



**STRATEGIC POLICING AND CRIME BOARD
3 September 2013**

**West Midlands Office for Policing and Crime
Casework**

PURPOSE OF REPORT

1. To update the Board on the casework and correspondence received and managed by the West Midlands Office for Policing and Crime (WMOPC).

BACKGROUND

2. The Commissioner has requested that the Board receive a report on the casework and correspondence received and managed by his office. Such reports will be provided on a regular basis and are timed to complement the reporting by the Force on the work of the Professional Standards Department.

CASEWORK ANALYSIS/INFORMATION – 20 NOVEMBER 2012 - 31 JULY 2013

3. The WMOPC casework system has been in operation since 20 November 2012 when the first cases were logged on SharePoint (IT casework solution). This report covers an analysis of the casework function between 20 November 2012 and 13 July 2013. In this period a total of 1,111 cases have been logged.
4. The following table provides a monthly breakdown of how many cases were logged per month and the category type. The average amount of cases logged per month over the period was 123.

	Correspondence	Complaint	FOI	Campaign	Officer Correspo ndence	Consultation	Total
Nov-12	78	31	12	2	0	0	123
Dec-12	112	43	4	1	0	0	160
Jan-13	124	36	4	0	0	0	164
Feb-13	80	20	0	2	0	0	102
Mar-13	99	19	3	1	0	0	122
Apr-13	84	54	3	0	0	0	141
May-13	77	25	1	2	7	0	112
Jun-13	58	19	3	0	4	1	85
Jul-13	68	17	2	0	14	1	102
Total	780	264	32	8	25	2	1111

5. Six category types are used in Casework. The following provides examples of what types of correspondence are categorised under each area:

- Correspondence – This category covers members of the public or people working for West Midlands Police who require information about the Commissioner’s position on a wide range of issues including recruitment, the use of PCSOs, precept. This category also covers companies or charities who are marketing their services.
- Complaints – This category covers Professional Standards Department (PSD) referrals and complaints against the Chief Constable.
- Freedom of Information (FOI) – This category covers any FOI queries and requests and includes FOI queries which are referred to the Force as the information is not held by WMOPC. Where matters are referred to the Force WMOPC continues to track progress with a reply provided to the correspondent by the Commissioner.
- Campaigns – The office has received campaigns on hate crime, ‘Do not privatise the police’, prioritise road safety in your policing plan, fighting wildlife crime, anti-human trafficking, prevent illegal hunting with dogs and tackling child sexual exploitation. The eight campaigns detailed in the table range in scale from 4 to 361 people. Each person who took part in the campaign received an individual response and therefore the totals given in the above table need to be read in this context.
- The officer correspondence and consultation categories were introduced in May 2013 to provide a fuller picture of all correspondence into the Commissioner’s office.

6. The table below provides a breakdown of cases that have been received and their current status on the 8 August 2013. Categories are as follows:

- Cases that are open have been logged and acknowledged but no action has been taken.
- Cases that are in progress have been referred to West Midlands Police for comment or have been referred to a caseworker to draft a response.

- Cases that are currently being addressed by the Independent Police Complaints Commission (IPCC) or are due court proceedings are categorised as Monitoring. At this stage the PCC is unable to make comment or intervene on individual cases.
 - Closed cases, all actions have been taken and a formal response has been sent.
7. Pre-May cases that are open or in progress are cases that have been re-opened as the person has been back in contact regarding the same issue. The oldest case that had not had a formal response from the Commissioner is 2 May 2013. A significant number of older cases have not received a reply as the casework team are awaiting an update from West Midlands Police or other agencies. This information would then inform the PCCs response to the individual or organisation.

	Open	In Progress	Monitoring	Closed	Total
Nov-12	0	1	5	117	123
Dec-12	0	3	14	143	160
Jan-13	0	0	13	151	164
Feb-13	0	4	12	86	102
Mar-13	1	4	6	111	122
Apr-13	1	12	16	112	141
May-13	3	9	8	92	112
Jun-13	8	11	4	62	85
Jul-13	31	12	1	58	102
Total	44	56	79	932	1111

8. The Commissioner took the decision that all correspondence should receive a full response within 20 working days in line with the statutory requirement for Freedom of Information requests. In the first three months a significant proportion of the logged correspondence was congratulation letters; complaints that West Midlands Police Authority had dealt with but where the individual had chosen to raise the issue with the Commissioner, and lobbying letters wishing to inform the Police and Crime Plan. An increasing amount of recent correspondence has been complex and therefore requires more time to gather the appropriate information to inform the Commissioner's response. This trend is reflected in the following table that provides a breakdown of closed cases and the time taken to complete since November 2012. Please note the table references 28 days which is the actual amount of days related to 20 working days.

	Closed (End July 2013)					
	Cases	Average for Full Response in days	Closed in 28 Days	%Closed in 28 Days	Average for <=28 Days	Average for >28days
Nov-12	28	1.5	28	100.0%	1.5	N/A
Dec-12	55	15.7	53	96.4%	15.1	32.1
Jan-13	127	25.2	78	61.4%	14.4	52.5
Feb-13	95	33.0	45	47.4%	13.6	50.4
Mar-13	101	42.4	33	32.7%	10.4	58.0
Apr-13	109	41.3	52	47.7%	8.3	71.4
May-13	153	60.9	53	34.6%	14.8	78.9
Jun-13	89	51.2	30	33.7%	13.8	70.2
Jul-13	116	57.2	44	37.9%	9.3	86.5
Total	873	41.9	416	47.7%	11.9	67.9

9. The following table provides a breakdown of those cases over 28 days that are not closed and their current status.

	Open	In Progress	Monitoring	Total
Nov-12	0	1	5	6
Dec-12	0	3	14	17
Jan-13	0	0	13	13
Feb-13	0	4	12	16
Mar-13	1	4	6	11
Apr-13	1	12	16	29
May-13	3	9	8	20
Jun-13	8	11	4	23
Jul-13	1	0	0	1
Total	14	44	78	136
				69.4%

TELEPHONE HUNT GROUP INFORMATION

10. The table annexed to this report details the amount of calls received via 0121 626 6060 for the period from November 2012 to July 2013. The number is the main WMOPC telephone number and was newly introduced following the Commissioner's election. The table provides a breakdown of those calls received. These calls are taken and managed by the Casework Team, alongside casework and correspondence.
11. The agreed target was to answer all calls received in 3 rings. The average percentage of calls answered in target is 95% and the average amount of calls received each week is 112. The response timings and average talk time is broken down into seconds. The information for the period from November to July 2013 is

shown on the tables attached to this report as an Annex.

OTHER ACTIVITIES

12. The Casework Team also undertakes the work to support the surgeries held by the Commissioner and the Deputy Commissioner. Six surgeries have taken place with each being held on a Friday evening from 6.30pm making use of council buildings across the West Midlands. The first surgery evening was cancelled because of the bad weather and was due to take place in Dudley. The appointments from this were re-arranged during the day at Lloyd House. The Commissioner and Deputy Commissioner have 8 x 15 minute appointments available for each surgery session with most appointment slots taken up. Attendance has been reasonable but there have been several late cancellations for a variety of reasons e.g. ill health, childcare. The Casework Team provide the briefing information for each of the surgery sessions.
13. The Commissioner and Deputy Commissioner have also held a number of casework meetings at Lloyd House with individuals and their representatives. Requests for these meetings have been from members of the public and by the Commissioner and Deputy Commissioner. These meetings have generally related to more complex cases and have taken up to 2 hours and are usually supported by a member of the Casework Team or a Policy Manager.
14. The surgeries have been well received by members of the public although some people would have preferred an appointment during the day. For this reason the next round of surgery appointments, starting in September, will include 2 surgeries starting at 14.30. On 9 August the PCC also undertook a successful virtual Skype surgery. This was scheduled for an hour and 3 people took part. The Commissioner has decided that a virtual surgery should now take place every 6 months.
15. Data and information on casework is presented to the Commissioner by the Casework Team on a regular basis making use of the weekly casework meetings within the Commissioner's diary.

FINANCIAL IMPLICATIONS

16. The staff support for the casework function is a new area of business and was not part of the regular business of the Police Authority. The current staff structure is a Casework Manager supported by two Caseworkers and an Administrative Assistant who is located within the casework team but also supports wider administrative duties to WMOPC. The Casework Manager and Administrative Assistant are both permanent members of staff who have been moved to casework from other duties. The two caseworkers are both employed on temporary contracts until March 2014. The salaries and on-costs are contained within the overall budget for WMOPC.

RECOMMENDATIONS

17. The Board is asked to note the report.

Authors: Claire Thomas, Casework Manager and Andrea Gabbittas, Policy Manager, West Midlands Office for Policing and Crime

	Week commencing	Total calls received	Answered Calls		Unanswered	Busy	Avg Response Time	Avg UnAnws Time	Avg talk time	% of calls answered
			Within Target	Over Target						
	26/11/2012	120	109	2	9	0	6	3	158	0.91
	03/12/2012	104	102	0	2	0	4	4	127	0.98
	10/12/2012	98	96	0	2	0	5	4	122	0.98
Christmas/ New Year	17/12/2012	73	70	0	3	0	6	2	142	0.96
	24/12/2012	13	9	2	2	0	14	19	207	0.69
	31/12/2012	66	62	0	4	0	4	4	182	0.94
	07/01/2013	128	126	1	1	0	5	28	100	0.98
	14/01/2013	139	126	2	11	0	5	36	124	0.91
	21/01/2013	131	126	3	2	0	6	34	104	0.96
	28/01/2013	169	164	0	5	0	4	26	94	0.97
	04/02/2013	102	100	0	2	0	6	3	110	0.98
	11/02/2013	144	138	1	5	0	6	20	123	0.96
	18/02/2013	153	146	2	5	0	5	20	131	0.95
	25/02/2013	124	119	2	3	0	5	19	146	0.96
	04/03/2013	120	118	0	2	0	5	4	115	0.98
	11/03/2013	130	122	2	5	0	5	11	116	0.94
	18/03/2013	107	91	3	13	0	8	21	127	0.85
Easter Bank holidays	25/03/2013	74	70	0	4	0	5	17	255	0.95
	01/04/2013	86	84	2	0	0	5	0	150	0.98
	08/04/2013	112	93	4	15	0	6	15	165	0.83
	15/04/2013	139	133	0	6	0	4	19	127	0.96
	22/04/2013	97	94	0	3	0	4	2	117	0.97
	29/04/2013	116	112	0	4	0	4	12	129	0.97
	06/05/2013	80	78	0	2	0	6	2	134	0.98
	13/05/2013	145	142	0	3	0	5	6	137	0.98
	20/05/2013	105	102	0	3	0	5	13	157	0.97
	27/05/2013	108	105	0	3	0	5	4	166	0.97
	03/06/2013	100	98	0	2	0	5	4	155	0.98
	10/06/2013	117	116	0	1	0	5	3	143	0.99
	17/06/2013	121	119	0	2	0	4	2	169	0.98
	24/06/2013	147	144	0	3	0	4	4	127	0.98
	01/07/2013	110	109	0	1	0	5	4	157	0.99
	08/07/2013	123	122	0	6	1	5	1	132	0.99
	15/07/2013	118	115	1	2	0	5	2	144	0.97