



STRATEGIC POLICING AND CRIME BOARD

3 September 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

Increase confidence in policing

Analyse hate crime to better understand religious and racially aggravated offences, for example Islamophobia

Lead ACC Forsyth

4. There is currently a national paper being prepared following consultation with all forces to establish consistency in respect of the disaggregation of the different aspects of Hate Crime sitting within / under the existing 5 strands. WMP are currently waiting till this paper and the findings have been compiled.

Delivering better value for money

Invest to Save

Lead Director of Resources

5. Good progress is being made on the key invest to save schemes that will release cashable savings and improve service delivery. Land has now been purchased for the western custody block and final negotiations are taking place for the central custody site. An experienced and well qualified building and design team has been appointed for the Lloyd House refurbishment and departments are due to commence decanting the building in the next few months. The non-emergency call handling hubs in Birmingham and West Bromwich are currently being fitted out and are on track to open in November. The roll out of Windows 7 has commenced and ongoing improvements to the technology used in the Shared Service Centre are being introduced. Scoping work has been undertaken to identify a vehicle management system that will meet the requirements of the force in terms of cost saving and also driver improvement.

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.

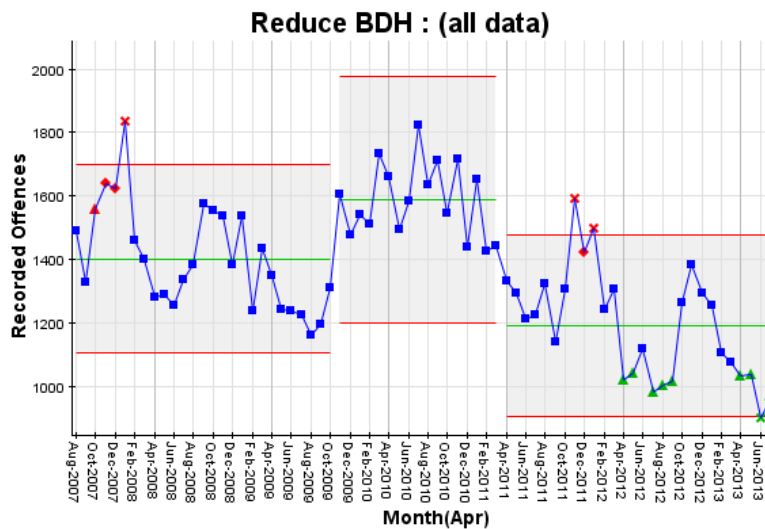
Reduce crime in high crime priority areas by 7 per cent

Leads ACC Forsyth and ACC Rowe

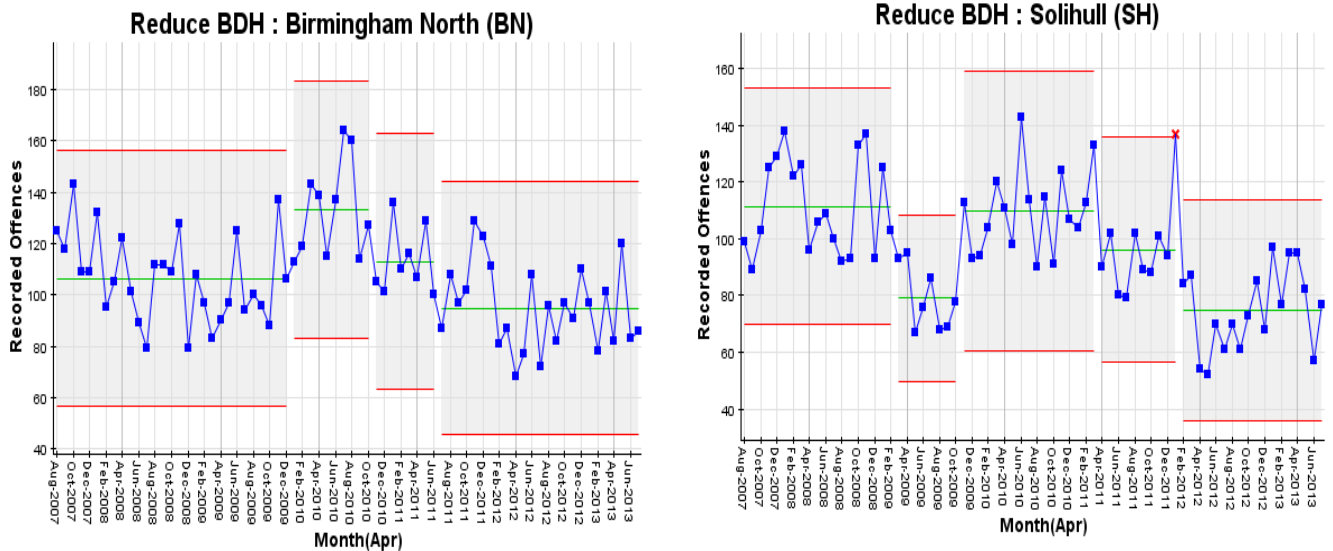
6. As at 12th August 2013, the performance position is as shown in the following table.

| Force Objectives | 2012/13 | 2013/14 | Difference | M'stone | Performance | Variance |
|---|---------|---------|------------|---------|-------------|----------|
| Reduce Total Recorded Crime ^{DW} <small>— chart ▾ — breakdown ▾</small> | 62812 | 64391 | 1579 | -5 | 2.6 | 4720 |
| Reduce Burglary Dwelling ^{DW} <small>— chart ▾ — breakdown ▾</small> | 4494 | 4287 | -207 | -8 | -4.6 | 153 |
| Reduce Violence With Injury ^{DW} <small>— chart ▾ — breakdown ▾</small> | 6741 | 7321 | 580 | -8 | 8.7 | 1120 |
| Reduce Business Crime ^{DW} <small>— chart ▾ — breakdown ▾</small> | 12428 | 12785 | 357 | -6 % | 2.9 % | 1103 |

7. **Burglary Dwelling (BDH)** has recorded the lowest monthly volumes for over a decade for the last 2 months. BDH is -4.6% lower compared to the previous year but with a milestone of reducing by 8% set this year, the autumn/winter months will prove a challenge to achieving a percentage reduction as October to January is seasonally the highest period for BDH.



8. **Solihull and Birmingham North's BDH** levels were highlighted in previous papers. Both LPUs show stable levels with continued wide variation. Birmingham North is 10.6% higher compared to 2012/13 and Solihull is 33.1% higher. July 2013 saw an increase of 14 more offences than last year for Birmingham North. However, this is compared to low levels of BDH in July 2012. Similarly for Solihull, July saw a increase of 16 more crimes. Again this was compared to a low month last year



9. Robbery and Vehicle Crime are recording similar levels to last year which was significantly less than proceeding years.

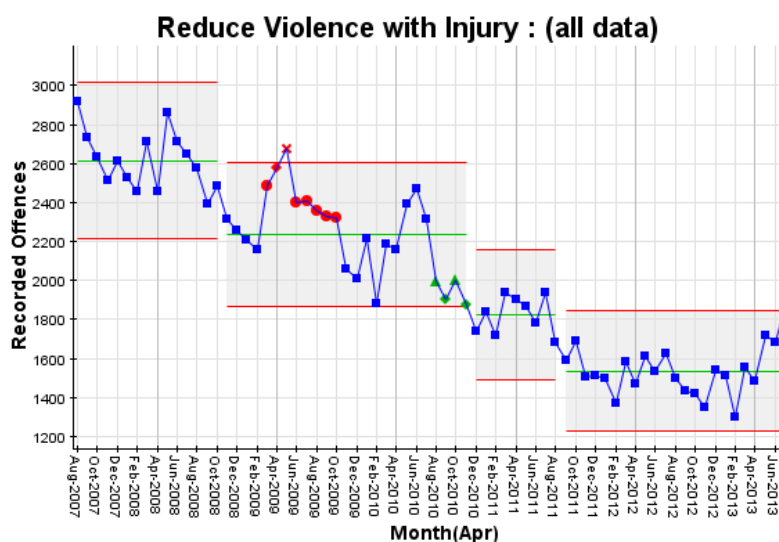
| Force Objectives | 2012/13 | 2013/14 | Difference | M'stone | Performance | Variance |
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| Reduce Business Crime DW | 12428 | 12785 | 357 | -6 % | 2.9 % | 1103 |

10. **Business Crime** is seeing an increase of 2.9%. Theft Shops and Stalls (TSS) peaked between February and May this year and resulted in a step change up. However, June and July were below average and levels appear to have stabilised around the new average. Eleven days into August showed a reduction of -2.1% compared to August last year. The force response to Theft Shops and Stalls is Operation Simul which intends to reduce the Harm caused by retail crime. The Force will do this by working with our partners to reduce the loss suffered by victims (businesses), reduce repeat offending, reduce the demand on police resources through prevention and reduce the harm caused by Organised Crime Groups and Target Harden vulnerable locations.

11. Since the beginning of June, weekly levels of **Total Recorded Crime (TRC)** saw a step change up. Offending is 2.6% higher than same period last year and July recorded a 5.9% increase compared to the previous year. The volume increase this year of TRC shows an additional 1535 offences have been recorded – 55% of this year to date rise occurred in July.
12. July was a very challenging month. On top of some major events the Force recorded a really significant spike in demand for policing services. Call demand in July 2013 increased by 23,875 calls from June 2013; this is the highest increase in call demand in a single month since December 2011. Emergency calls increased by 5.9% from July 2012. This is the first month in 2013 where the percentage of calls from the same month in the

previous year has shown an increase. Non emergency calls increased by 12.3% from July 2012.

13. This increase in demand for calls for service also correlated with an increase in demand for incidents that required an immediate or early response, with volumes not seen since the disorder in August 2011.
14. This rise has seen an increase in violence with injury and in particular crimes of domestic abuse. The analysis has shown that, city centre and late night economy violence has continued to fall. The Force also saw a step up in hate crime related harassment and public order crimes. It is to soon to analyse whether some of these are a longer term trend as both hate crime and domestic abuse are often under recorded therefore it could be a sign of increasing trust and confidence that reports of these types of crimes are increasing. It can also be inferred that the extraordinary events in July will have raised incidents of hate crime
15. As at 12th August 2013, the Force is seeing a YTD increase of 8.7% in **Violence with Injury (VWI)** and July was significantly high, breaching the upper control limit. Violent crime is seasonally higher in the summer months, however, the heat wave seen throughout July has contributed to higher than expected levels of offending. The graph below shows that whilst the Force's year on year levels have increased the volume of VWI is similar levels to summer 2011 and has almost halved in recent years.



16. **Domestic Violence (DV)** accounts for 36% of VWI in the first four months this year. This is higher than last year when DV accounted for 31.5% and shows a possible increasing in reporting of domestic abuse crime or improved data quality in identifying DV crimes. The Force has seen a rise in reports and is encouraged that people feel confident to come forward to report their abuse. Earlier this year a domestic abuse campaign launched by the force encouraged people not to suffer in silence and a heartfelt poem penned by a sufferer who experienced years of violence was released in hope that her story would encourage others to seek help
17. **Hate crime** contributes towards 2.2% of VWI, slightly higher than April to July 2012 which was 1.9%.
18. WMP currently has the second lowest rate of TRC compared to its **Most Similar Group (MSG)** forces over the last 12 months and is lower than the MSG average. As at the end of June (which is the most recent data set), WMP has 62.06 crimes per 1000 population compared to an MSG average of 64.37. WMP has fewer crimes than Greater Manchester Police (66.55).

19. In the **Priority Areas** 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 in City / Town Centre neighbourhoods.

20. The Force has established a **TRC Gold Group** to manage reductions in total recorded crime particularly violence with injury jointly chaired by ACC's Rowe and Forsyth.

Operation Sentinel is a six-month operation aimed at enhancing the service provided by WMP and its partners to victims across the force area that are vulnerable, especially due to:

- A lack of confidence to engage with statutory agencies, meaning they remain hidden and/or silent;
- Their cultural beliefs and behaviours or;
- A fear for their safety.

Particular focus will apply to domestic abuse, child sexual exploitation, human trafficking, honour-based violence and female genital mutilation. It is expected that an increased reporting and understanding of the above could lead to an increase in crime levels.

21. The table below shows **solved and resolved rates** for key offence types, as at 12th August 2013. 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 8.3%, detecting 657 offences out of 7,936 crimes. Most Serious Violence continues to have the highest detection rate of 42.5% followed by Hate Crime with 34.8%.

| Being Productive And Efficient | Recorded | Detected | M'stone | Performance |
|--|----------|----------|---------|-------------|
| Solve & Resolve Most Serious Violence ^{DW} <small>— chart — breakdown</small> | 1,000 | 425 | - | 42.5 % |
| Solve & Resolve Burglary Dwelling ^{DW} <small>— chart — breakdown</small> | 4,287 | 579 | - | 13.5 % |
| Solve & Resolve Robbery ^{DW} <small>— chart — breakdown</small> | 1,946 | 518 | - | 26.6 % |
| Solve & Resolve Vehicle Crime ^{DW} <small>— chart — breakdown</small> | 7,936 | 657 | - | 8.3 % |
| Solve & Resolve Serious Sexual Offences ^{DW} <small>— chart — breakdown</small> | 845 | 254 | - | 30.1 % |
| Solve & Resolve Hate Crime ^{DW} <small>— chart — breakdown</small> | 1,224 | 426 | - | 34.8 % |

Improving the service the public receive from the police

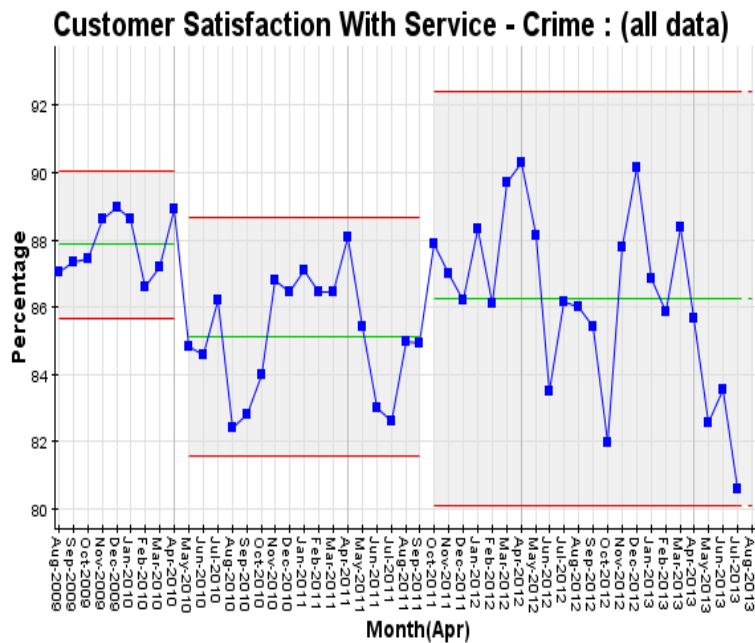
Increase satisfaction with services provided relating to crimes Increase satisfaction with services provided relating to ASB

Lead ACC Forsyth

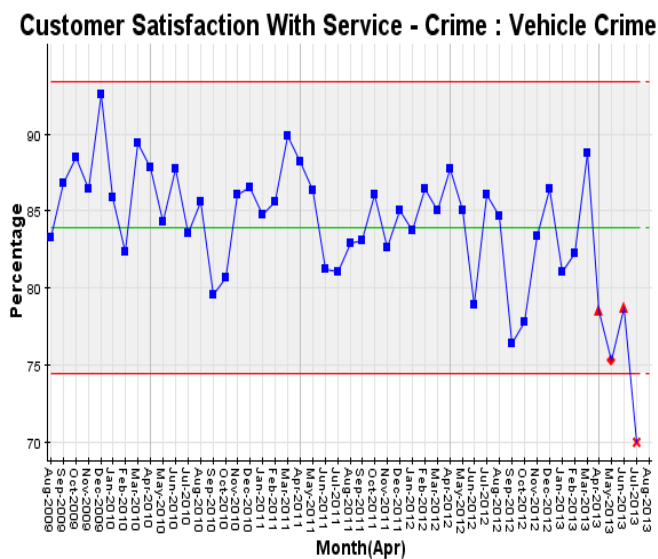
| Force Objectives | 2012/13 | 2013/14 | Difference | M'stone | Performance | Variance |
|---|---------|---------|------------|---------|-------------|----------|
| Customer satisfaction with service - crime CC | - | - | - | 88 % | 85.4 | 2.6 |
| Customer satisfaction with service - ASB CC | - | - |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

FTD : upto W/AV/1
CC : upto e/o July 2

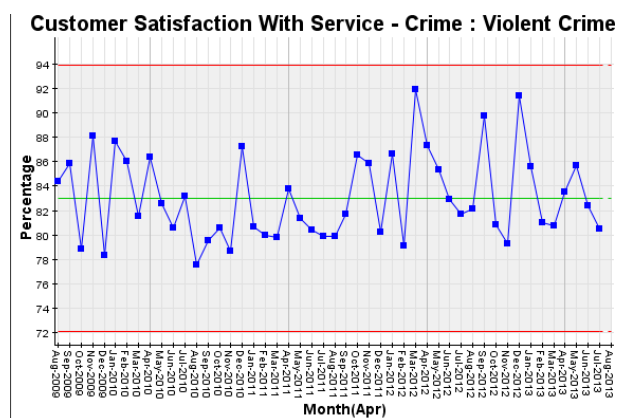
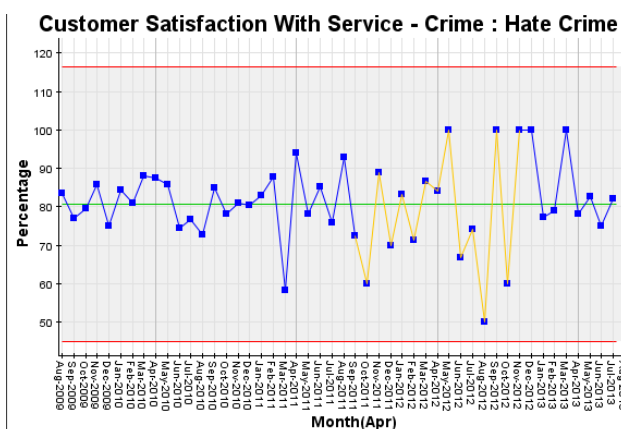
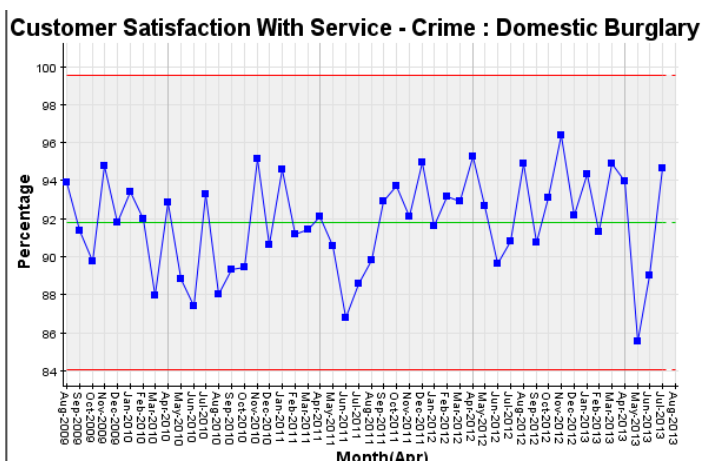
22. As at 12th August 2013, the **Customer Satisfaction** milestones remain short of the targets. Service satisfaction relating to crime is currently 85.4% whilst 79.1% of victims of ASB were satisfied with the service provided.

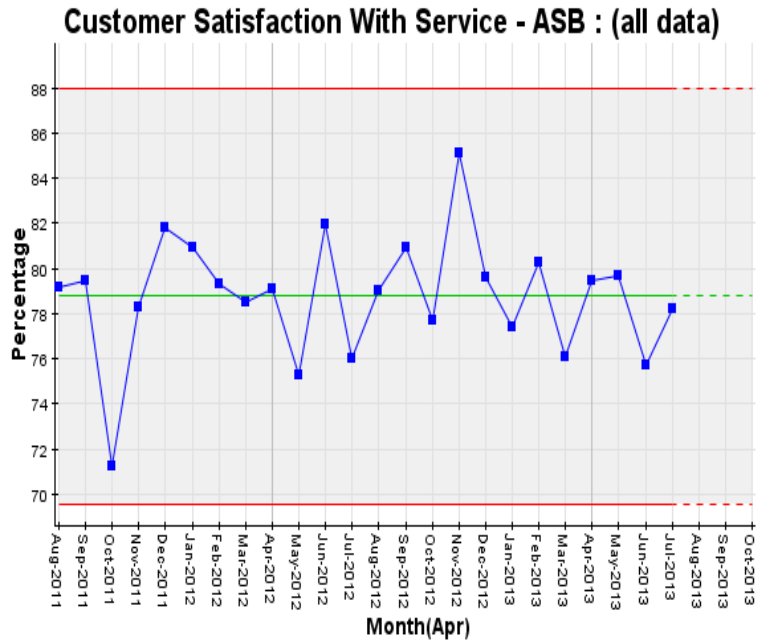


23. Satisfaction with services provided relating to crimes has been below average for the last four months and July was almost at the lower control limit, as shown above.

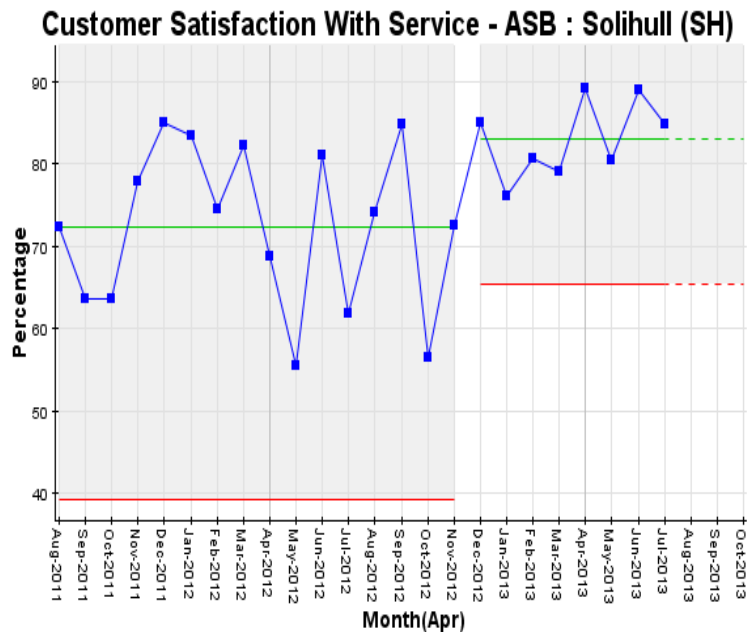


24. Satisfaction of victims of **Vehicle Crime** has been particularly low over the last four months, especially so in July when satisfaction was 70% against an average of 84%, as per the chart above. Open comments from dissatisfied Vehicle Crime victims taken from the July 2013 Contact Counts survey generally relates to a lack of police attendance and action.
25. This was discussed at August's Force Strategic Tasking and ACC Forsyth has commissioned a working group to address fall in satisfaction.
26. Satisfaction of victims of other crime types have remained relatively high, after 2 lower months satisfaction with Burglary Dwellings increased to 93%. Hate crime 82% and Violent Offending 81%.





27. Satisfaction with services provided relating to ASB remained stable around the average line. July was 78.2% and the rolling 12 months was 79.1% satisfaction, less than one per cent shy of the 80% milestone.



28. In July 2013, Solihull LPU saw a step change up in satisfaction for ASB victims after 8 months of above average levels. The average increased from 72.3% to 83.0% and July results showed that 84.8% of victims were satisfied. This followed Solihull having levels of satisfaction below that of the force average, effective practice and learning from across the Force have been applied in Solihull. To achieve this improvement leadership both from LPU Leadership Teams and intrusive supervision from Sergeants to ensure contact plans were followed.

| Satisfaction with Service - Crime Aug 2012 to July 2013 Contact Counts data | | |
|--|------------------|----------------|
| DEMOGRAPHIC | # of Respondents | % Satisfaction |
| 75 years and over | 250 | 95.6 |
| 'What Happens Next Card'? = Yes | 2196 | 90.9 |
| 65 to 74 years | 369 | 90.2 |
| 'What Happens Next Card'? = Don't Know | 254 | 89.8 |
| White | 3429 | 87.2 |
| 55 to 64 years | 671 | 86.9 |
| 45 to 54 years | 1019 | 86.8 |
| Female | 2041 | 86.7 |
| Just this incident (not repeat victim) | 4082 | 86.5 |
| Disability = No | 4146 | 85.2 |
| Disability = Yes | 554 | 85.0 |
| 16 to 24 years | 743 | 84.8 |
| Mixed Ethnicity | 74 | 83.8 |
| Male | 2722 | 83.6 |
| Other Ethnicity | 24 | 83.3 |
| 35 to 44 years | 932 | 82.1 |
| Asian or Asian British | 890 | 80.3 |
| 'What Happens Next Card'? = No | 1209 | 80.1 |
| 25 to 34 years | 676 | 80.0 |
| Black or Black British | 215 | 76.7 |
| Repeat Victim | 632 | 75.5 |

29. The table above shows the **demographics of respondents** interviewed for Contact Counts. Respondents with the lowest levels of satisfaction are Repeat Victims, Black or Black British victims and persons aged 25 to 34 years. Those most satisfied are respondents over 65 years of age and those given a 'What Happens Next Card'.
30. Those victims given a '**What Happens Next Card**' were 10.8% more satisfied than those who were not. Increased distribution of the 'What Happens Next Card' for more offence types could have a positive influence on satisfaction.

FINANCIAL IMPLICATIONS

31. 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

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

RECOMMENDATIONS

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

AUTHORS

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