



**STRATEGIC POLICING AND CRIME BOARD
3 December 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 – NOVEMBER 2012 - OCTOBER 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 31 October 2013. In this period a total of 1,435 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 120.

	Correspondence	Complaint	FOI	Campaign	Officer Correspondence	Consultation	Total
Nov-12	78	31	12	2	-	-	123
Dec-12	112	43	4	1	-	-	160
Jan-13	124	36	4	-	-	-	164
Feb-13	80	20	-	2	-	-	102
Mar-13	99	19	3	1	-	-	122
Apr-13	84	54	3	-	-	-	141
May-13	77	25	1	2	7	-	112
Jun-13	58	19	3	-	4	1	85
Jul-13	68	17	2	-	14	1	102
Aug-13	60	16	2	-	13	-	91
Sep-13	59	8	1	-	17	1	86
Oct-13	97	29	3	1	16	1	147
	996	317	38	9	71	4	1,435

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 31 October 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 February. 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	-	-	1	122	123
Dec-12	-	-	2	158	160
Jan-13	-	-	-	164	164
Feb-13	1	4	10	87	102
Mar-13	-	2	5	115	122
Apr-13	1	2	14	124	141
May-13	1	-	8	103	112
Jun-13	1	5	1	78	85
Jul-13	-	8	2	92	102
Aug-13	2	6	5	78	91
Sep-13	14	12	2	58	86
Oct-13	88	13	3	43	147
Total	108	52	53	1,222	1,435

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. An increasing amount of 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 20 November 2012. Please note the table references 28 days which is the actual amount of days related to 20 working days.

	Cases	Average for Full Response (in days)	Closed in 28 Days	% Closed in 28 Days	Average for <=28 Days	Average for >28 Days
Nov-12	28.0	1.5	28.0	100.0%	1.5	N/A
Dec-12	55.0	15.7	53.0	96.4%	15.1	32.1
Jan-13	126.0	25.2	78.0	61.9%	14.4	42.6
Feb-13	95.0	33.0	45.0	47.4%	13.6	50.4
Mar-13	98.0	41.4	32.0	32.7%	10.3	56.5
Apr-13	109.0	41.3	52.0	47.7%	8.3	71.4
May-13	148.0	60.6	41.0	27.7%	15.1	78.1
Jun-13	85.0	48.8	30.0	35.3%	13.8	67.9
Jul-13	107.0	53.7	41.0	38.3%	9.5	81.2
Aug-13	108.0	41.4	54.0	50.0%	9.5	73.1
Sep-13	121.0	61.5	47.0	38.8%	7.5	95.5
Oct-13	102.0	47.4	55.0	53.9%	5.3	96.7

9. The following table provides a breakdown of those cases over 28 days that are not closed and their current status. Please note that the historical numbers have changed since the last report to the Board on 3 September 2013 this because some closed cases have been re-opened. This happens if an individual disputes the content of the letter sent from the Commissioner or the Deputy Commissioner or an individual had provided further information to be considered.

	Open	In progress	Monitoring	Total
Nov-12	-	-	1	1
Dec-12	-	-	2	2
Jan-13	-	-	-	-
Feb-13	1	4	10	15
Mar-13	-	2	5	7
Apr-13	1	2	14	17
May-13	1	-	8	9
Jun-13	1	5	1	7
Jul-13	-	8	2	10
Aug-13	2	6	5	13
Sep-13	14	12	2	28
Oct-13	5	1	2	8
	25	40	52	117
				54.9%

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 October 2013. 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 96% and the average amount of calls received each week is 109. The response timings and average talk time is broken down into seconds. The information for the period from November 2012 to October 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. During the year 10 surgery dates have been organised. On average 9 appointments have been arranged for each surgery. Two surgeries have been cancelled 1 was cancelled because of bad weather and the other was cancelled because there was a lack of take up for the session. In both cases any pre-booked appointments were re-arranged at Lloyd House.
13. 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.
14. 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 or telephone calls 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.
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 structure in place to deal with casework includes a casework manager supported by two caseworkers and an administrative assistant. Three of these roles are currently filled by temporary staff. A permanent staff structure will be implemented as part of the Stage 2 staff transfer arrangements. The salaries and on-costs are contained within the overall budget for WMOPC.

RECOMMENDATIONS

17. The Board is asked to note the report.

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**Telephone statistics for 0121 626
6060**

Answered Calls

Week commencing	Total calls received	Within Target	Over Target	Unanswered	Busy	Avg Response Time	Avg UnAnws Time	Avg talk time	% of calls answered
26/11/2012	120	109	2	9	0	6	3	158	91%
03/12/2012	104	102	0	2	0	4	4	127	98%
10/12/2012	98	96	0	2	0	5	4	122	98%
17/12/2012	73	70	0	3	0	6	2	142	96%
24/12/2012	13	9	2	2	0	14	19	207	69%
31/12/2012	66	62	0	4	0	4	4	182	94%
07/01/2013	128	126	1	1	0	5	28	100	98%
14/01/2013	139	126	2	11	0	5	36	124	91%
21/01/2013	131	126	3	2	0	6	34	104	96%
28/01/2013	169	164	0	5	0	4	26	94	97%
04/02/2013	102	100	0	2	0	6	3	110	98%
11/02/2013	144	138	1	5	0	6	20	123	96%
18/02/2013	153	146	2	5	0	5	20	131	95%
25/02/2013	124	119	2	3	0	5	19	146	96%
04/03/2013	120	118	0	2	0	5	4	115	98%
11/03/2013	130	122	2	5	0	5	11	116	94%
18/03/2013	107	91	3	13	0	8	21	127	85%
25/03/2013	74	70	0	4	0	5	17	255	95%
01/04/2013	86	84	2	0	0	5	0	150	98%
08/04/2013	112	93	4	15	0	6	15	165	83%
15/04/2013	139	133	0	6	0	4	19	127	96%
22/04/2013	97	94	0	3	0	4	2	117	97%
29/04/2013	116	112	0	4	0	4	12	129	97%
06/05/2013	80	78	0	2	0	6	2	134	98%

13/05/2013	145	142	0	3	0	5	6	137	98%
20/05/2013	105	102	0	3	0	5	13	157	97%
27/05/2013	108	105	0	3	0	5	4	166	97%
03/06/2013	100	98	0	2	0	5	4	155	98%
10/06/2013	117	116	0	1	0	5	3	143	99%
17/06/2013	121	119	0	2	0	4	2	169	98%
24/06/2013	147	144	0	3	0	4	4	127	98%
01/07/2013	110	109	0	1	0	5	4	157	99%
08/07/2013	123	122	0	1	0	5	1	132	99%
15/07/2013	118	115	1	2	0	5	2	144	97%
22/07/2013	105	104	0	1	0	5	3	200	99%
29/07/2013	99	98	0	1	0	5	4	122	99%
05/08/2013	98	94	1	3	0	5	2	138	96%
12/08/2013	87	83	1	3	0	5	33	148	95%
19/08/2013	82	80	0	2	0	4	4	179	98%
26/08/2013	76	72	0	4	0	4	40	231	95%
02/09/2013	95	91	0	4	0	4	3	114	96%
09/09/2013	123	121	0	2	0	4	12	139	98%
16/09/2013	109	108	0	1	0	4	7	102	99%
23/09/2013	102	99	0	3	0	4	14	124	97%
30/09/2013	97	95	0	1	0	4	3	134	98%
07/10/2013	96	95	0	1	0	4	1	111	99%
14/10/2013	114	112	0	2	0	4	9	133	98%
21/10/2013	110	105	0	5	0	4	5	122	95%
28/10/2013	109	107	0	2	0	4	4	123	98%