



STRATEGIC POLICING AND CRIME BOARD

1st October 2013

Performance against the 2013/14 Milestones and Deliverables in the Police and Crime Plan

PURPOSE OF REPORT

1. This report outlines performance against the milestones and deliverables set out in the 2013/14 Police and Crime Plan.

BACKGROUND

2. The Police and Crime Plan 2013/14 sets out a variety of milestones and deliverables under the following objectives:
 - Improving public confidence in policing
 - Creating stronger partnerships
 - Developing greater local identity across the West Midlands
 - Delivering better value for money
 - Demonstrating the Force's commitment to social responsibility
 - Reduce crime and offending
 - Better protecting people from harm
 - Improve the service the public receive from the police
 - Supporting stronger communities and ensure an effective contribution to national policing
3. Progress against the milestones and deliverables will be reviewed periodically throughout the year and presented to the Strategic Policing and Crime Board. This report provides an overarching view of the position regarding the Police and Crime Plan objectives. The Board will also receive individual reports on specific issues during the course of its business.

MILESTONES AND DELIVERABLES

Reduce crime and offending

Reduce burglary by 8 per cent

Reduce overall crime by 5 per cent.

Reduce violent crime where injury is caused by 8 per cent.

Reduce crime in high crime priority areas by 7 per cent

Leads ACC Forsyth and ACC Rowe

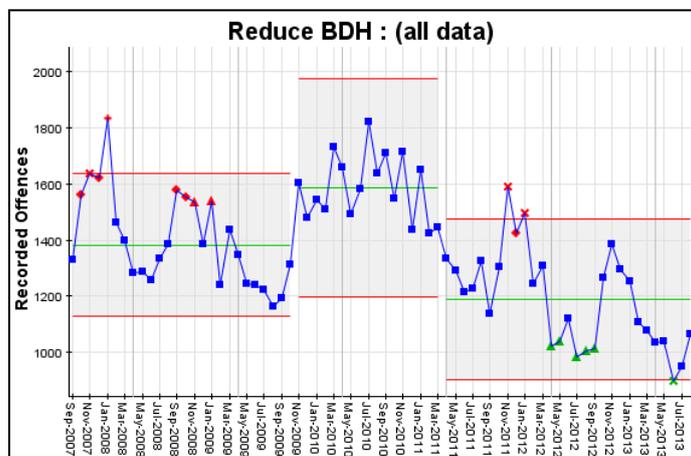
4. As at 9th September 2013, the performance position is as shown in the following table.
5. Total Recorded Crime (TRC) is 2.5% higher year to date (YTD) than in 2012, when exceptionally low levels of crime were recorded.
6. The weekly volume of TRC has been stable since early June.
7. Throughout the summer, TRC has been driven by violent offences which have seen a usual peak and have been driven by the good weather conditions. These sorts of offences have now begun to reduce while Serious Acquisitive Crimes have begun to rise as is usual in Autumn.

Force Objectives	2012/13	2013/14	Difference	M'stone	Performance	Variance
Reduce Total Recorded Crime ^{DW} <small>— chart ▾ — breakdown ▾</small>	75999	77842	1843	-5 %	2.5 %	5643
Reduce Burglary Dwelling ^{DW} <small>— chart ▾ — breakdown ▾</small>	5439	5269	-170	-8 %	-3.1 %	266
Reduce Violence With Injury ^{DW} <small>— chart ▾ — breakdown ▾</small>	8135	8867	732	-8 %	9 %	1383
Reduce Business Crime ^{DW} <small>— chart ▾ — breakdown ▾</small>	14988	15498	510	-6 %	3.5 %	1410

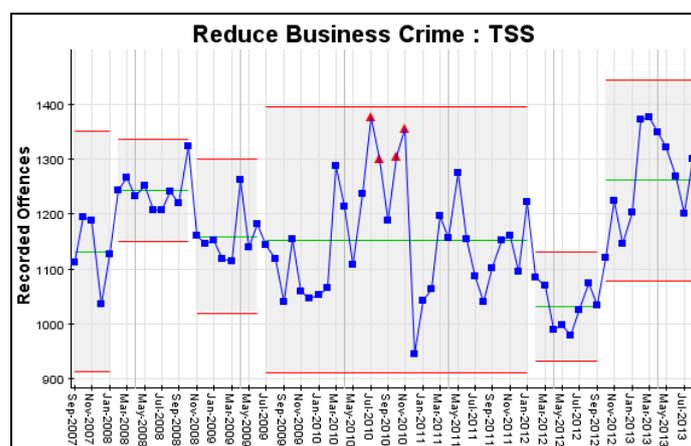
8. In the Priority Areas, i.e. those areas that generate the greatest demand for policing services, overall Total Recorded Crime is up by 4.3% YTD a number of the larger increases comes from the uplift in recorded Theft Shops and Stalls (TSS) in City / Town Centre neighbourhoods. The Crime Performance of all Priority Areas is captured on the Force performance portal and discussed at the Priority Area Programme Board chaired by ACC Forsyth. An example from the portal is in appendix 1.
9. The Force has established a TRC Gold Group to manage reductions in total recorded crime jointly chaired by ACC's Rowe and Forsyth.
10. Through this a number of process changes have been identified which have impacted on TRC, particularly on the recording of lower level violence.
11. Most of these relate to improved services and greater confidence in police: increased third party reporting, more reports of hate and domestic violence and more pro-active policing of breached orders.
12. Burglary Dwelling (BDH) is currently showing a reduction of 3.1%. Although offences have begun to rise slightly as is the normal seasonal pattern, the volume is still low. Most

Local Policing Units (LPUs) are close to or exceeding their milestones with Birmingham West LPU (-18%) and Wolverhampton LPU (-17%) seeing significant reductions. This is still compared to a very low summer last year.

- BDH can be expected to rise in coming weeks as evenings get darker and it moves in to its seasonal peak time. It will be monitored as a tactical priority of the Force.

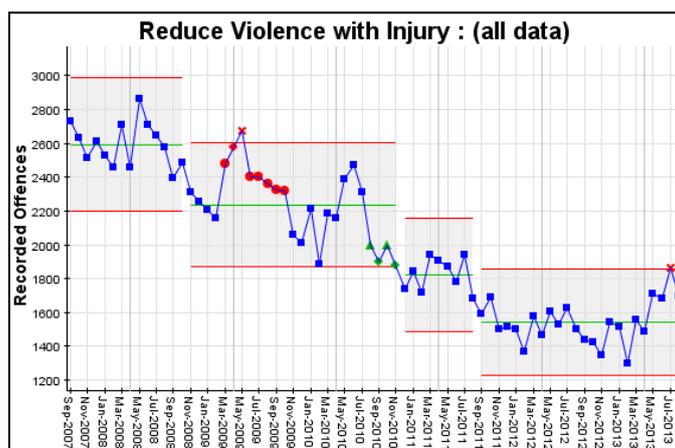


- Business Crime is seeing an increase of 3.5% YTD. This is compared to September 2012 which was the lowest ever recorded month of business crime.
- TSS accounts for more than one in four business crimes. The offence is +25% YTD.
- Offences began to rise in autumn 2012 after recording issues were highlighted. The volume had begun to stabilise and several LPUs saw a reduction in August. However, Coventry LPU (which was the only LPU to maintain a reduction during this period) has seen a steady rise in offence volume over the last 10 weeks.



- After a significant peak in July, Violence with Injury (VWI) has reduced. The weekly volume is showing a reducing trend as offences come to the end of their seasonal peak.
- Offences are still 9% higher than in 2012 due to a very low year. Compared to 2011 there is a 10% reduction.
- After also seeing a significant elevation in July, VWI Hate offences also fell in August.

20. A VWI Task & Finish Group (Gold Lead ACC Rowe, Silver Leave Supt. Payne) is currently running until November with the aim of reducing offences but also to achieve a better understanding.



21. The table below shows solved and resolved rates for key offence types, as at 9th September. The solved and resolved rates are similar to last year when there were solved and resolved milestones in the policing plan. Vehicle Crime continues to have the lowest detection rate of 8%.
22. In the last 4 months as the volume has increased, the detection and resolution rate of hate offences has fallen from 46% in April to 33% in August.

Being Productive And Efficient	Recorded	Detected	M'stone	Performance
Solve & Resolve Most Serious Violence ^{DW} — chart — breakdown	1,232	512	-	41.6 %
Solve & Resolve Burglary Dwelling ^{DW} — chart — breakdown	5,269	708	-	13.4 %
Solve & Resolve Robbery ^{DW} — chart — breakdown	2,317	601	-	25.9 %
Solve & Resolve Vehicle Crime ^{DW} — chart — breakdown	9,539	767	-	8 %
Solve & Resolve Serious Sexual Offences ^{DW} — chart — breakdown	1,008	298	-	29.6 %
Solve & Resolve Hate Crime ^{DW}	1,462	509	-	34.8 %

Improving the service the public receive from the police

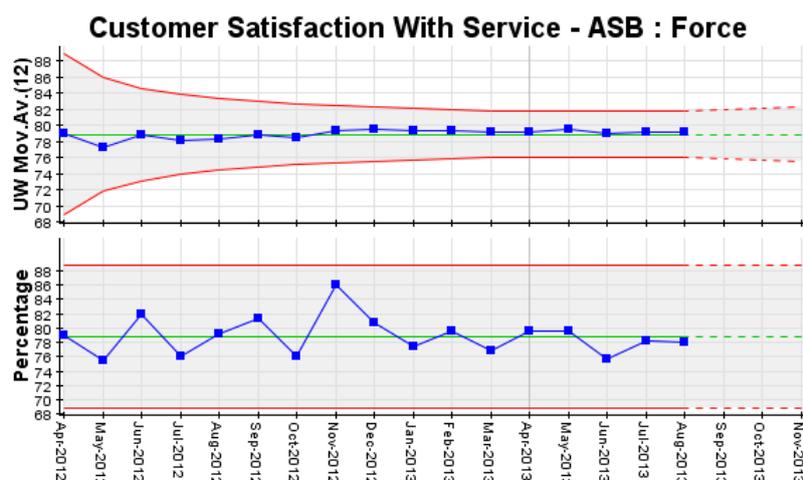
Increase satisfaction with services provided relating to crimes

Increase satisfaction with services provided relating to ASB

Lead ACC Forsyth

Force Objectives	2012/13	2013/14	Difference	M'stone	Performance	Variance
Customer satisfaction with service - crime ^{CC} — chart — breakdown	-	-	-	88 %	85.4 %	2.6
Customer satisfaction with service - ASB ^{CC} — chart — breakdown	-	-	-	80 %	79.1 %	0.9

23. At the end of August, the Force falls short of customer satisfaction milestones. In the case of anti-social behaviour (ASB), this shortfall is only fractional with a broad trend up in recent months.



24. ASB is currently being managed via the Force ASB Steering Group (Gold ACC Forsyth, Silver Supt. Whitaker).

25. The group aims to understand and better deal with ASB, identify vulnerability and improve satisfaction.

26. In the last 2 months, more than 1,200 ASB incidents have been 'non-crimed' for investigation (compared to a usual average of 422 per month). These incidents should be scrutinised in the same way as a crime with opportunities for resolution sought.

27. Birmingham East and Birmingham West LPUs are also 6 weeks in to an ASB Risk Assessment Pilot. The pilot uses a Risk Assessment Matrix (based on findings from the ACPO ASB Lead) to identify vulnerabilities amongst reporters of ASB at an early stage and deal with them appropriately.

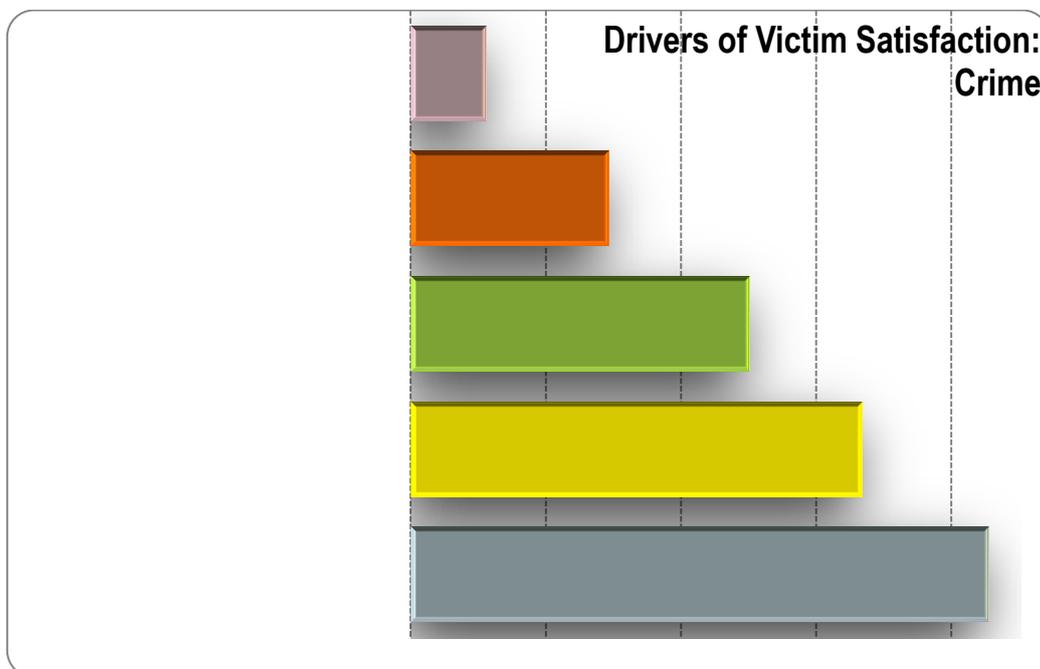
28. The pilot will be subject to an evaluation by Force Organisation and Service Development Department (OSD) in November after it finishes.

29. Customer satisfaction where a **crime** is reported is lower and has seen a slight downwards trend in recent months.

30. Analysis has identified four key thematic drivers of crime victim satisfaction; Action, Treatment, Initial Contact and Feedback.

31. Action is the most influential of these; where a victim was left needing further service recovery but this had not been given, just 11% of those surveyed were satisfied with the service they received (compared to 85% in the wider population).

32. This shows that understanding expectations and managing these appropriately and realistically is essential to delivering good service.



33. Demographic group has less impact on feelings of satisfaction than on service received (as above). The biggest variance is the type of crime experienced, with BDH victims generally receiving attendance, lots of feedback, clear investigative objectives and visible action, leading to nearly all of them (95%) being satisfied with service received.

34. Amongst the least satisfied are repeat victims, those from black minority ethnic backgrounds and younger adults.

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%

LOCAL POLICING PLANS

35. In the future, the way in which the Police and Crime Plan is created will change. Local plans will be developed to support the plan by emerging Local Policing and Crime Boards. The aim is to reflect the priorities of the localities around the West Midlands. This year the process started with local plans created for each LPU. The way performance against these plans is managed is described in Appendix 2.

FINANCIAL IMPLICATIONS

36. The delivery of the plan will be met through use of the Commissioner's budget. This is detailed in the report presented to the Police and Crime Panel on 6th February 2013 which covered the revenue and capital budgets and proposals for the precept for 2013-14.

LEGAL IMPLICATIONS

37. The legal requirements for a Police and Crime Plan are set out in the Police Reform and Social Responsibility Act 2011.

RECOMMENDATIONS

38. The Board is asked to note the contents of this report.

AUTHORS

West Midlands Police, Chief Constable, **Chris Sims**

West Midlands Office for Policing and Crime, Chief Executive, **Jacky Courtney**

Appendix

Appendix 1 – Priority Areas

Police Influenced	2012/13	2013/14	Difference	M'stone	Performance	Variance
Reduce Total Recorded Crime ^{DW}	661	612	-49	-6 %	-7.4 %	9
hide comparison						
Bordesley Green : BE02 :	714	806	92	-6 %	12.9 %	135
Saltley : BE03 :	478	494	16	-6 %	3.4 %	45
Sparkbrook and Sparkhill : BE04 :	713	807	94	-6 %	13.2 %	137
hide others						
Erdington : BN01 :	807	894	87	-3 %	10.8 %	112
Kingstanding : BN02 :	508	516	8	-3 %	1.6 %	24
Three Estates Kings Norton : BS01 :	416	367	-49	-5 %	-11.7 %	28
Aston : BW01 :	532	564	32	-6 %	6.1 %	64
Birmingham City Centre : BW02 :	4,154	4,739	585	-6 %	14.1 %	835
Handsworth : BW03 :	468	427	-41	-6 %	-8.7 %	12
Lozells : BW04 :	658	718	60	-6 %	9.2 %	100
Newtown : BW05 :	300	290	-10	-6 %	-3.3 %	8
Soho Rd : BW06 :	559	594	35	-6 %	6.3 %	69
Summerfield and Winson Green : BW07 :	459	397	-62	-6 %	-13.5 %	34
Coventry City Centre and Spon End : CV01 :	1,315	1,313	-2	-6 %	-0.1 %	77
Edgwick : CV02 :	525	512	-13	-6 %	-2.4 %	19
Hillfields and Stoke : CV03 :	857	741	-116	-6 %	-13.5 %	64
Willenhall Four Closes : CV04 :	485	446	-39	-6 %	-8 %	9
Wood End and Bell Green : CV05 :	296	336	40	-6 %	13.6 %	58
Chelmsley Town : SH01 :	831	951	120	-6 %	14.5 %	170
Smiths Wood : SH02 :	284	289	5	-6 %	1.8 %	23
Princes End : SW01 :	268	269	1	-6 %	0.4 %	18
Smethwick Soho and Victoria : SW02 :	514	515	1	-6 %	0.2 %	32
Birchills Blakenall Coalpool : WS01 :	269	274	5	-5 %	1.9 %	19
St Matthews Caldmore : WS02 :	1,211	1,253	42	-5 %	3.5 %	103
All Saints and Blakenhall : WW01 :	313	295	-18	-6 %	-5.7 %	1
Heath Town and Park Village : WW02 :	259	216	-43	-6 %	-16.6 %	27
Low Hill and The Scotlands : WW03 :	325	335	10	-6 %	3.1 %	30
Pennfields : WW04 :	134	100	-34	-6 %	-25.3 %	25
Whitmore Reans : WW05 :	241	246	5	-6 %	2.1 %	20
Wolverhampton City Centre : WW06 :	928	1,050	122	-6 %	13.2 %	178

Appendix 2 – Local Policing Plans

Performance against local policing plans is captured on the internal performance portal. Both the performance against policing milestones and an assessment of how the LPU is progressing against the agreed community concerns is captured.

Crime data is displayed similarly to the Force milestones displaying variation from the differential milestone for each LPU and Crime Type.

The assessment against the community concerns is made by the LPU each quarter this can be in conjunction with Neighbourhood teams and through community engagement meetings. This assessment and explanation is entered onto the performance portal (see below for example). The LPU then gives their rationale for this assessment to the territorial ACC at their quarterly performance review meeting.

Force Objectives	2012/13	2013/14	Difference	Milestone	Performance	Variance
Reduce Total Recorded Crime ^{DW} <small>— chart — breakdown</small>	8,920	9,879	959	-4 %	10.8 %	1,316
Reduce Burglary Dwelling ^{DW} <small>— chart — breakdown</small>	614	672	58	-6 %	9.5 %	95
Reduce Violence With Injury ^{DW} <small>— chart — breakdown</small>	1,004	1,304	300	-9 %	29.9 %	391
Reduce Business Crime ^{DW} <small>— chart — breakdown</small>	1,464	1,464	0	-6 %	0 %	88
	Milestone (top two tiers)	Performance (top two tiers)	Variance (top two tiers)	Milestone	Performance	Variance
Public have confidence in police ^{FTD} <small>— chart</small>	65 %	-	-	85 %	80.4 %	4.6 %
Customer satisfaction with service - crime ^{CC} <small>— chart</small>	70 %	64.4 %	5.6 %	88 %	84.5 %	3.5 %
Customer satisfaction with service - ASB ^{CC} <small>— chart</small>	60 %	55.6 %	4.4 %	80 %	76.4 %	3.6 %

FTD : upto WAVE 33
CC : upto e/o August 2013

Community Concerns	n/a	Not Achieving	Close to Achieving	Achieving
Summary - Birmingham East		0	3	3
Drug dealing <small>— description — aim — commentary</small>			July-August 2013	Achieving
Burglary reductions <small>— description — aim — commentary</small>			July-August 2013	Close to Achieving
Speeding <small>— description — aim — commentary</small>			July- August 2013	Achieving
Inconsiderate parking <small>— description — aim — commentary</small>			July-August 2013	Achieving
Young people loitering in groups <small>— description — aim — commentary</small>			July-August 2013	Close to Achieving
Graffiti/litter <small>— description — aim — commentary</small>			July-August 2013	Close to Achieving