



**STRATEGIC POLICING AND CRIME BOARD
13 May 2014**

**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 March 2014. In this period a total of 2021 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 119.

Table 1 – logged cases by month

	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
Nov-13	84	19	4		28	1	136
Dec-13	59	9	7	-	9	-	84
Jan-14	85	13	8		24		130
Feb-14	104	12	6	1	22		145
Mar-14	65	14	6	1	5	-	91
	1,393	384	69	11	159	5	2,021

5. Six categories are used in order to manage the incoming contacts. The following provides examples of what types of correspondence are categorised under each area:

- Complaints – This category covers Professional Standards Department (PSD) referrals, complaints about LPUs or about the Commissioner, 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.
- Campaigns– The office has received various campaigns/petitions including 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 eleven 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.
- 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 etc. This category also covers companies or charities who are marketing their services.
- 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 March 2014. 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 Commissioner is unable to make comment or intervene on individual cases. This category is now only used for a small number of cases
- Closed cases, all actions have been taken and a formal response has been sent.

Pre-May 2013 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. 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.

Table 2 – current status of cases by month logged

	Open	In progress	Monitoring	Closed	Total
Nov-12	-	-	-	123	123
Dec-12	-	1	2	157	160
Jan-13	-	1	-	163	164
Feb-13	-	1	-	101	102
Mar-13	-	1	2	119	122
Apr-13	-	-	1	140	141
May-13	-	-	-	112	112
Jun-13	-	1	-	84	85
Jul-13	-	-	-	102	102
Aug-13	-	1	-	90	91
Sep-13	-	2	-	84	86
Oct-13	-	2	-	145	147
Nov-13	1	3	-	132	136
Dec-13	2	2	-	80	84
Jan-14	-	13	1	116	130
Feb-14	2	12	-	131	145
Mar-14	7	22	-	62	91
	12	62	6	1,941	2,021

7. 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. The following table will change each time it is reported as some cases are reopened. There has also been a review of all cases during which we looked back to check that all cases have been correctly codified and whether any further updates were required. This review resulted in a number of changes being made to the status of some of the older cases, and some of the information is therefore slightly different to the previous report.

	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	1.5	28	100.0%	1.5	N/A
Dec-12	52	15.2	50	96.2%	14.6	32.1
Jan-13	104	24.6	66	63.5%	15.0	42.6
Feb-13	79	29.7	41	51.9%	14.2	46.5
Mar-13	90	38.2	32	35.6%	10.4	53.5
Apr-13	75	50.1	26	34.7%	10.6	71.0
May-13	106	65.9	20	18.9%	12.3	78.4
Jun-13	49	55.3	14	28.6%	16.6	70.8
Jul-13	51	70.2	13	25.5%	9.7	90.1
Aug-13	62	45.7	34	54.8%	6.6	93.2
Sep-13	75	50.5	42	56.0%	6.1	107.1
Oct-13	76	39.4	46	60.5%	5.6	91.3
Nov-13	163	105.9	63	38.7%	7.5	167.9
Dec-13	97	60.4	47	48.5%	11.4	106.4
Jan-14	121	70.7	33	27.3%	7.4	94.4
Feb-14	137	72.9	56	40.9%	9.9	116.4
Mar-14	159	75.8	49	30.8%	13.4	103.6

TELEPHONE HUNT GROUP INFORMATION

8. The table annexed to this report details the amount of calls received via 0121 626 6060 for the period from November 2013 to March 2014. The table provides a breakdown of those calls received. These calls are taken and managed by the casework team, alongside casework and correspondence.
9. The agreed target was to answer all calls received in 3 rings. The average percentage of calls answered in target is 98% (a slight improvement on the average of 96% between November 2012 and November 2013) and the average amount of calls received each week is 94 (down slightly from the average of 109 between November 2012 and November 2013). The response timings and average talk time is broken down into seconds.

OTHER ACTIVITIES

10. The Casework Team also undertakes the work to support the surgeries held by the Commissioner and the Deputy Commissioner. Since the last report to the Board (November 2013) there have been five surgeries. On average, seven appointments were arranged for each surgery and there were a number of additional people who attended without appointments. There was also a skype surgery arranged for February 2014 but no appointments were booked and therefore it did not go ahead.

11. 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.
12. 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

13. The staff structure in place to deal with casework includes a casework manager supported by two caseworkers and an administrative assistant. These roles are currently filled by temporary staff. A permanent staff structure will shortly 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

14. The Board is asked to note the report.

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Telephone statistics for 0121 626 6060

Week commencing	Total calls received	Answered Calls		Unanswered	Busy	Avg Response Time (secs)	Avg UnAnws Time (secs)	Avg talk time (secs)	% of calls answered
		Within Target	Over Target						
04/11/2013	111	110	1	0	0	5	0	104	99%
11/11/2013	133	130	0	3	0	5	6	123	98%
18/11/2013	102	101	0	1	0	5	3	102	99%
25/11/2013	93	91	0	2	0	4	2	119	98%
02/12/2013	97	96	0	1	0	5	41	118	99%
09/12/2013	91	89	0	2	0	5	3	110	98%
16/12/2013	88	85	0	3	0	4	26	116	97%
23/12/2013	22	18	0	4	0	4	21	100	82%
30/12/2013	37	37	0	0	0	7	0	89	100%
06/01/2014	104	103	1	0	0	4	0	97	99%
13/01/2014	94	93	0	1	0	4	3	113	99%
20/01/2014	108	107	0	1	0	5	6	120	99%
27/01/2014	86	83	1	2	0	5	3	149	97%
03/02/2014	91	91	0	0	0	4	0	107	100%
10/02/2014	90	89	1	0	0	5	0	91	99%
17/02/2014	95	92	0	3	0	4	6	100	97%
24/02/2014	112	111	0	1	0	4	0	122	99%
03/03/2014	106	101	0	5	0	4	12	182	95%
10/03/2014	92	90	1	1	0	5	3	128	98%
17/03/2014	109	108	1	0	0	5	0	153	99%
24/03/2014	108	107	0	1	0	4	2	118	99%
31/03/2014	103	103	0	0	0	4	0	119	100%
07/04/2014	96	95	0	1	0	4	0	107	98%
14/04/2014	96	91	1	4	0	4	20	139	95%
21/04/2014	72	70	0	2	0	5	2	148	97%
28/04/2014	96	94	0	2	0	4	2	131	98%