Strategic Policing and Crime Board
October 2022

Police and Crime Plan Priority: Regular Item
Title: Performance Report Appendix – Police and Crime Plan Scorecard
Presented by: N/A

Purpose of paper

1. Scorecard overview of performance against the measures detailed within the Police and Crime Plan

2. The document can be navigated utilising the content page header links

Contents

Rebuilding community policing

Sub-Objective	Key Performance Indicator	Current / Latest	Historical Performance / Benchmark
	Meet or exceed the Police Officer Uplift target of 1,200 new Police Officers[1]	899 [Jun 22]	730 Y1 & Y2 allocation
	By doing so, total number of Police Officers in the West Midlands will increase to over 8,000[2]	7,670 [Jun 22]	6691 [Adjusted baseline]
	Monitor the numbers and reasons why Police Officers leave West Midlands Police and put in place action plans, where required, to ensure we support and retain our Police Officers	47% retirement, 15% left due to a transfer out, and 28% resigned [Last 2 years]	45% retirement, 25% left due to a transfer out, and 18% resigned
	Utilising the Police Officer Uplift target, we will increase the number of neighbourhood Police Officers by 450	211 [Apr 22]	
	Increase the amount of time Police Officers spend in local areas, in particular within the 19 Impact Areas	Measure currently being developed by WMP	
	Support and maintain the 464 PCSOs within the West Midlands	430 [Aug 22]	464 [Apr 21]
	Increase the number of Special Constables along with the proportion who complete 16 hours per month	286 [Aug 22]; *Measure for compliance currently being developed by WMP	283 [Apr 21];
	Increase the number of residents signed up to West Midlands Police's WMNow community messaging system, in particular those residents who live within an Impact Area (IA)	121,000 [Aug 22]	111,000 [Mar 21]
	Work to reduce the levels of harm seen within Impact Areas in terms of severity of crime	Impact areas not seeing a continued decrease in	

		Crime Severity Scores: Birmingham City Centre, Edington, Brierley Hill, Dudley Central, St Matthews Caldmore, West Bromwich Central	
	Monitor the estimates for perceived high levels of anti-social behaviour and the percentage of respondents saying that the police and local council are dealing with the anti-social behaviour and crime issues that matter in the local area from the Crime Survey for England and Wales (CSEW) – We will use these estimates to inform action locally.	Awaiting publication	Perception: WMP 17% GM 9; M 8; WY 12; E&W 7 [2019/20] Dealing with: WMP 52% GM 49; M 52; WY 47; E&W 52 [2019/20]
	Monitor the number and rates of anti-social behaviour incidents reported to the police, targeting resource as required through Community Safety Partnerships	11,648 [2022/23 YTD Sep] *N.B. Decrease linked to more incidents being crimed	29,381 [2021/22] 59,826 [2020/21]

[1] Police officer uplift, quarterly update to March 2022 - GOV.UK (www.gov.uk)
[2] Police officer uplift, quarterly update to March 2022 - GOV.UK (www.gov.uk)

Preventing and Reducing Crime

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Violence against women and girls	Reduce the number of outstanding suspects for Domestic Abuse offences awaiting investigation	Measure currently being developed by WMP	
	Reduce the repeat rates for Domestic Abuse offences, both in terms of repeat offenders and victims	Measure currently being developed by WMP	
	Reduce the length of time Rape investigations take within West Midlands Police	Measure currently being developed by WMP	
	Reduce the proportion of DA cases where the suspect is released under investigation rather than being bailed with conditions	Measure currently being developed by WMP	
	Increase the use of civil protection orders	Measure currently being developed by WMP	
	Increase the proportion of breaches (DVP notices; non-molestation orders) which result in an arrest	Positive outcome rate 33% [2022/23 YTD Sep]	30% [2021/22] 34% [2020/21]; 54% [2019/20]
	Increase the number of Domestic Abuse offenders which are managed through IOM/Probation	Measure currently being developed by WMP	
	Monitor the number of reports via the National Referral Mechanism which relate to Modern Slavery and work to build a more accurate picture of Modern Slavery within the West Midlands	348 (non-crime); 570 (crime) [2022/23 YTD Sep]	643 (non-crime); 1,156 (crime) [2021/22] 455 (non-crime); 772 (crime) [2020/21]
Bringing offenders to justice	Identify the reasons for and ultimately reduce the number of investigations which are discontinued due to insufficient evidence where the victim	DA OC15 18%; OC16 76%	DA OC15 19%; OC16 74% Rape: OC15 14%; OC16 55% [2021/22]

	supports police action (Outcome 15) and where victims feel unable to support police action (Outcome 16)	Rape: OC15 19%; OC16 56% [2022/23 YTD Sep]	DA: OC15 22%; OC16 65% Rape: OC15 17%; OC16 41% [2019/20]
	Increase the positive outcome rates for Domestic Abuse, Rape, and Stalking and Harassment offences above levels where they have typically been historically	DA 4%; S&H 3%; Rape 3% [2022/23 YTD Sep]	DA 4%; S&H 2%; Rape 2% [2021/22] DA>6%; Rape>5%; S&H>8% [Target]
Reducing the harm caused by illicit drugs	Monitor the number of drug trafficking offences recorded by West Midlands Police, directing resource appropriately to tackle supply	1,086 [2022/23 YTD Sep]	2,374 [2021/ 22] 1,580 [2019/20]
	Monitor the number of reports via the National Referral Mechanism which are flagged as County Lines related	124 [Jan – Dec 21]	89 [Jan – Dec 20]
	Increase/improve disruption activity by West Midlands Police as part of pro-active drug supply investigations	2,237 WMP and 478 ROCUWM drug disruptions; 868 WMP and 360 ROCUWM County Lines disruptions [Financial YTD Feb 22]	495 WMP and 381 ROCUWM drug disruptions; 108 WMP and 335 ROCUWM County Lines disruptions [Same period 2020/21]
	Monitor the number of drug related (misuse) deaths in West Midlands, acting accordingly where there are significant increases[3]	442 deaths; 5.4 rate [2019-2021] {GMP: 627; 7.8 / Merseyside: 401; 10.1 / West Yorkshire: 510; 7.8}	455 deaths; 5.5 rate [2018-2020] {GMP: 554; 6.9 / Merseyside: 378; 9.6 / West Yorkshire: 500; 7.6} 335 deaths; 4.1 rate [2015-2017] {GMP: 480; 6.0 / Merseyside: 280; 7.1 / West Yorkshire: 381; 5.7}

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[3] Deaths related to drug poisoning by local authority, England and Wales - Office for National Statistics (ons.gov.uk)

	Increase the number of suspect/offenders in custody being referred into drug treatment where a need is identified	1,229 [2021]	1,229 [2021] 1,087 [2020]
	Monitor proportionality in the use of diversion	Monitored as part of the Disproportionality Committee	
	Increase the use of Out of Court Disposals for low level drug offences, such as those given via the DIVERT programme	41% of drug possession offences [2022/23 YTD Sep]	36% of drug possession offences [2021/22] 32% of drug possession offences [2019/20]
Reducing acquisitive crime	Reduce the numbers of neighbourhood crimes (residential burglary, robbery of personal property, theft from the person and vehicle theft) committed within the West Midlands, achieving reductions on the numbers/rates seen in 2019/20 for Residential burglary, Robbery of personal property, Theft from the person, Theft, or unauthorised taking, of a motor vehicle	Burglary: 7,325; Robbery: 3,734; Vehicle theft: 8,718; Theft from the person: 2,117 [2022/23 YTD Sep]	Burglary: 14,992; Robbery: 7,001; Vehicle theft: 12,222; Theft from the person: 3,854 [2021/22] Burglary: 18,237; Robbery: 7,215; Vehicle theft: 9,896; Theft from the person: 3,064 [2019/20]
Reducing cybercrime and fraud	Monitor victims of fraud within the West Midlands as reported by Action Fraud, identifying emerging areas or victims who are at particular risk of fraud.[4]	10,313 [2022/23 YTD Sep]	15,555 [2021] 13,331 [2020]
	Where a fraud report is forwarded on by Action Fraud to West Midlands Police for investigation, I will monitor outcomes and ensure West Midlands Police are compliant with the City of London Police returns process.	N/A – Awaiting latest return	Compliance: 100% Judicial outcome: 2% NFA: 83% Outstanding: 15%

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[4] NFIB Dashboard (Public)

			Apr 19 to Mar 20 with HOCR outcomes up to Mar 21
Reducing business crime	Monitor recorded business crime, using the insights to direct resources where needed and engage with businesses to reduce the risk of crime for Burglary - Business, Robbery - Business, Bilking, Shoplifting	24,244 total; 2,204 burglary; 438 robbery; 3,011 bilking; 7,865 shoplifting [2022/23 YTD Sep]	41,804 total; 3,827 burglary; 853 robbery; 4,272 bilking; 13,004 shoplifting [2021/22] 46,017 total; 5,312 burglary; 957 robbery; 5,326 bilking; 15,201 shoplifting [2019/20]
	Monitor assaults on retail and other workers recorded by West Midlands Police, assessing when peak periods of assaults occur and taking action if there are significant increases	172 [2022/23 YTD Sep] *Provisional data	440 [2021/22]
	Reduce the number of outstanding suspects for serious acquisitive crimes awaiting investigation	Measure currently being developed by WMP	

Increased Confidence in West Midlands Police

Sub-Objective	Key Performance Indicator	Current	Baseline/Target
A police force that represents the best of the West Midlands	Utilising the Police Officer Uplift target, we will increase the number of Black, Asian and Minority Ethnic Police Officers by 1,000[5]	350 [Jun 22]	-
	Monitor disproportionality within the West Midlands Police Force, with a view to increase the representativeness of the force across the following: **Workforce**[6]	Female: 35.12%; Under-represented groups: 13.6%; [Jun 22]	-
	Recruitment (Proportion of joiners over past 12 months)	Female: 43.9%; Under-represented groups: 24.4%; [Aug 22]	-
	Attrition (Proportion of leavers over past 12 months)	Female: 31.3%; Under-represented groups: 35.14%; [Aug 22]	-
	Progression (Success rate over past 2 years)	Female: 49%; Under-represented groups: 51.0%; [Aug 22]	-
Understanding, measuring and improving public confidence in	Monitor victim satisfaction with West Midlands Police, in particular for victims of Domestic Abuse offences, and commit to understanding the ways in which satisfaction can be improved	Polite and respectful: 82% Understanding: 76% Helped with issued: 64% [2021/22]	-

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[5] Police officer uplift, quarterly update to March 2022 - GOV.UK (www.gov.uk)
[6] Police officer uplift, quarterly update to March 2022 - GOV.UK (www.gov.uk)

policing and satisfaction with service	Monitor the estimates of overall confidence in local police from the Crime Survey for England and Wales (CSEW) – We will use these estimates to inform action locally[78]	-	WMP 65% GM 70; M 74; WY 72; E&W 74 [2019/20]
Police Powers (Stop and Search; Section 163 Traffic Stops; Use of Force)	Increase the positive outcome rate for Stops and Searches to no less than 50%	30% [2022/23 YTD Sep]	27% [2021/22] 50%
	Monitor the use of Stops and Searches under Section 60, ensuring that they are used only when absolutely necessary	147 [2022/23 YTD Sep]	535 [2021/22] 95 [2020/21] 334 [2019/20]
	Ensure that the use of body-worn video during Stops and Searches and Use of Force remains at the same level or higher	S&S 96% UoF 83% [2022/23 YTD Sep]	S&S 95% UoF 82% [2021/22] S&S 92%-95% UoF 78%-80%
	Reduce the disproportionality of who is stopped as part of Stops and Searches and for individuals being subjected to Use of Force	S&S 2.8 / 4.5; UoF 0.9/3.2 [2022/23 YTD Sep]	S&S 2.7 / 4.4; UoF 1.0/3.5 [2021/22] S&S 2.6 / 4.5; UoF 0.9/3.9 [2019/20]
	Monitor where injuries occur as part of Use of Force, ensuring that cases where serious injury occur are reviewed and action taken where necessary	6 [2022/23 YTD Sep]	26 [2021/22] 42

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[7] Crime Survey for England and Wales (CSEW) estimates of personal and household crime, anti-social behaviour, and public perceptions, by police force area, year ending March 2020 - Office for National Statistics
[8] Confidence in the local police - GOV.UK Ethnicity facts and figures (ethnicity-facts-figures.service.gov.uk)

			[2020/21] 59 [2019/20]
Cadets	Increase the capacity of the cadet scheme so that more young people can join	Outstanding 2; Good 10; Satisfactory 10; Poor 0 [March 22]	Outstanding > 8 volunteers average per unit Good = 5-7 volunteers Satisfactory = 2-4 volunteers Poor <1 volunteer
	Increase the number of community volunteers in cadet units	175 + 36 joining [March 22]	
Complaints and misconduct processes that everyone can trust	Monitor the number of complaints which West Midlands Police receive and reduce the length of time taken to investigate complaints	Conduct: 112 Schedule 3: 443 Sch3 average resolution time: 119 days [2022/23 YTD Sep]	Conduct: 123 Schedule 3: 428 Sch3 average resolution time: 209 days [2021/22] Conduct: 179 Schedule 3: 487 Sch3 average resolution time: 141 days [2020/21]
	Increase the use of reflective practice within West Midlands Police	98 [Sep 21]	
	Monitor the service recovery satisfaction for victims and members of the public who have submitted a complaint	Measure currently being developed by WMP	
Access to police services	Ensure that West Midlands Police answer 999 and 101 calls within the timescales stated in the Citizens Charter	999: 57% within 10s; average 39s	999: 75% within 10s; average 18s

	999: 90% within 10 seconds 101: 90% within 3 minutes [Citizens Charter SLA]	101: 26% within 3m; average 20m16s [2022/23 YTD Sep]	101: 41% within 3m; average 8m58s [2021/22] 999: 86% within 10s; average 10s 101: 66% within 3m; average 3m52s [2020/21]
	Where Police Officers need to attend an incident (Priority 1 and Priority 2), ensure that they arrive within the timescales stated in the Citizens Charter	P1: 34% within 15m; median 18m49s P2: 23% within 60m; media 1h50m18s [2022/23 YTD Sep]	P1: 42% within 15m; median 16m22s P2: 30% within 60m; media 1h30m28s [2021/22] P1: 48% within 15m; median 14m41s P2: 37% within 60m; media 1h03m12s [2020/21]

Supporting the workforce, organisational change and new technology

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Performance management of officers and staff	Monitor the attendance rates within West Midlands Police and in particular absences due to mental ill health, providing programmes of support where needed	94.9% [Jul 22]	95.4% [2020/21]
	Monitor referrals to occupational health, ensuring that there is no delay in Police Officers and Staff getting an appointment	10 days [Sept 21]	14-21 days
	Increase staff survey engagement rates and monitor wellbeing survey results	Awaiting next survey	Completion Rate: 44%; Engagement Rate: 75%
	Monitor incidents where Police Officers are assaulted whilst on duty and what action is taken against the offender	1,278; 51% Positive Outcomes [2022/23 YTD Sep]	2,320; 49% Positive Outcomes [2021/22] 1,607; 70% Positive Outcomes [2019/20]
A greener West Midlands Police	Reduce CO2/ m2 from energy usage within the West Midlands Police estate	18.54 kg of CO2 per m2 [Apr-Jun 21] 30.07 kg of CO2 per m2 [Oct-Dec 21]	19.41 kg of CO2 per m2 [Apr-Jun 20] 27.73 kg of CO2 per m2 [Oct-Dec 20]
	Reduce CO2/km average travelled by the fleet by ensuring that vehicle service appointments are kept and through the monitoring of driving behaviours	256g CO2 per km [Jul-Sep 21] 206g CO2 per km [Oct-Dec 21]	218 g per kilometre (2018/19)

An efficient and effective criminal justice system

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
	Increase the use of Out of Court Disposals where offenders are eligible	Drug possession: 36% [2022/23 YTD Sep]	Drug possession: 36% [2021/22] Drug possession: 35% [2020/21]
	Monitor offence types along with demographic breakdowns of offenders to highlight potential gaps/disproportionality in the Out of Court Disposals available	Monitored as part of the Reducing Reoffending Delivery Group	
	Monitor disproportionality within the Criminal Justice System, with a focus on age, gender and ethnicity across: arrests, police outcomes, prosecution	Monitored as part of the Disproportionality Committee	

Supporting victims and witnesses

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
	Monitor the number of victims supported by commissioned services and assess any gaps between numbers supported and the number of victims overall	Measure currently being developed by WMP	
	Monitor offence types along with demographic breakdowns of both victims and offenders to highlight potential gaps in service provision	Measure currently being developed by WMP	
	Monitor where individuals are more likely to be victimised multiple times and ensure appropriate services are in place	Measure currently being developed by WMP	

Reducing Violence

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark	Target
	Monitor the rates of homicide within the West Midlands and ensure a swift response from West Midlands Police	19 [2022/23 YTD Sep]	53 [2021/22] 45 [2020/21] 50 [2019/20]	
	Reduce the numbers of violent crimes committed within the West Midlands, achieving reductions on the numbers/rates seen in 2019/20 for knife crime and robbery of personal property	2,371 knife crime (ADR 160); 3,734 robbery personal [2022/23 YTD Sep]	4,515 knife crime (ADR 160); 7,001 robbery personal [2021/22] 3424 knife crime (ADR 160); 7,215 robbery personal [2019/20]	
	Monitor serious youth violence and increase the positive outcome rate for victims	4,809; 11% Positive Outcomes [2022/23 YTD Sep]	8,828; 7% [2021/22] 5,917; 9% [2020/21] 7,465; 10% [2019/20]	
	Monitor hospital admissions of under 25s who have been assaulted with a sharp object and assess what action West Midlands Police can take	180 [12 months to May 22]	215 [Year ending June 19]	

	Monitor the number of gun crime offences and increase the number of firearms being recovered through better intelligence	1,055 gun crime; 128 recoveries [12 months to Sep 22]	810 gun crime; 121 recoveries [12 months to Sep 21]	

Supporting the workforce, organisational change and new technology

Sub-Objective	Key Performance Indicator	Current	Historical Performance/ Benchmark
Public Transport	Monitor the estimates for perceptions of safety on the public transport network within the West Midlands from the West Midlands Combined Authority transport survey and assess what role West Midlands Police can play in improving public perceptions	Bus travel perceptions of personal safety: • 74% satisfied/very satisfied • 15% dissatisfied/very dissatisfied • [Q3 – 2021/22][9]	
	Monitor reports of crime and anti-social behaviour incidents which occur on the public transport network and what the outcomes of investigations are	Bus travel: • 4,101 crime • 2,199 ASB Rail travel: • 1,520 crime • 139 ASB [2021 calendar year]	Bus travel: • 3,061 crime • 2,238 ASB Rail travel: • 2,275 crime • 94 ASB [2019 calendar year]
	There will be a focus on vulnerability type offences, such as hate crime and violence against women and girls, targeting resource as required through the Safer Travel Partnership	Monitored as part of the Safer Travel Partnership	
Safer travel	Monitor the rates of road traffic casualties on roads within the West Midlands	Traffic: 884 CPMG*: 46 [2021/22] *N.B. includes West Midlands and Staffordshire Motorways due to CPMG collaboration	Traffic: 779 CPMG: 31 [2020/21]

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[9] SPCB April 22 – Agenda Item 6: Safer Travel

	Monitor the following motor offences, ensure action is taken: Speeding offences, driving under the influence of drugs, driving under the influence of alcohol, driving without insurance, incidents of street racing	Endorsable Total 6,170 • Speeding Offences 2,188 • Proper control 599 • Due care 816 • License 158 [2021/22]	Endorsable Total 8,769 • Speeding Offences 1,763 • Proper control 1,053 • Due care 1,157 • License 182 [2019/20]
	Review the reasons for cars being seized, assessing whether there are any commonalities/trends which need addressing	Measure currently being developed by WMP	
	Monitoring offences relating to e-scooter and assessing what risks they pose to the public	Measure currently being developed by WMP	