



west midlands
police and crime
commissioner

AGENDA ITEM 10b

STRATEGIC POLICING AND CRIME BOARD

19 November 2019

Headline Performance Report

PURPOSE OF REPORT

1. To update members of the Strategic Policing and Crime Board (the Board) on progress against the headline performance measures in the Police and Crime Plan.

BACKGROUND

2. The headline measures and aims in the Plan are as follows:
 - West Midlands Police to continue to have a lower recorded crime rate compared to other similar forces
 - Reductions in burglary and robbery
 - Increased reporting of 'hidden crimes'
 - Low levels of reoffending
 - Fewer young people entering the criminal justice system
 - Reductions in the number of people killed or seriously injured on our roads

- Fewer complaints against the police and those that are made should be dealt with quicker
 - Satisfaction of victims of crime and anti-social behaviour to increase by 2020
 - Increased confidence in West Midlands Police by 2020
 - Reductions in the disparities of confidence in the police across different areas
 - Reductions in the fear of crime
 - Increase in public participation and the development of more active citizens in the West Midlands
3. The Plan also sets out many other measures, objectives and tasks that will be delivered by the PCC and West Midlands Police. The Chief Constable and Chief Executive of the Office of the West Midlands Police and Crime Commissioner will be expected to report progress against these, via other reports to the Strategic Policing and Crime Board and by other methods.

FINANCIAL IMPLICATIONS

4. None

LEGAL IMPLICATIONS

5. None

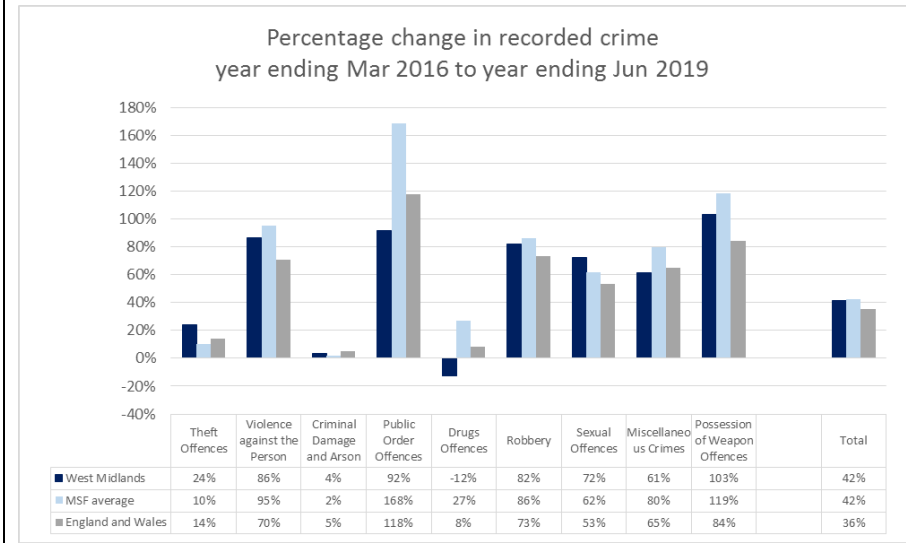
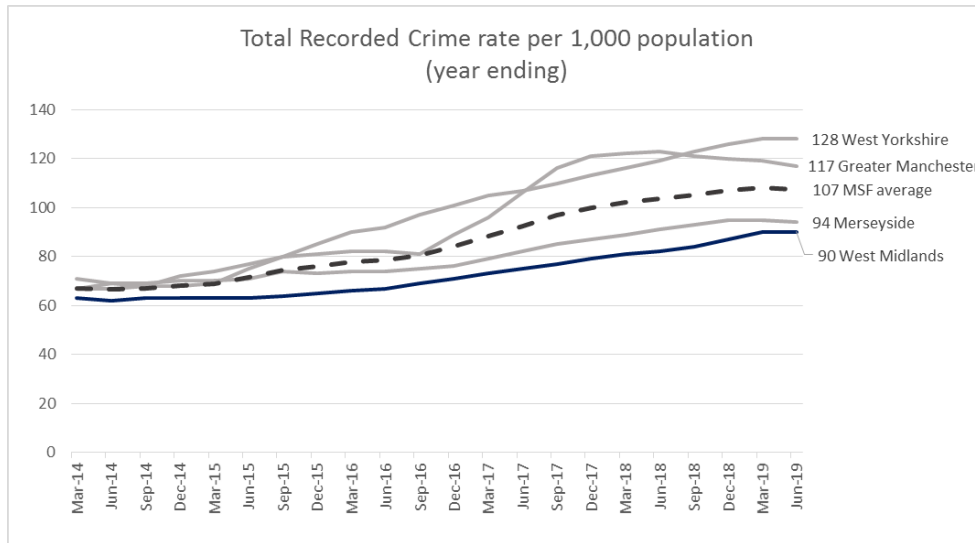
RECOMMENDATIONS

6. The Board is asked to note the movement against headline performance aims and measures and the actions being taken.

Aim: West Midlands Police continue to have a lower recorded crime rate compared to other similar forces

Measure: Total recorded crime per 1,000 population (year ending June 2019)

Source: [Office for National Statistics](#)

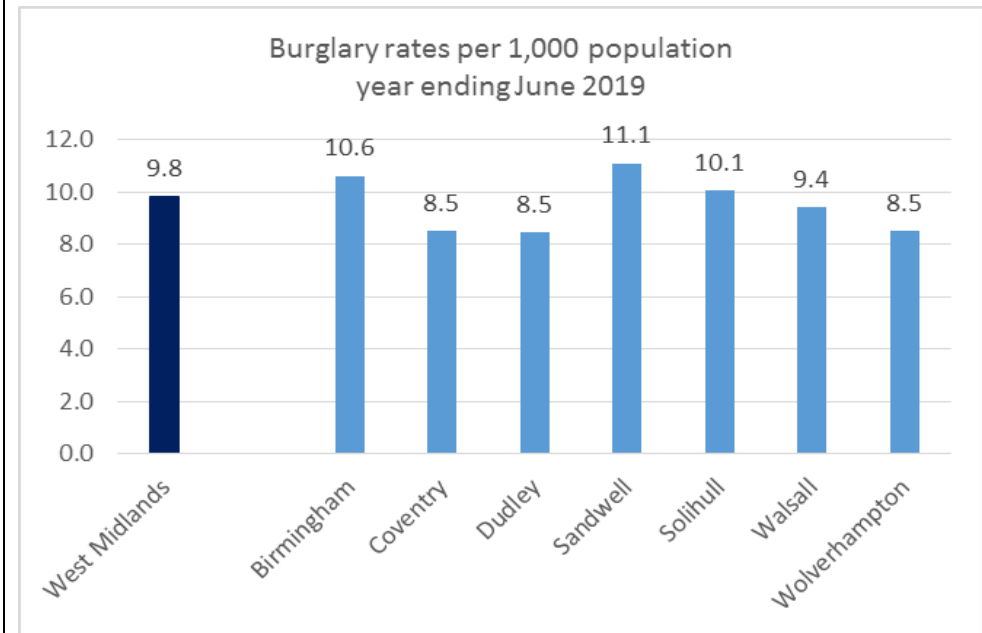
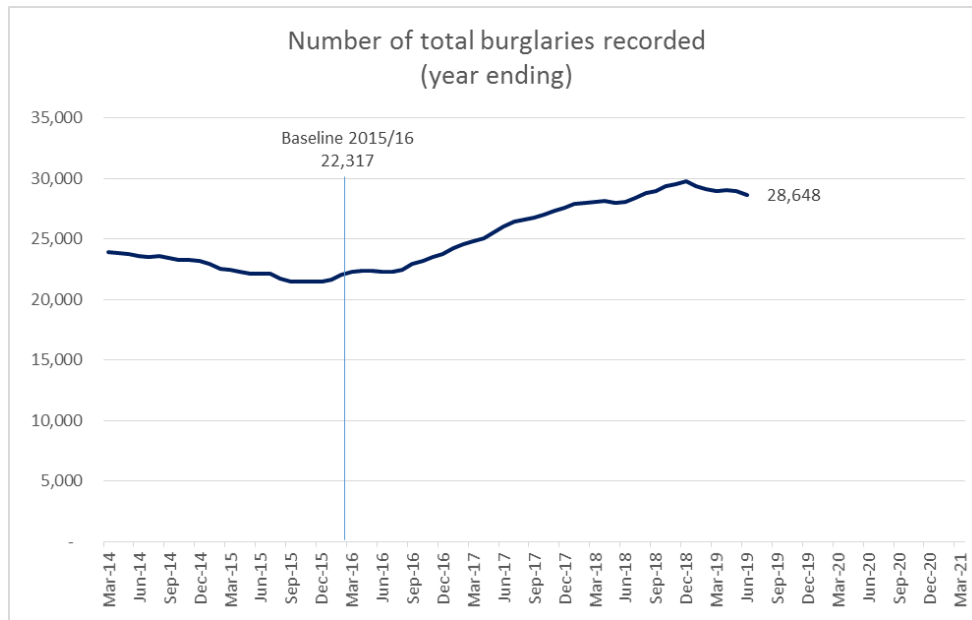


Commentary	Response/Actions
<p>In the year ending June 2019 the total recorded crime rate was 90 crimes per 1,000 population in the West Midlands force area. This was lower than the average for the most similar force group (107 per 1,000 population). For both the West Midlands and for the most similar force group there has been an increase in recent years, from 66 per 1,000 in the West Midlands and 78 per 1,000 in the most similar force group for the year ending March 2016. Greater Manchester has begun to see a reduction in recent months.</p> <p>The total number of recorded crimes increased by 36% in the West Midlands between year ending March 2016 and year ending June 2019. Increases were seen for most crime types, with the largest increases for possession of weapons, public order offences, violence against the person and robbery offences.</p> <p>It is important to note that some of these increases will be driven by changes in crime recording requirements and practices.</p>	<p>In the last 12 months (Oct 2018 – Sept 2019), the force recorded an average of 21,850 offences each month. This represents an average increase of approximately 1,500 crimes per month compared to the previous 12 months. WMP has followed the trend of metropolitan forces with an increase in TRC over the last 3 years.</p> <p>Violent offending remains the key driver, although volumes have begun to reduce towards the monthly average at the end of the summer period. The force assess that this increase in violence is driven by the increased use of violence associated with a number of illicit commodity based markets (including drugs and vehicles) and a rise in violence involving under 25s. The highest volume of knife crime was recorded in January (414), but in line with overall violent crime has returned to the monthly average in September (280).</p> <p>Improvements in crime data recording, particularly for Domestic Abuse (Common Assault, Battery & S.5 PO) are also assessed to have contributed to this increase in TRC.</p> <p>The Force Improvement Plan (2019/20) provides clear focus for the next 12 months and includes a commitment to reduce serious violence affecting young people and reduce the harm from serious and organised crime and exploitation.</p> <p>Project Guardian aims to reduce violence with injury involving under 25s, with a particular focus on tackling knife crime. Utilising central government funding, the project will focus on four key strands (Suppression, Intelligence, Investigations and Diversion) to tackle violent crime. The force has made a commitment to this for the next two years.</p> <p>In order to tackle the rising trend in TRC, the force has identified 19 Impact Areas which are characterised by disproportionate levels of demand in terms of crime and harm. Analysis shows that 25% of all crime, 30% of all violence and 33% of homicides occur in these areas, which represent only 7% of the force geography. Each NPU will identify up to three impact areas in the first instance to focus on long term placed based problem solving, including those issues such as violence which are impacting disproportionately on TRC.</p> <p>Conversely, there has been a downward trend in theft offences since the start of the year, with the lowest levels recorded in September since May 2016. In particular, vehicle crime has remained below average since February and the volume of bilkings also remain low.</p> <p>In terms of WMP's overall response to TRC, it should be noted that the force continues to respond to disproportionate levels of vulnerability and investigates more complex crime, whilst receiving substantially less funding, than its most similar force.</p>

Aim: Reductions in burglary

Measure: Number of total burglaries recorded (year ending)

Source: West Midlands Police (population statistics - Office for National Statistics)

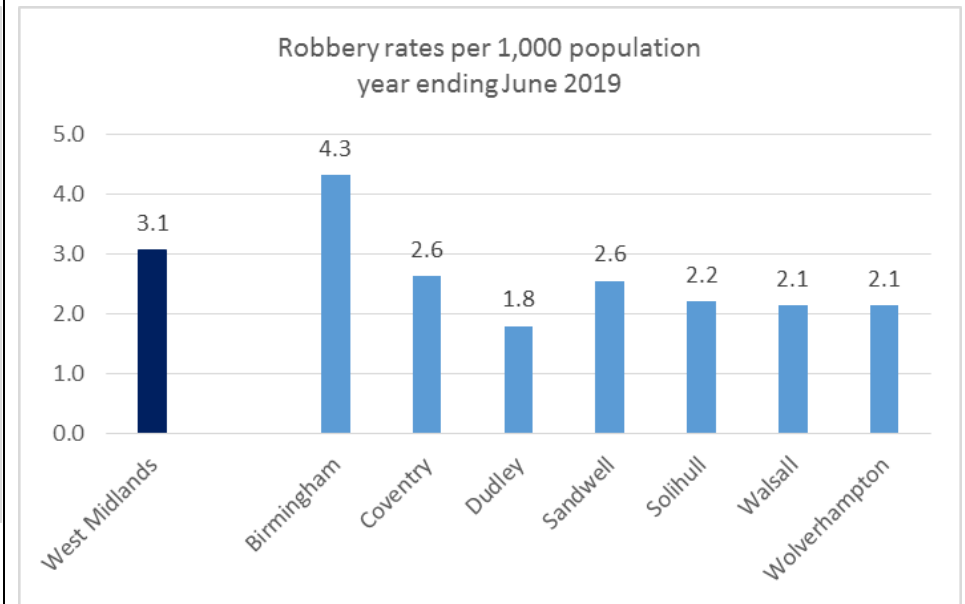
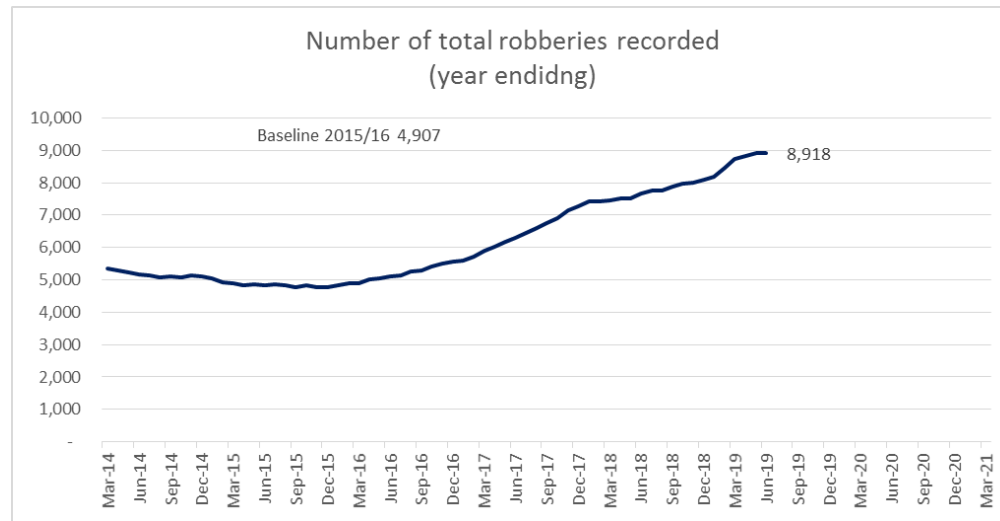


Commentary	Response/Actions
<p>In the year ending June 2019 there were 28,648 burglaries in the West Midlands force area. This is a 28% increase from the year ending March 2016 and equates to 10 burglaries per 1,000 population.</p> <p>Within the West Midlands, Sandwell, Birmingham and Solihull had higher burglary rates than average at 11.1, 10.6 and 10.1 offences per 1,000 population respectively.</p> <p>Growth in burglaries, between year ending March 2016 and year ending March 2019, was highest in Birmingham West at 62% and Solihull at 46%.</p>	<p>The substantial increases in burglary residential since 2016 have been of significant concern to the force. In terms of comparison with our MSF, WMP record a lower rate of total burglary (9.8) than West Yorkshire (10.8); and Greater Manchester (10.3) (ONS data year ending June 2019).</p> <p>Whilst the data (28,648 burglaries) relates to the total number of burglaries recorded, the force continues to prioritise residential burglary and we have run a number of tactical and strategic operations to tackle burglary residential and associated organised vehicle crime. Residential burglary volumes have reduced steadily since November 2018, remaining low and stable since June 2019. The first six months of 2019 has seen 1000 (-10.3%) fewer victims of Residential Burglary compared to the first six months of last financial year. The force has plans in place to tackle the anticipated seasonal increase during the period of 'darker nights'.</p> <p>This includes the ongoing success of Operation Cantil, the Roads Policing mission to tackle organised vehicle crime, where many vehicles have been stolen from residential properties. As a forcewide mission, Cantil has targeted a number of geographic hotspots since November 18 including Birmingham West and Sandwell NPUs. In addition to forcewide resources, local NPUs have been running a number of initiatives via their local tasking processes to tackle Burglary and have achieved some impressive results.</p> <p>Other areas of focus for the force in tackling this issue include the early attendance of forensic examiners at residential burglary offences which has resulted in improvements in forensic recoveries and outcome rates.</p> <p>During the last financial year, WMP had the highest charge / summons rate for all burglary and burglary residential when compared to the MSF group.</p> <p>To ensure momentum is maintained, burglary residential features as a priority as part of the forcewide Improvement plan for the next 12 months and continues to be driven as part of the Serious Acquisitive Crime Board, chaired by ACC Crime.</p>

Aim: Reductions in robbery

Measure: Number of robberies recorded (year ending)

Source: West Midlands Police (population statistics - Office for National Statistics)

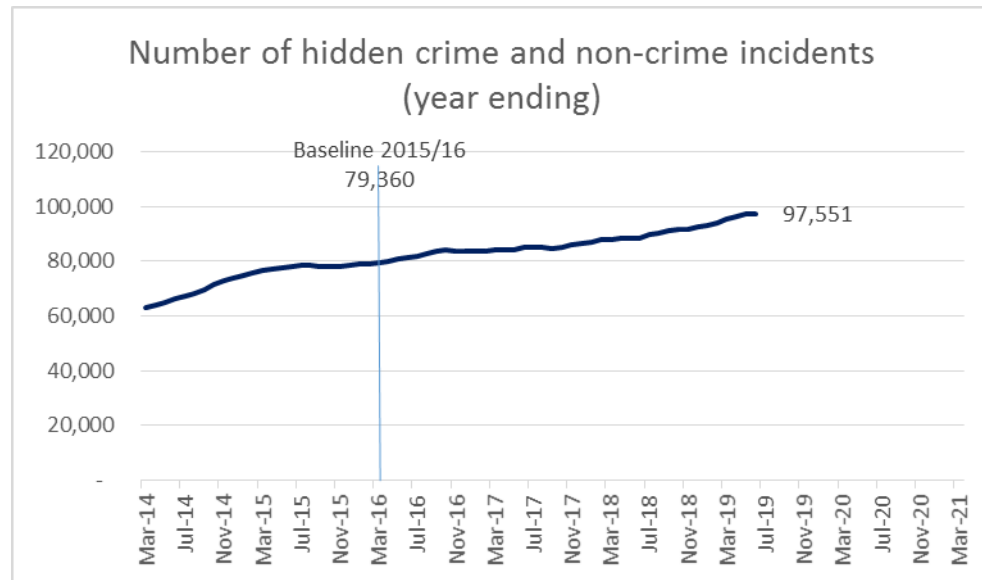


Commentary	Response/Actions
<p>In the year ending June 2019 there were 8,918 robberies in the West Midlands force area. This is an increase of 82% from the year ending March 2016 and equates to 3.1 robberies per 1,000 population.</p> <p>Within the West Midlands, Birmingham had a substantially higher robbery rate than the average, at 4.3 per 1,000 population.</p> <p>Growth in robberies, between year ending March 2016 and year ending March 2019 was highest in Coventry and Walsall at 121% and 85% respectively.</p>	<p>Whilst the highest volume of robbery offences were recorded in March 2019 (888), the volume has since reduced closer to the average (694) and has remained controlled throughout the summer period.</p> <p>WMP record a higher rate of robbery than its MSF, for both personal and business robbery. Conversely, the force records a much lower rate of theft from person.</p> <p>The robbery threat continues to be focussed around four types of offending; personal robbery, home invasion offences, "car jackings" and commercial robbery. The commodities being targeted by offenders continue to be personal electrical items, high value vehicles and pedal cycles.</p> <p>The greatest proportion of robberies are personal robberies and 36% of these occur in Birmingham West, therefore policing activity has focused in these areas.</p> <p>Whilst WMP records significantly higher volumes of robbery than their MSF, WMPs charge rate is comparable.</p> <p>Tackling robbery will continue to feature as a key focus for Project Guardian, particularly as a significant proportion of robbery offences involve the use of knives. As part of the investigative response, a 'Guardian Car' has been in operation to enable the force to 'catch people in the act', leading to improved outcomes and increased confidence in WMPs response. The car is dispatched via Force Contact to supplement robbery investigation across Birmingham and investigations into serious knife related offences.</p> <p>Opportunities are also being explored to improve the location and recovery of trackable stolen property to maximise positive outcomes.</p> <p>Akin to burglary, robbery features as a key priority within the Force Improvement plan for the next 12 months whereby every department/team will be responsible for contributing to the robbery problem. There has been a recent focus on arresting outstanding offenders for robbery and a drive to arrest robbery offenders rapidly in order to optimise evidential opportunities. There is also now a process in place to escalate any outstanding offenders to expedite arrest.</p> <p>As well as the governance structures described above, robbery is monitored as part of the Serious Acquisitive Crime Board, chaired by ACC Crime.</p>

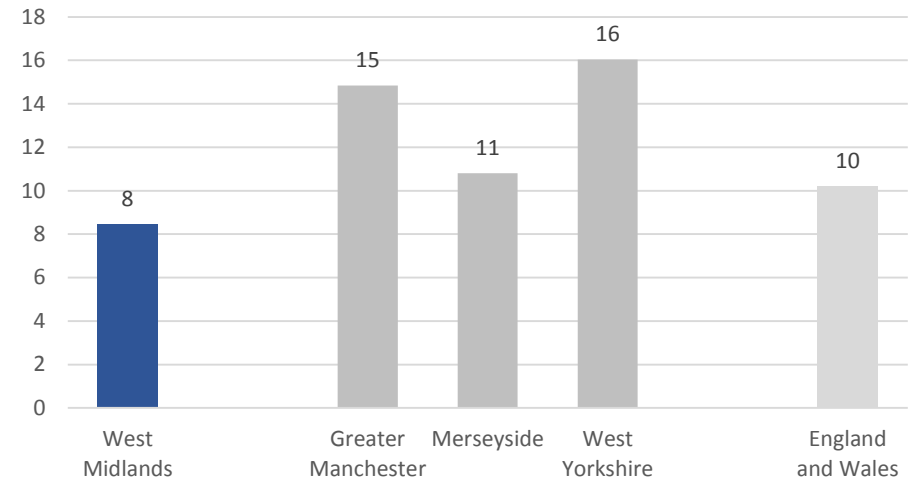
Aim: Increased reporting of 'hidden crimes'

Measure: Number of hidden crime and non-crime incidents (year ending)

Source: West Midlands Police/[Office for National Statistics](#)



Rate of domestic abuse-related offences recorded by the police per 1,000 population, year ending March 2018



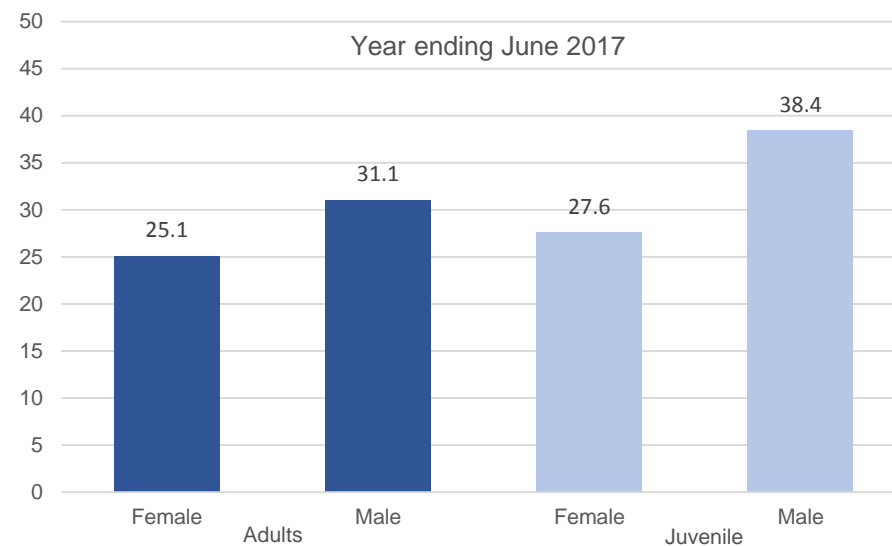
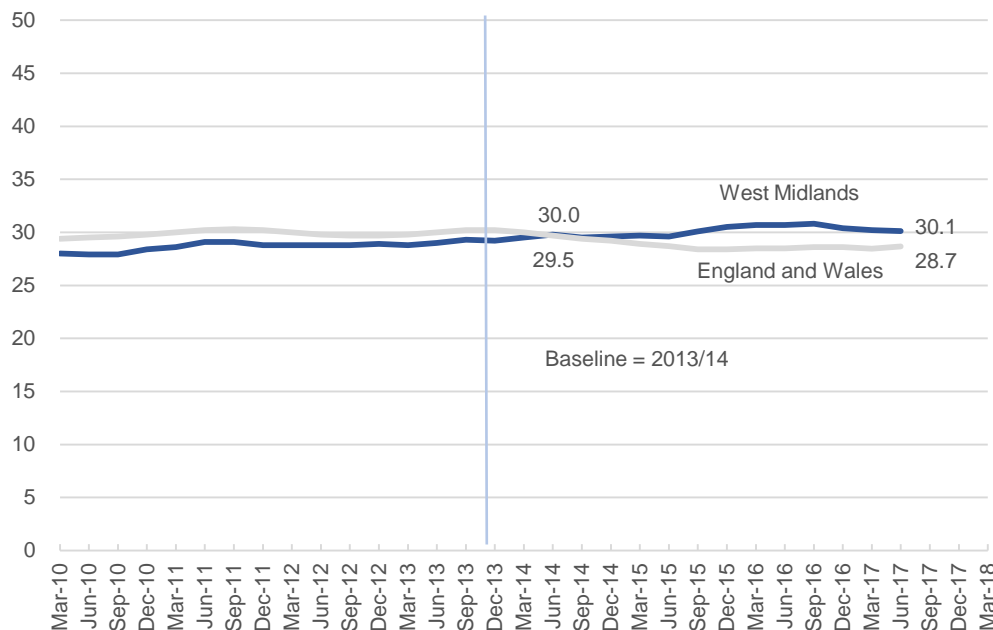
Commentary	Response/Actions
<p>In the year ending June 2019 there were 97,551 crimes and non-crimes recorded as domestic abuse, child abuse, child sexual exploitation, vulnerable adult abuse, hate crimes, female genital mutilation, 'honour' based violence, forced marriage, modern slavery and human trafficking.</p> <p>This is an 23% increase since March 2016 and reflects, at least in part, a drive to improve reporting and recording as well as including historic reporting.</p> <p>The majority of these crime and non-crime incidents were domestic abuse (66%) followed by child abuse (23%) and hate crimes (7%).</p> <p>According to the latest national data, in the year ending March 2018, West Midlands Police recorded 8 crimes per 1,000 population that were domestic abuse-related.</p> <p><i>No further updates on ONS</i></p>	<p>Between June and August, there was an increase in the reporting of offences against vulnerable adults, with around 230 offences each month. In September, the volume of reports has returned to the monthly average of just over 170.</p> <p>Similarly, between March and August there have been high volumes of hate crimes recorded, with an average of 576 crimes recorded each month. This rise is being seen nationally and it is expected with "Brexit" Hate Crime levels will increase as seen during the referendum period.</p> <p>The volume of domestic abuse crimes and non-crimes has also been at the highest levels seen since March, but there has not been a similar reduction in offences this month. There are currently in excess of 5,600 reports of DA a month.</p> <p>Recent activity to improve the force's response to DA includes the delivery of 'DA Matters' training to all front line response officers, with the aim of raising awareness and improving investigation standards. This programme is designed and delivered in conjunction with SafeLives, the UK-wide charity dedicated to ending domestic abuse. In addition, front line officers are being trained to use DARA, the new national risk assessment tool when attending DA incidents. We've also piloted increased use of telephone response to get a faster service to victims of domestic abuse who are suitable for this approach.</p> <p>We're also relaunching Operation SENTINEL, the forcewide operation that focuses on wider vulnerabilities, starting with a detailed focus on getting ready for and implementing the new legislation to combat harassment and stalking.</p>

Aim: Low levels of reoffending

Measure: Proven rate of reoffending for adults (year ending)

Source: [Ministry of Justice](#)

Publication of MoJ 'Proven reoffending statistics: October to December 2017' cancelled & now due for release on 30 Jan 2020. The annual Serious Further Offences statistics will still be released on 31 October 2019



Commentary

In the year ending June 2017 the proven rate of reoffending in the West Midlands was 30.1% meaning that 70% of the cohort had no proven reoffending. The reoffending rate was higher in the West Midlands than the average for England and Wales at 30.1% compared to 28.7%. Please note that due to a change in data source direct comparison between data with data before year ending March 2016 is not possible.

Reoffending rates vary across juvenile and adult offenders and between sexes. For both sexes reoffending rates are higher for juveniles than for adults and for both age groups reoffending is higher among males.

No update

Response/Actions

Reducing reoffending is a key strand of WMP's Intervention & Prevention strategy. WMP has evolved and expanded the management of a broader cohort of offenders to include vulnerability within Integrated Offender Management (IOM).

Offender Management aims to reduce harm through delivering effective interventions according to an assessment of an offender's likelihood of re-offending & risk in partnership with the Probation Service.

The force recognises the evidence-base showing the overlap between victims and offenders and recognises that some offending behaviours are driven by their own

vulnerability. This is especially true of a significant proportion of female offenders, and those suffering from mental illness, homelessness and other factors.

WMP seeks to improve our service offer for these vulnerable groups by maximising the use of liaison and diversion schemes, out of court disposals and conditional disposals which offer rehabilitative support for the underlying vulnerabilities.

West Midlands Police now commissions or uses a range of Early Intervention Courses accessed through Community Resolution or Conditional Caution, these include CARA and the Alcohol Related Violence Course, both of which have been evaluated and shown to reduce reoffending by around 70% (compared with a control group) in the 12 months post course. The on-going benefits are still under evaluation with the Alcohol Related Violence Course currently showing reductions of around 55% in year 2. An Alcohol related DA early intervention provided similar results for those completing the course, although the breach rate was initially high (only used to date with voluntary referrals and Community Resolutions – it will be tested next year with Conditional Cautions).

The use of the Anawim / New Chance intervention for female offenders is about to be rolled out force wide. Investigation Teams and PPU are encouraged to use this for all female offenders via OOCB whenever possible. Female DA offenders now receive a dual referral to both CARA and New Chance as it is recognised that many are both victims and offenders.

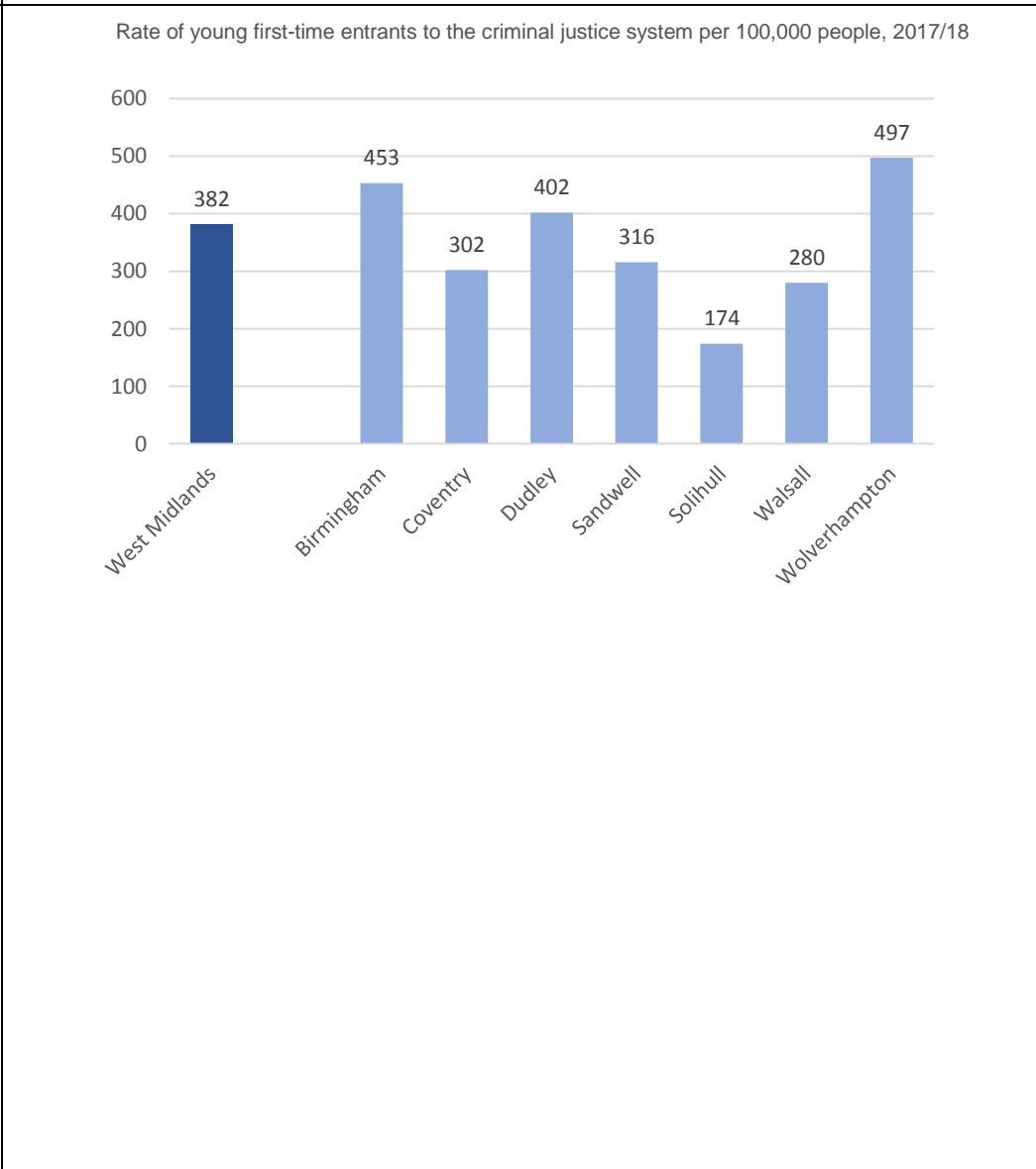
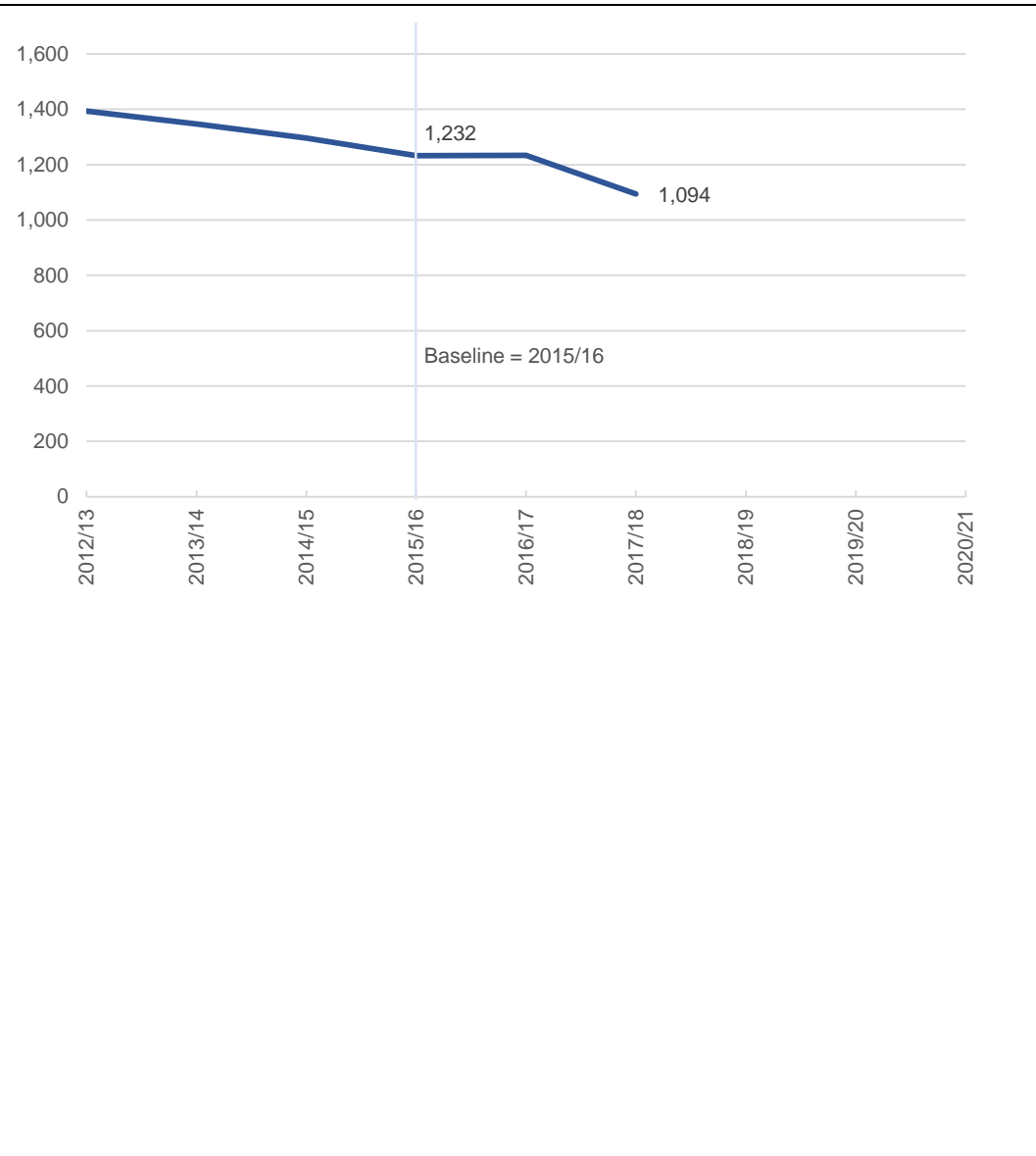
The Hate Crime Conditional Caution pilot with Avon and Somerset and Hampshire is still awaiting dispensation by the DPP. All forces have finance set aside to commission a bespoke intervention. Similarly a proposal to issue Conditional Cautions to 16 / 17 year old youths for simple, non-aggravated possession of knives and offensive weapons, is also awaiting authorisation by the DPP.

Aim: Fewer young people entering the criminal justice system

Measure: Number of young first-time entrants to the criminal justice system (financial year)

Source: [Ministry of Justice](#) (population statistics - Office for National Statistics)

MoJ Youth Justice Statistics for 2018/19 will be published 30 Jan 2020

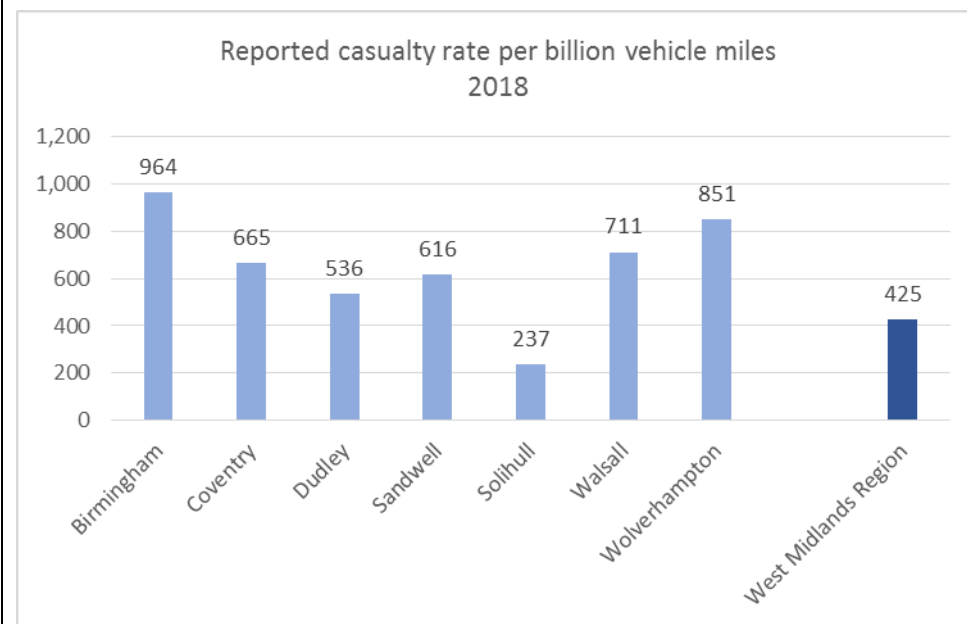
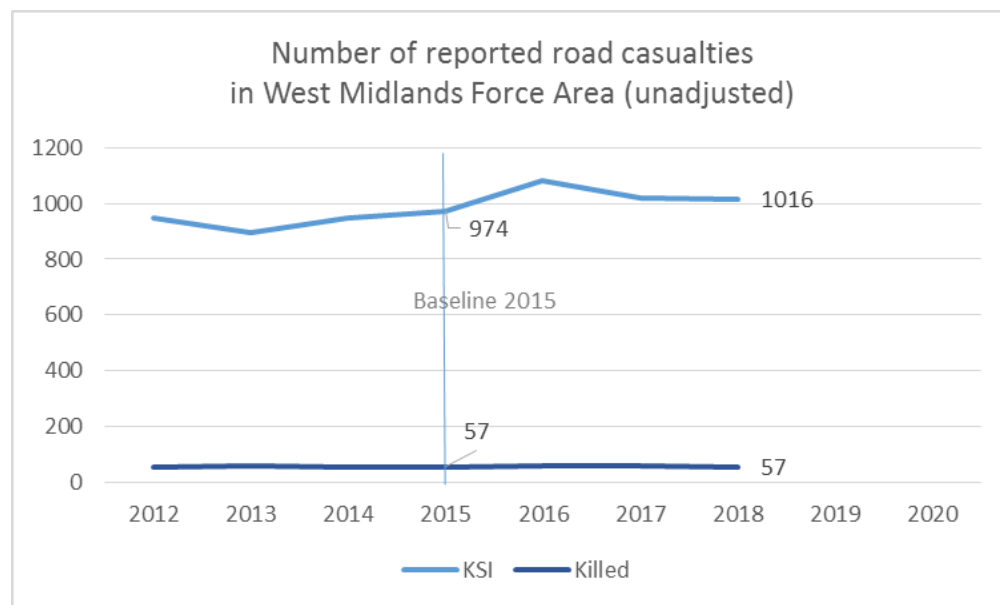


Commentary	Response/Actions
<p>In 2017/18 1,094 young people from the West Midlands entered the criminal justice system for the first time. This was a reduction of 13% from 2015/16 when the figure stood at 1,232.</p> <p>For the whole of England and Wales the number of first time entrants fell by 23% between 2015/16 and 2016/17.</p> <p>The rate of young first time entrants to the criminal justice system per 100,000 people aged 10-17 stood at 382 compared to 273 for England and Wales on average.</p> <p>Rates of first time entrants per 100,000 of the young population were higher than the West Midlands average in Wolverhampton (at 497) and Birmingham (at 453) and Dudley (at 402).</p> <p><i>No new update</i></p>	<p>In response to the Taylor Review, there has been a substantial reduction in the number of young people brought into custody in the last 5 years; and a reduction in the numbers remanded in custody after charge.</p> <p>However, reducing the time young people spend in custody remains a challenge as finding alternative suitable accommodation relies on the capacity of local authorities. The force is supporting the Combined Authority in finalising a protocol for all remands of Juveniles and in understanding the demand for secure accommodation, with a view to a local facility being established in the future. On average, young people are held in custody for consistently less time than adults, despite often having complex needs and the requirement for an Appropriate Adult.</p> <p>WMP works closely with the Youth Offending Service (YOS) to divert young people from the Criminal Justice System. All but the most minor of offences are referred to the Youth Offending Team (YOT) for assessment prior to any disposal decision. The young person is offered support and mentoring or intervention tailored to their individual circumstances and offending behaviour. Youth Offender Managers (YOM) support intervention and prevention activity to address Adverse Childhood Experiences (ACEs) and facilitate information exchange amongst partner agencies.</p> <p>The Youth Crime Efficiency and Effectiveness Review (2017) redesigned the governance and management of the Prince's Trust programme to maximise the outcomes for young people.</p> <p>WMP continues to work with partners, 3rd sector organisations and the community to prevent young people being drawn into gangs. There are a number of operations in place which aim to identify 'upstream' those youngsters who are vulnerable to becoming involved in criminality or exploited by gangs, to ensure the right young people are referred into programmes such as the Prince's Trust.</p> <p>The Force is exploring the potential use of Out of Court Disposals to divert young offenders (16 – 24 year olds) caught in possession of a weapon as a first offence, into an early intervention. This programme aims to reduce the number of young people being criminalised for this type of offence and to reduce the number of young people carrying knives. This proposal is awaiting approval by the DPP.</p>

Aim: Reductions in the number of people killed or seriously injured on our roads

Measure: Number of people killed or seriously injured on our roads

Source: Department for Transport



Commentary

In the 12 months to 2018 there were 57 people killed in the West Midlands force area as a result of road accidents. Whilst the numbers killed is equal to 2015, the number of those killed or seriously injured has increased since 2015 to 1016.

In 2018 reported casualty rates per billion vehicle miles were higher in the West Midlands force area, other than Solihull, than they were for the West Midlands regional average. Rates in Birmingham and Wolverhampton were particularly high at 964 and 851 respectively, compared to the average of 425 for the region.

Response/Actions

WMP continues to engage in a variety of schemes and initiatives to tackle issues of road safety.

As detailed previously, a Roads Policing Academy has been successfully implemented and resourcing gaps have subsequently been filled via this progression route. At the centre of this approach is a strong commitment to diversity and inclusion in line with the force vision for inclusion.

WMP continue to support NPCC national road safety enforcement campaigns which has included speeding, tyre and no insurance enforcement in recent months. In August, 645 speeding offences were reported in a fortnight of enforcement activity including 32 vehicles recorded as driving 100mph or over.

Data provided by the Motor Insurance Bureau is also being used to target uninsured vehicles throughout the month of October as well as a focus on tyre enforcement in support of TyreSafe's Tyre Safety Month.

To date this year, WMP have seized 8,000 uninsured vehicles, an increase of 11% on 2018. For the remainder of 2019, activity will focus on drink and drug related driving during the Christmas and New Year period and reducing the number of injured pedestrians in collisions as there is a seasonal peak in October and November.

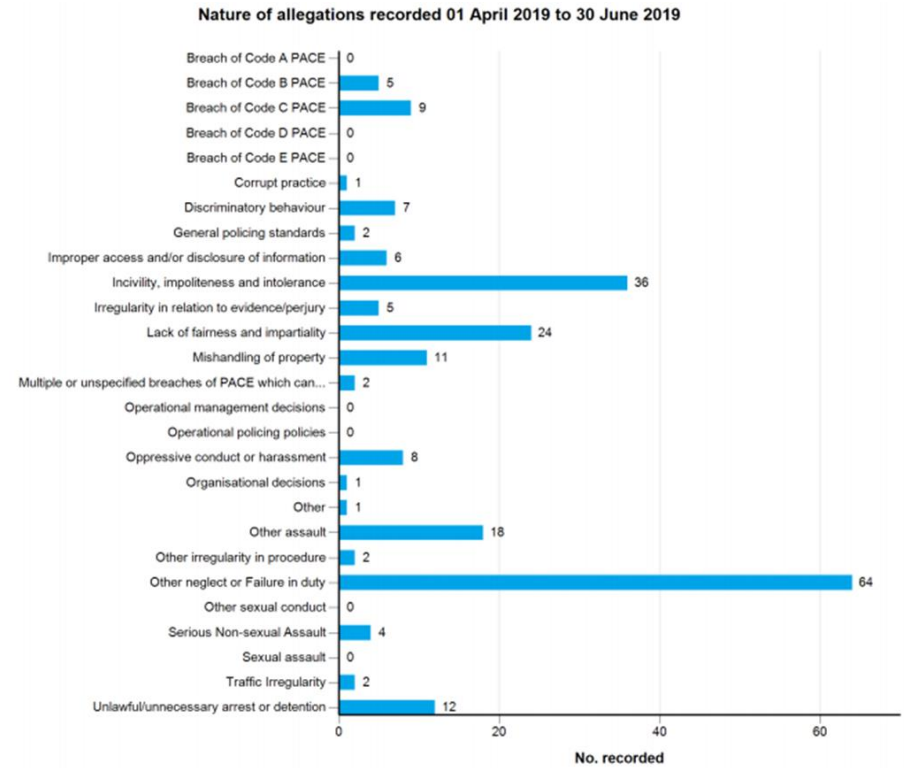
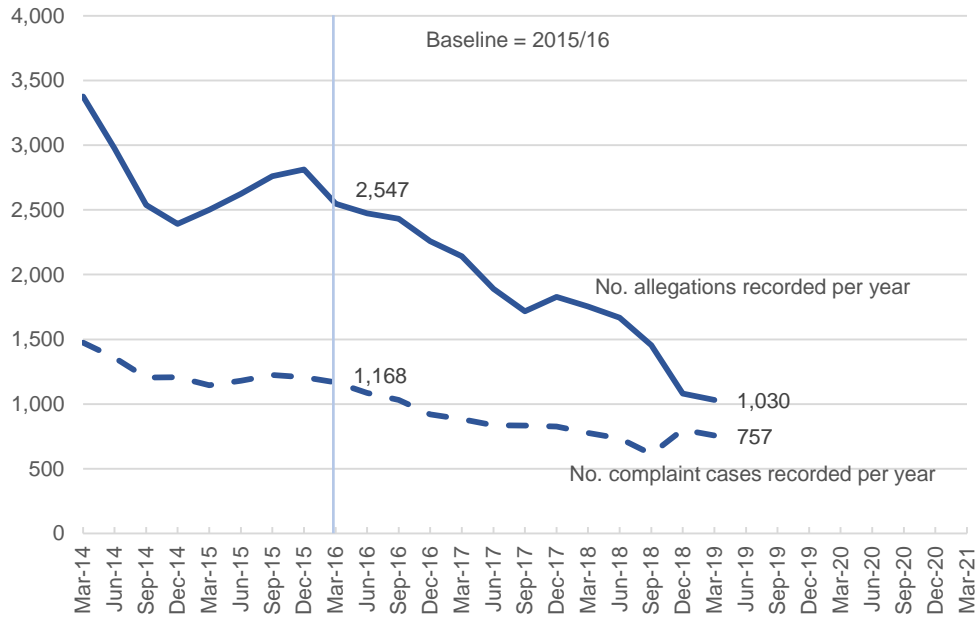
The Road Harm Prevention Team developed Operation Zig Zag in response to the spike in pedestrian involved KSI collisions in 2018. The RHPT will be running Operation Zig Zag at vulnerable locations across the force over the coming months in order to address this. Engagement with Corporate Communications around social media messaging of "stay safe" messaging to pedestrians will be distributed over the period of seasonal spike. The NPCC has directed that this year's Christmas Drink Drive campaign is to focus on Drink Driving. The RHPT will deploy to hotspot KSI locations on arterial routes supplied in our Strategic KSI Route document in order to provide high visibility reassurance, and enforcement. Patrols from CMPG/Roads Policing will concentrate on breath testing those individuals that have committed Road Traffic Act Offences or been involved in RTC's while on their tasking areas. Engagement with Corporate Communications to utilise social media and a new departmental Podcast to spread our Drink Drive messaging to a wider audience.

The 'strategic KSI routes' have been reviewed with 21 routes identified based on current collision data. Whilst these routes make up 1.4% of the total road network in the WMP area, they account for 16.5% of collisions resulting in killed or seriously injured casualties. These locations are at the centre of the place-based enforcement strategy of the newly formed Road Harm Prevention Team (1 Sergeant and 8 Constables) following a successful pilot.

Aim: Number of complaints made against the police

Measure: Total number of allegations recorded (Quarterly)

Source: [IOPC](#)

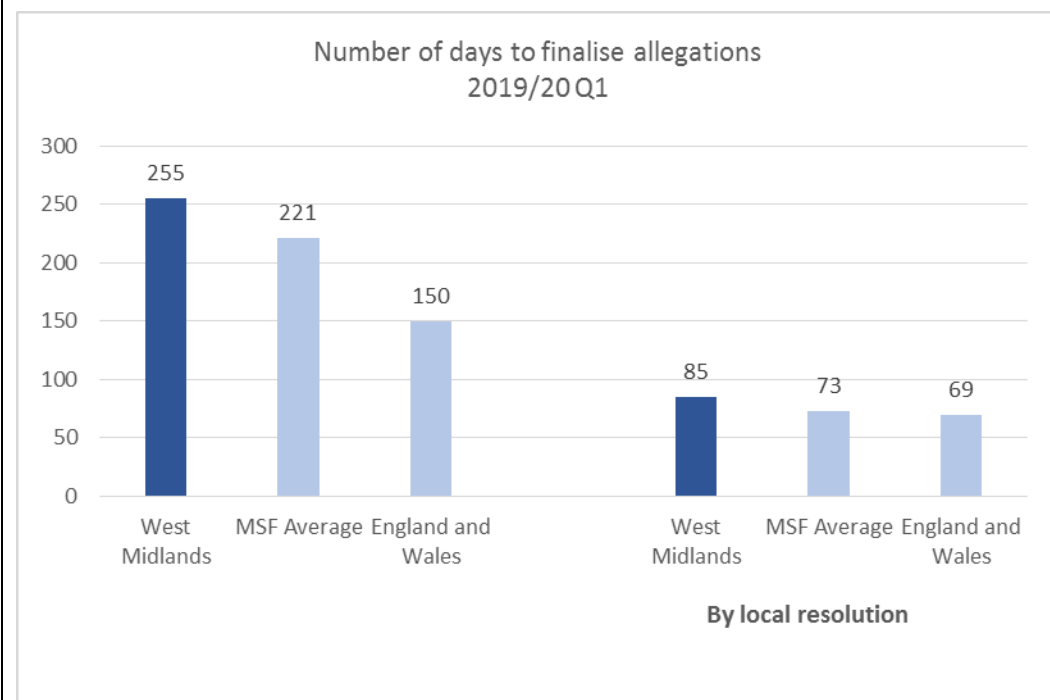
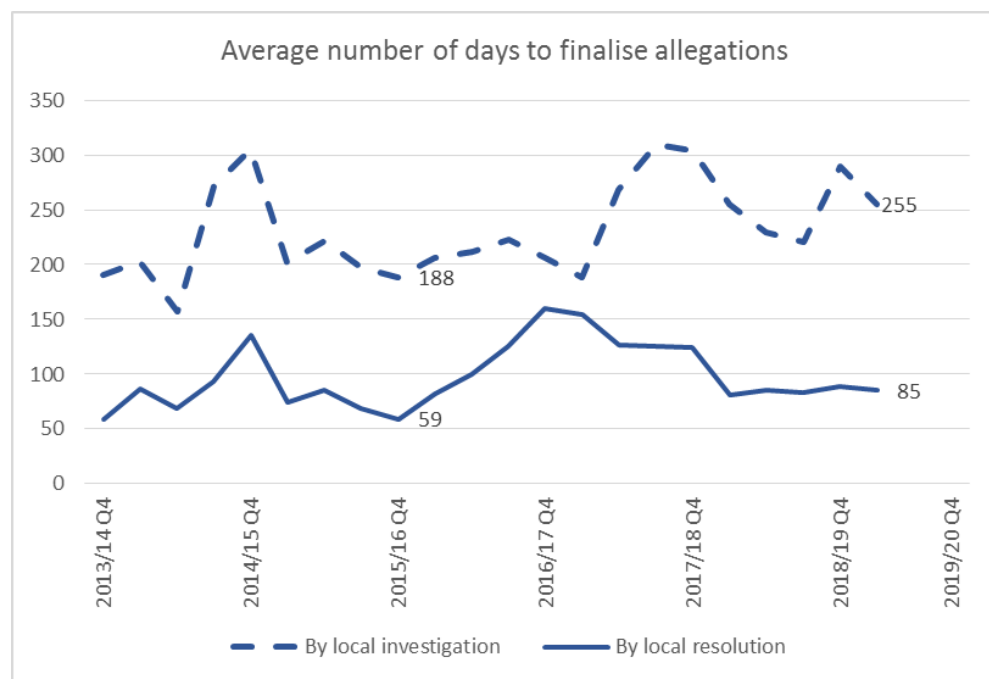


Commentary	Response/Actions
<p>In Q1 of 2019/20, 220 allegations have been made; which equates to an average of 20 per 1000 employees. This continues to be lower than the Most Similar Force average (46) and the national average (48).</p> <p>29% (64) of these allegations recorded against West Midlands Police in Q1 of 2019/20 were 'other neglect or failure in duty' followed by 'incivility, impoliteness and intolerance' (16% or 36 allegations), and 'lack of fairness or impartiality' (11% or 24 allegations).</p>	<p>Following the comprehensive review undertaken within Professional Standards, the department continues to embed change to ensure members of the public and internal staff receive a high level of service from the department.</p> <p>The overall number of complaints recorded in 2019/20 continues to represent a significant downward trajectory since 2016/17. This is evidence of the success of the new Service Recovery Team as expressions of dissatisfaction are resolved earlier, thus negating the necessity for complaints to be recorded and investigated.</p> <p>There has also been a year on year reduction in the number of allegations recorded since 2016/17. Whilst this is, in part, due to the overall decrease in recorded complaints, allegations are also being recorded more concisely with multiple breaches of a specific category being recorded under one allegation, in accordance with recording requirements.</p> <p>The Home Office have confirmed that the implementation of the new Police Misconduct Regulations through Police Integrity Reform and the implementation of the Police and Crime Act 2017 will come into effect on the 1 February 2020. The office of the PCC has elected to adopt the model which allows oversight for performance of the complaints system locally and force reviews (formerly appeals). Work will now take place between WMP PSD and the OPCC to ensure consistent practices and learning is shared in relation to the completion of reviews.</p> <p>In line with the new regulations, a process will be introduced for resolving minor breaches of the Standards of Professional Behaviour, known as 'Practice Requiring Improvement' (PRI). This represents a shift away from traditional complaint and conduct handling, to an approach which encourages the force to reflect and learn from expressions of dissatisfaction and minor conduct issues. This will require continued focus by the force in embedding a culture which encourages learning rather than apportioning blame.</p> <p>Further information in relation to changes as a result of the regulations can be found in the October 2019 paper delivered to the SPCB, entitled 'Complaints and PSD' .</p>

Aim: Those complaints that are made should be dealt with quicker

Measure: Average number of days to finalise allegations (Year to date)

Source: [Independent Police Complaints Commission](#)



Commentary

Response/Actions

In Q1 of 2019/20 the average number of days to finalise allegations by local investigation in the West Midlands was 255 days, an increase from the 2015/16 baseline of 188 days. For finalising by local resolution the figure was 85 days, up from the 2015/16 baseline of 59 days.

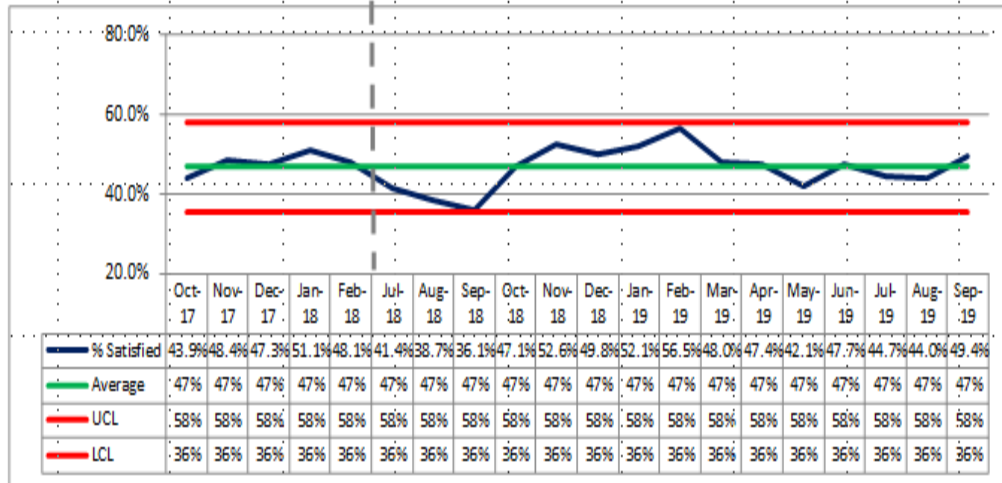
In Q1 of 2019/20, the number of days taken to finalise by local investigation was just higher in the West Midlands than the MSF average (221 days) and the England and Wales average (150 days). As was the number of days taken to finalise by local resolution (MSF average 73 days and England and Wales average 69 days).

Please refer to '[Complaints and PSD](#)' paper delivered to SPCB on 15 October 2019 for further detail.

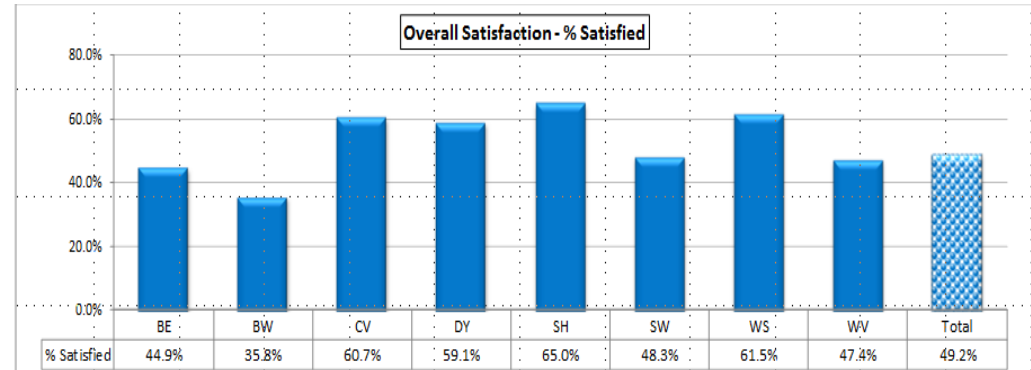
Aim: Satisfaction of victims of crime to increase by 2020

Measure: The Victim was asked: *Taking the whole experience into account, are you satisfied with the service provided by the Police in this case?*

Source: Victim Satisfaction Survey



Overall victims satisfaction by NPU (Sept 2019)

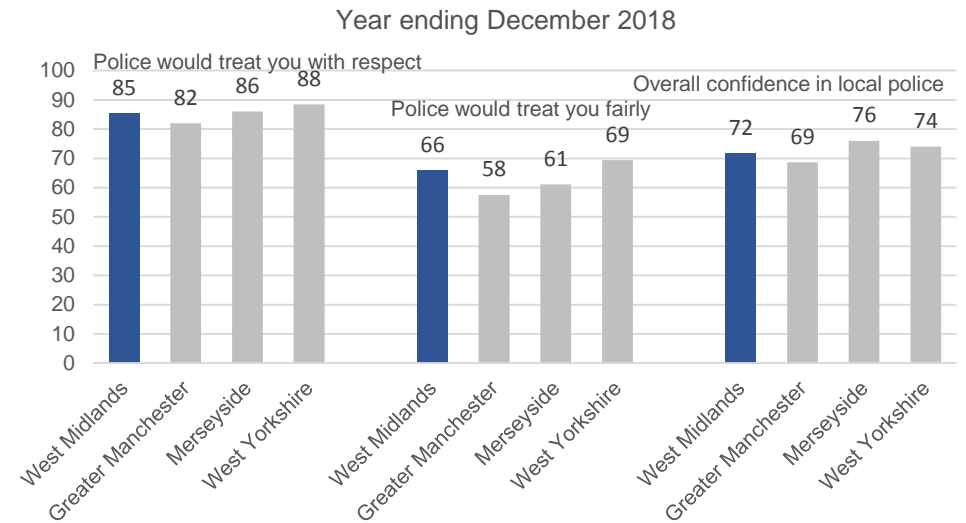
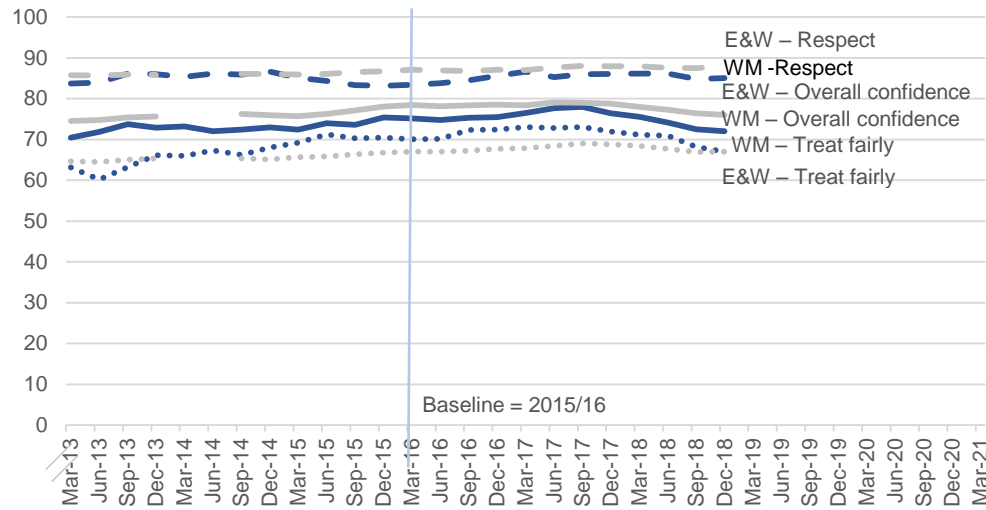


Commentary	Response/Actions
<p>Victim satisfaction continues to be measured by an online survey emailed to victims via WMNow. The response rate is around 10%.</p> <p>Towards the end of 2018 levels of satisfaction increased, but recent results have been around the average of 47% (49.4% September)</p> <p>Findings from September's survey results include:</p> <ul style="list-style-type: none"> • Satisfaction with each aspect of service has not varied significantly over time. In September these are: Initial Contact (62.7%), Initial Action taken (47.4%), Feedback (39.1%), Treatment (65.8%). • 71% of victims who called us (either via 999 or the non-emergency number) were satisfied with initial contact; this dropped to 44.4% when the incident was reported online. • Overall satisfaction was highest when a robbery was reported (70.0%), dropping to 63.0% for a Burglary and 45.0% for violence against the person. • 84.7% of survey respondents were white, 10.2% Asian and 2.8% black. • Recent analysis of demographic proportionality compared to the census, shows that white survey respondents are overrepresented by around 6%, and BAME respondents underrepresented by a similar proportion. • Young people(16-24) are significantly underrepresented in survey findings – accounting for 9.5% - compared to 17.0% of the region's population. Those aged 35-64 are overrepresented, which is perhaps representative of the email methodology. • However, it is worth noting that this is comparing respondents to the overall population, rather than victims of crime specifically. 	<p>Citizen Satisfaction Survey update</p> <p>This features as a key priority within the forcewide improvement plan for 2018/19. The focus during the next 12 months will be to set clear standards on what the public can expect from WMP and also improve our understanding of customer needs and satisfaction to drive service improvement. This will be supported by a cycle of surveying which will focus on specific crime types as well as key service areas.</p> <p>As part of the WMP2020 Citizen Satisfaction workstream, a pilot survey commenced in November 2018 which was built on the learning from existing satisfaction surveys and focused on victims of vehicle crime in order to develop a mechanism for providing feedback to individual officers/staff, identifying how they could contribute to improving victim satisfaction</p> <p>The primary finding in this pilot is one of organisational learning, particularly around helping citizens understand our service offer and managing expectations clearly and effectively.</p> <p>Livechat has also been utilised in order to survey the public. Since go live in August 2018, nearly 4000 live chats are conducted every week and following every interaction, a short survey asks the public to capture feedback on their LiveChat experience. To date, 36% of citizens (66,000 people) have completed the survey, reflecting a more digitally connected customer. When asked how the citizen would rate LiveChat, 75% rated the service as excellent or good. 87% of people said they would use our online services again and we have received 15,000 pieces of free text feedback. All of the learning captured from the livechat surveys is helping to refine and enhance WMPs survey methodology moving forward.</p> <p>Key priorities for the forthcoming period are to develop a simple and consistent communications message that sets out WMPs service offer, so that satisfaction can be measured against this baseline more directly. The force will also focus on the ongoing enhancement and refinement of WMP's survey methodology. This will be governed by ACC Operations as the force executive lead for customer confidence and satisfaction.</p> <p><i>For further information regarding customer satisfaction, please refer to the Confidence and Satisfaction SPCB paper (Nov 2019).</i></p>

Aim: Increased confidence in West Midlands Police by 2020

Measure: % strongly agree/tend to agree that 'taking everything into account I have confidence in the police in this area' 'Police in this area would treat you with respect if you had to contact them for any reason' 'Police in this area would treat everyone fairly regardless of who they are' (year ending) **Source:** [Office for National Statistics](#)

No new update from ONS

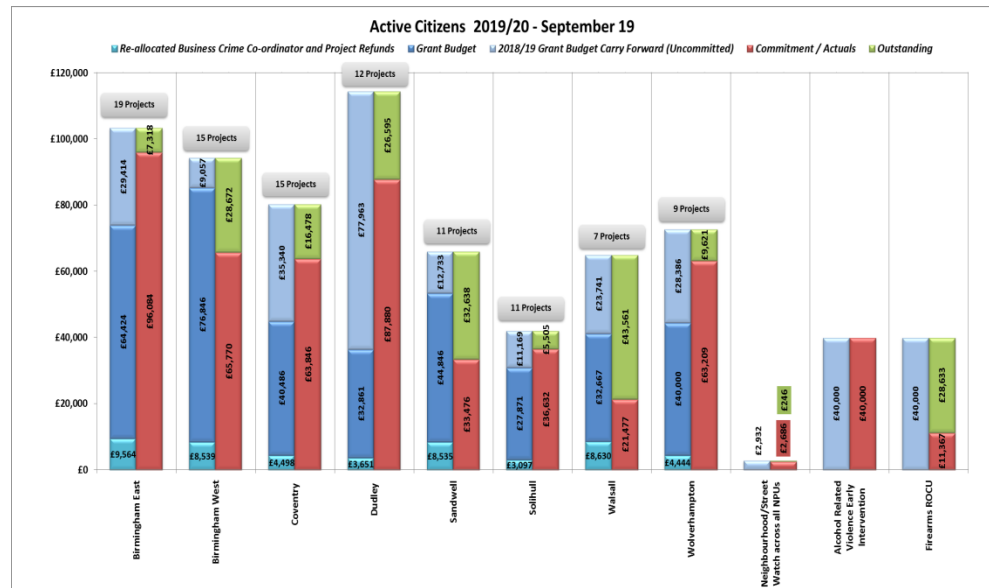


Commentary	Response/Actions
<p>The Crime Survey for England and Wales asks respondents a number of questions on perceptions of local police. Perception measures tend to show fairly small changes over time.</p> <p>The proportion of people who strongly agree or tend to agree that ‘taking everything into account I have confidence in the police in this area’ stood at 72% in the West Midlands for year ending December 2018 down from 75% for the year ending March 2016.</p> <p>The proportion of people who strongly agree or tend to agree that West Midlands Police would treat them with respect stands at 85% and 67% think West Midlands Police would treat everyone fairly.</p> <p>Perceptions are quite similar amongst people living within the areas covered by the most similar force group. There is slightly more variance for the statement on whether the police treat people fairly from 58% in GMP to 69% in the West Yorkshire.</p>	<p>There are two methods by which WMP captures insight into public confidence: ‘Public Voice’ and ‘How are we doing’ surveys.</p> <p>The processes for sending out, co-ordinating return and analysis of public perception data is under review, but was managed and overseen within the WMP Strategic Intelligence team. WMNow is the system used to capture the feedback currently.</p> <p>There have been 4 waves of the ‘Listening to the Public Voice’ survey since November 2018. Across the 4 waves, findings indicate:</p> <ul style="list-style-type: none"> • 44% of the respondents said the police in their local neighbourhood are doing a good job • 55% said they have confidence in WMP • 46% said they think WMP as a whole is doing a good job <p>In addition, the force continue to develop the ‘how are we doing’ survey which is sent out to every citizen signed up to WMNow. To date, there have been 3 waves of the online poll and in the latest wave, 11.4% of those contacted via WMNow responded (5,607).</p> <p>Key findings from wave 3 (Feb) include:</p> <ul style="list-style-type: none"> • 66.3% of respondents thought local police did a good job • 69.9% of respondents had confidence in local police <p>It is important to note that the analysis of demographic data from WMNow shows, that despite our ambition it is not yet reflective of our communities in age, ethnicity or geography. To address this, NPUs have an objective as part of the Improvement Plan, to increase WMNow registration to be more reflective of WMP communities.</p> <p>As detailed previously, both customer satisfaction and confidence feature as a key priority within the 2018/19 forcewide improvement plan, governed by ACC Operations.</p> <p><i>For further information regarding customer satisfaction, please refer to the Confidence and Satisfaction SPCB paper (21.05.19).</i></p>

Aim: Increase in public participation and the development of more active citizens in the West Midlands

Measure: Projects supported by Active Citizens Fund/Enrolments on WMNow

Source: OPCC/WMP



WMNow sign-ups

OVERVIEW

For your Association Site (wmnow.co.uk)

722 📉 -16

ALERTS SENT

All alerts sent from wmnow.co.uk

For all Users that are visible to you

85,737 📈 +3,985

TOTAL USERS

708,791 📈 +119,863

TOTAL MESSAGES

5.44 📈 5.39/6 📉 -0.04

AVERAGE MESSAGE RATING

Average of all email ratings made

85,728 📈 99.99% 📉 -0.01% 📈 99.85%

CONTACTABLE USERS

See Incommunicados for users that cannot be contacted

75.57% 📈 78.29% 📉 -2.00%

CONTACTED USERS

Proportion of users who received an Alert from wmnow.co.uk

Commentary	Response/Actions
<p>The Active Citizens Fund is a fund provided by the West Midlands PCC so that West Midlands Police can engage with the public and encourage 'active citizenship'. Neighbourhood Policing Units (NPU's) have an annual budget to help fund community projects that reflect the priorities of West Midlands Police and its partners.</p> <p>In 2018/19 a total budget of £720,000 was provided to NPU's as a grant budget, of which £834,987 was committed/spent, this includes the carry forward of uncommitted/unspent budget from 2017/18. The fund supported 189 projects.</p>	<p>As part of WMP's plan for engaging communities in line with the College of Policing 'Modernising Neighbourhood Policing Guidelines', initial focus has been on the following areas:</p> <p>Mutual iLearn – Plays a vital role in equipping PCSOs with the skills to build effective local relationships that create social capital. To optimise the investment WMP have supported PCSO's in the completion of required Mutual iLearn modules enabling them to undertake World Cafe events in communities where demand is highest or against the thematic area of priority with bespoke young people World Cafes.</p> <p>WMNow - Plays a crucial role in how WMP engages with local communities. The force currently has over 85,000 people signed up to WMNow; an increase of 40,000 in the last 12 months. The volume of messaging can be monitored as can feedback from the public on the quality of messages. Over 708,000 messages to the public were sent out in the most recent period.</p> <p>-</p> <p>Street Watch - There are now 114 schemes, against an ambition to establish 200.</p> <p>Cadets - WMP has circa 200 cadets engaged in training within eight units ensuring coverage for every Neighbourhood Policing Unit. The ambition is for 10 units and to increase cadet volunteers to 500 by March 2020. The priority for the next 12 months is to recruit more Cadet Leader volunteers so we have a strong foundation of 100 leaders and commanders delivering a rich and engaging curriculum based on social action.</p> <p>The Active Citizens Fund - which is made up of contributions from the Proceeds of Crime Act and Police Property Act and the Police Crime Commissioner's Community Initiative Fund, is available in each NPU to support community projects that are relevant to reducing crime and disorder. The focus for funding initiatives for 2019/20 will be on those that can demonstrate a connection to reducing youth violence.</p>