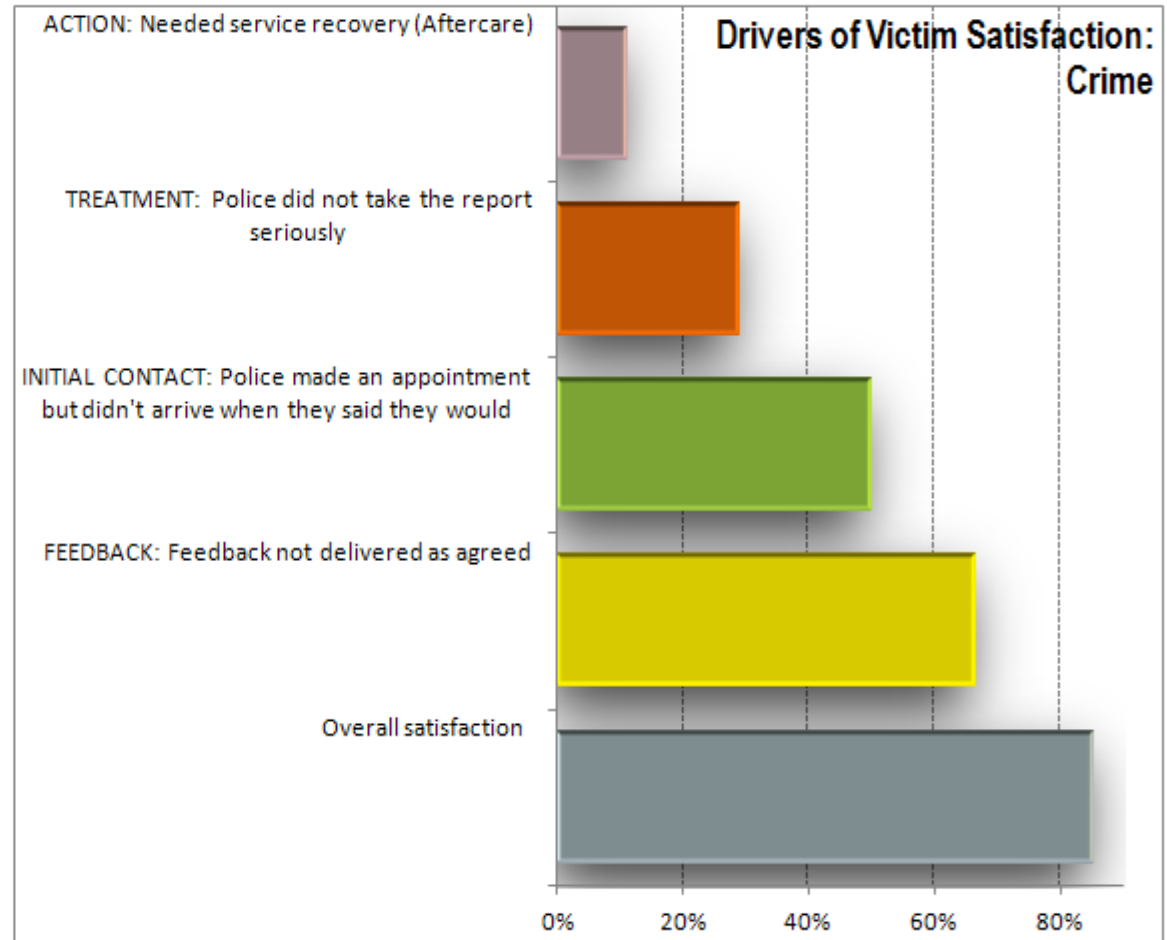
Serving our communities,
protecting them from harm



Key Drivers of satisfaction

	% satisfied
Overall satisfaction	85.4%
FEEDBACK: Feedback not delivered as agreed	66.7%
INITIAL CONTACT: Police made an appointment but didn't arrive when they said they would	50.0%
TREATMENT: Police did not take the report seriously	29.2%
ACTION: Needed service recovery (Aftercare)	11.1%

Top drivers in each category, other than general dissatisfaction



Drivers of Crime Satisfaction: Demographics

Serving our communities,
protecting them from harm



Demographic Variation	% Satisfied
25-34	69.6%
Victim of vehicle Crime	70.0%
BME	72.0%
Repeat victim	73.2%
Male	79.3%
Victim of violent Crime	80.5%
45-54	80.8%
35-44	81.7%
Victim of Hate Crime	82.2%
Female	82.2%
55-64	84.1%
Disabled	85%
White	85.4%
16-24	85.7%
65+	88.2%
Victim of Domestic Burglary	94.6%

Demographic factors have a less extreme impact on satisfaction levels than some of the service elements.

There is a big disparity between satisfaction levels by crime type reported.

Victims of vehicle crime are 25% less satisfied than victims of BDH, who will have received a thorough service, had an officer attend and in most cases the incident will have received a thorough investigation with actions reported back to the victim.