



**STRATEGIC POLICING AND CRIME BOARD**  
**3<sup>rd</sup> June 2014**

<p><b>Performance against the 2014/15 Milestones and Deliverables in the Police and Crime Plan</b></p>
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**PURPOSE OF REPORT**

1. This report outlines the performance against the milestones and deliverables that contribute to the 10 strategic outcomes set out in the 2014/15 Police and Crime Plan.

**EXECUTIVE SUMMARY**

2. Following the second ever lowest year of total recorded crime the Force has started 2014/15 well in its ambition to strive to have its lowest ever crime levels with large reductions already seen in volumes of Burglary Dwelling and Robbery.

**BACKGROUND**

3. The Police and Crime Plan 2014/15 sets out a variety of milestones and deliverables under the following objectives:

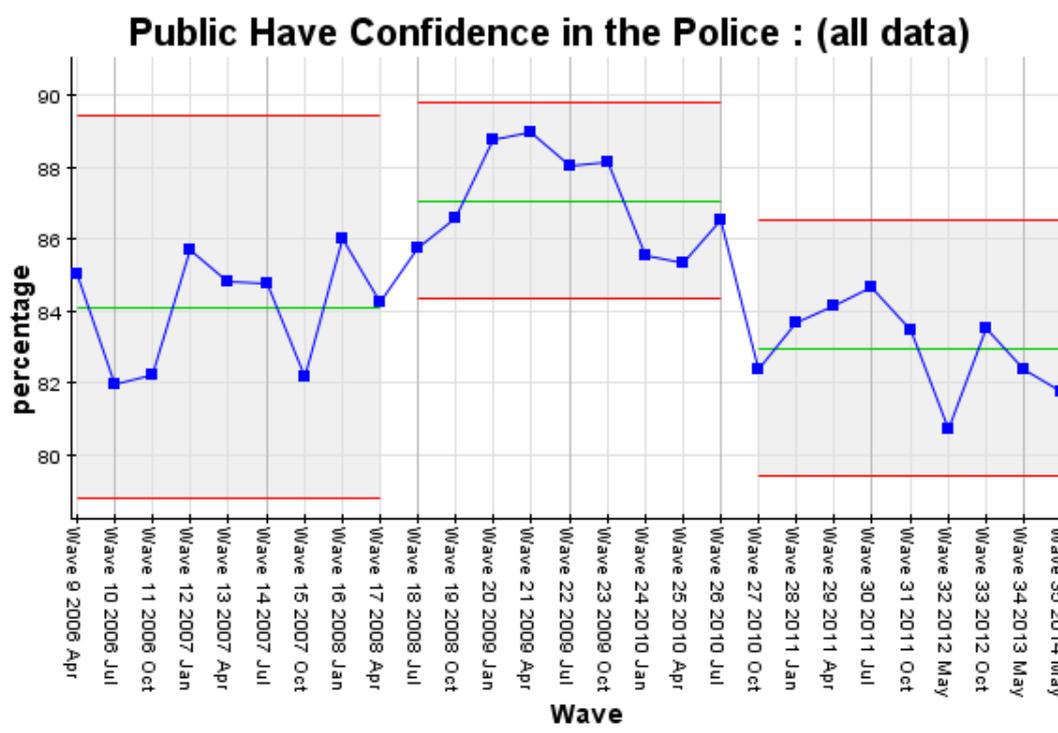
## West Midlands Police and Crime Commissioner's Strategic Outcomes Framework



4. 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
5. The structure of this report gives updates for the board as requested and the appendix shows when updates are expected for the rest of the plan.

**A- Improving confidence in policing**  
**(Lead ACC Local Policing)**

6. **'Feeling the Difference' (FTD)** is a West Midlands Police commissioned independent survey that measures public perception in the force area, which is different to the Crime Survey for England and Wales. The FTD survey is conducted twice a year, with 16,800 people interviewed in total.
7. Wave 35 of interviews of this door to door survey was conducted between Jan and March 2014. Results showed that the level of confidence in West Midlands Police was 82%, this was exactly the same as the previous wave. Since October 2010, confidence levels have been stable at an average of 83.1% per wave.
8. Levels of confidence are the highest in Solihull (86%), followed by Dudley and Birmingham South (both 83%). Levels are lowest amongst residents interviewed in Birmingham West & Central (77%). Whilst in Wave 34 we saw confidence levels drop significantly in Sandwell, these have now almost returned back to the position seen in Wave 33 with a 6% point increase over the last six months.



**Improve Perceptions of Safety**  
**(Lead ACC Local Policing – 6 monthly)**

9. With regards to feelings of safety, all the residents interviewed were asked how relatively safe they felt both during the day and after dark. The majority feel safe during the day and night, although 13% indicate that they feel unsafe after dark (up from 11% in Wave 34). The proportion feeling safe during the day remains stable since Wave 34 at 96%, however there has been a significant 3% point drop in feelings of safety after dark (from 82%), however this is still the second highest percentage ever achieved.

## Feel safe (after dark, overall) : (all data)

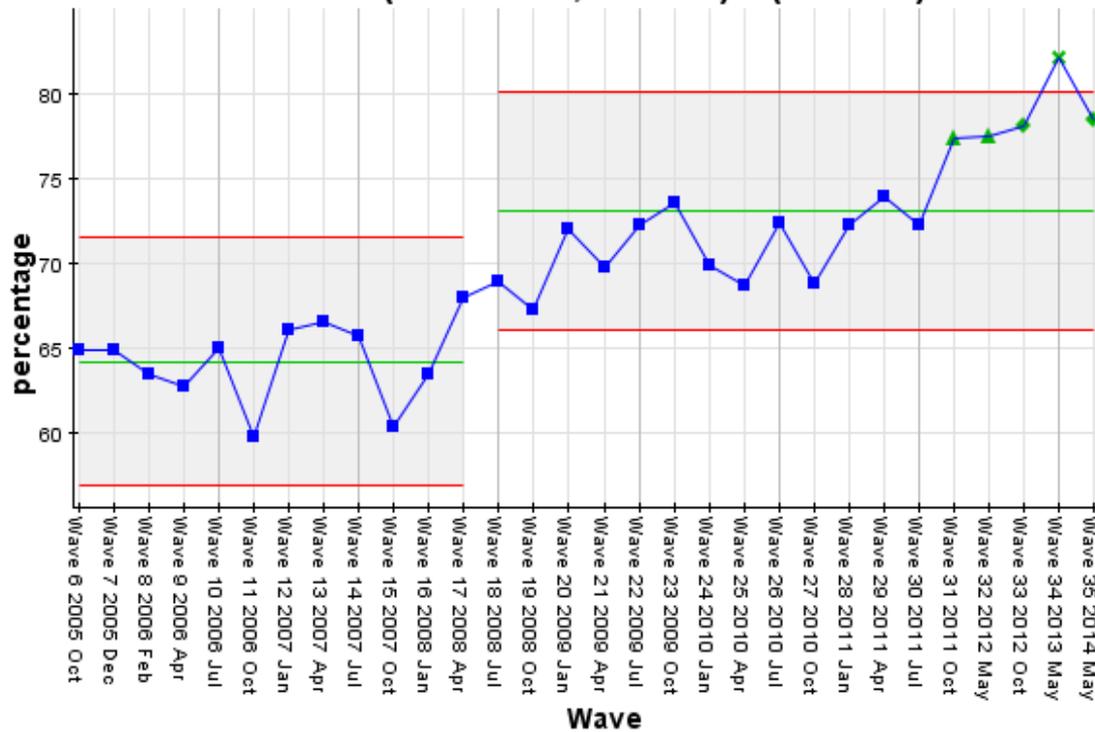
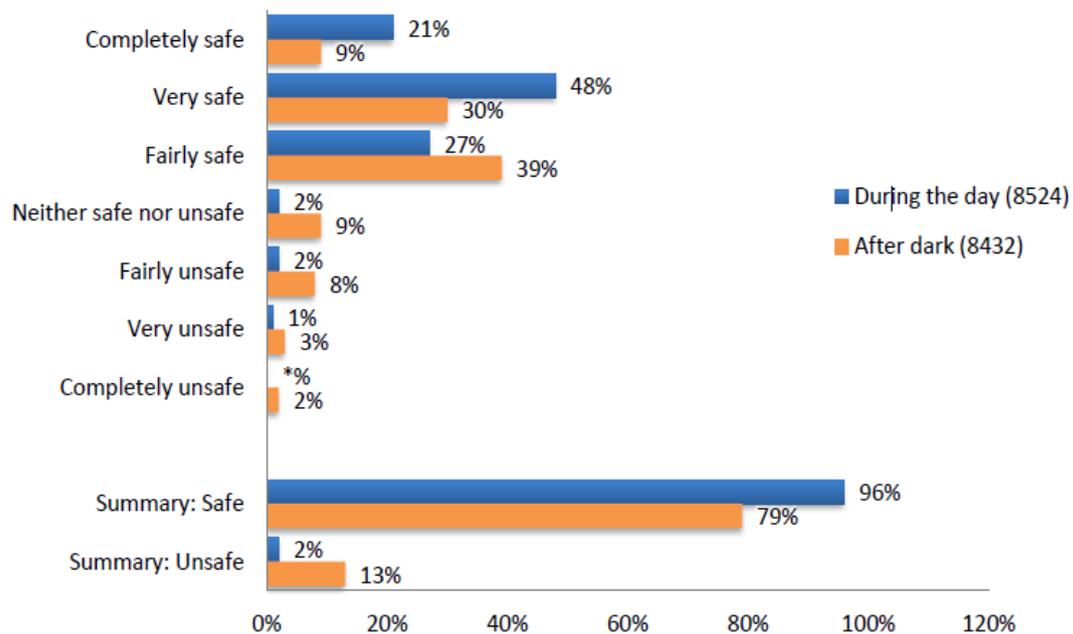


Figure 8: Generally how safe or unsafe is this neighbourhood...? (All valid responses)



10. Measuring resident's sense of safety after dark, one can observe variations across each of the ten local policing units (LPU), with the feeling of safety greatest across Solihull (84%), Dudley (83%), and Birmingham North (82%). Levels, however, are markedly lower in Birmingham West & Central (69%).

**Implement the stop and search action plan influenced through summits and other local consultation.**

**(Lead ACC Operations – 6 monthly)**

11. Good progress has been made against the plan. Staff training has been completed and was well received. The new automated recording system is now live in Sandwell and Dudley LPUs and is working well. It is due to go live on BWC and BS LPUs on 2nd June. The Force is in a strong position to meet all of the requirements set out by the Home Secretary in her recent statements on Stop and Search.

**Reduce crime and offending**

**Strive to have our lowest ever crime levels**

Lead ACC Local Policing/Crime – Proposal Monthly

12. Over the last three years the Force has contributed significantly to reducing crime in the West Midlands by 19% which equates to around 40,000 fewer victims since 2010-11.
13. Whilst 2013/14 saw a small increase in offences compared to the previous year, it was still the Force's second best performance year.
14. A numeric milestone has not been set for 2014/15 however the Force is committed to achieving its lowest ever crime levels
15. As at 27<sup>th</sup> May 2014 the performance position (compared to 2013/14) for all reduction milestones is as shown in the following table:

<b>Milestones</b>	Last Year	This Year	Difference	M'stone	Performance
<b>Reduce Burglary Dwelling</b> <sup>DW</sup> <small>— chart ▼ — breakdown ▼</small>	1,905	1,564	-341	-2 %	-17.9 %
<b>Reduce Public Placed Violence With Injury</b> <sup>DW</sup> <small>— chart ▼ — breakdown ▼</small>	1,491	1,526	35	-5 %	2.4 %
<b>Reduce Robbery</b> <sup>DW</sup> <small>— chart ▼ — breakdown ▼</small>	813	700	-113	-5 %	-13.8 %
<b>Deliverables</b>	Last Year	This Year	Difference	M'stone	Performance
<b>Reduce Total Recorded Crime</b> <sup>DW</sup> <small>— chart ▼ — breakdown ▼</small>	26,696	26,098	-598	-	-2.2 %
<b>Reduce Business Crime</b> <sup>DW</sup> <small>— chart ▼ — breakdown ▼</small>	5,519	5,938	419	-	7.6 %

16. Total Recorded Crime (TRC) is 2.2% lower year to date than in 2013-14 and 1.7% lower than at this stage during our lowest crime level year (-449 fewer crimes), however, monthly levels are stable with a monthly average of 14,370.
17. The WMP area continues to record fewer crimes per 1,000 residents than that of its most similar force areas.

## **Encourage the reporting of crimes from vulnerable victims, such as those subject to domestic abuse, hate crime and sexual exploitation**

ACC Local Policing/Crime – Proposal Monthly

18. Operation Sentinel has achieved significant successes against the aims and strategic objectives set. Moreover, anecdotally but also supported by Learning & Development and Corporate Communications feedback, WMP staff had a high awareness level of the operation, what it involved, and what the expectations were of their participation. The proposed second wave of the operation should be used as an opportunity for 'reality testing' of these outcomes and to further enhance service delivery to vulnerable victims.
19. Following Operational Sentinel, levels of Domestic Abuse continue to see increases both in terms of volume and as a proportion of the Force's overall violent crime figures. There has been a weekly step change up in volume from 289 to 309.
20. Levels of Hate Crime remain stable however this time last year was when levels started to increase peaking in weeks following the Murder of Lee Rigby up to the Mosque bombings.
21. Levels of recorded Child Sexual Exploitation remain low averaging 6 crimes a month.

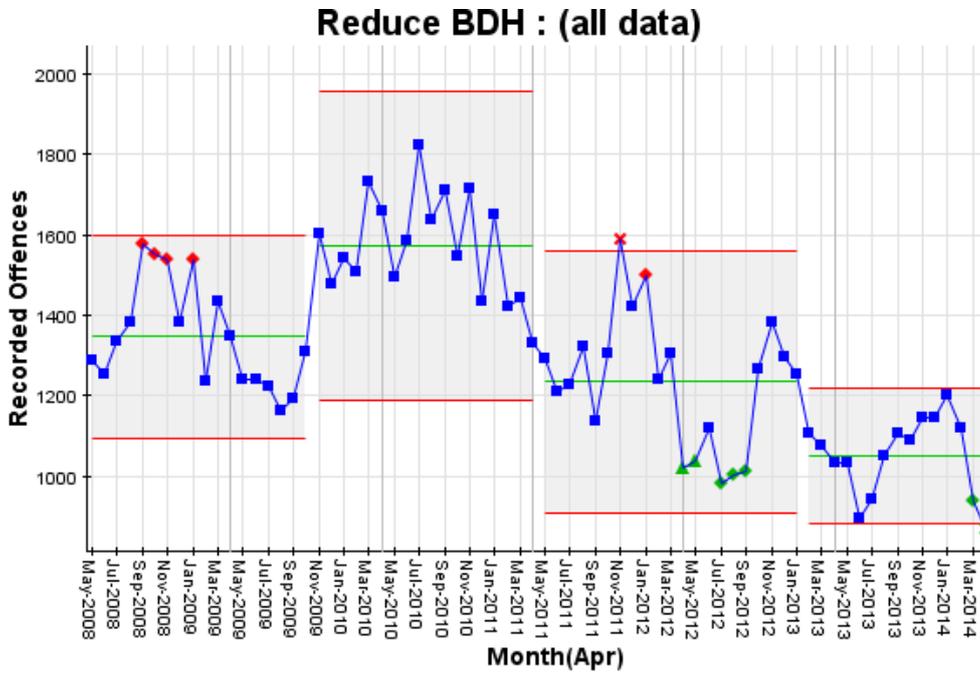
## **Reduce public place violence by 5 per cent**

Lead ACC Local Policing/Crime – Proposal Monthly

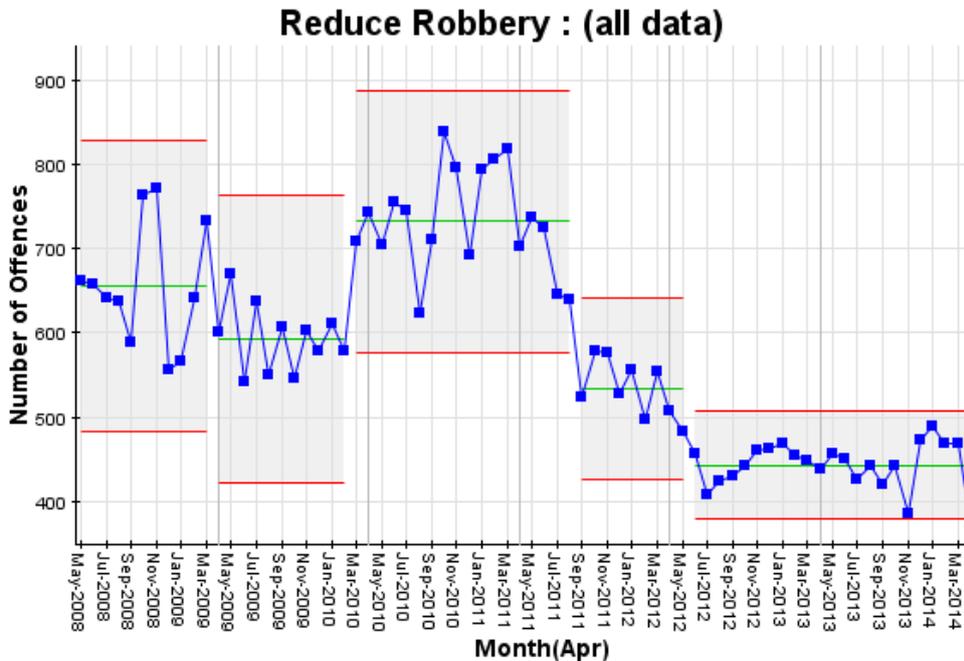
22. Public Place Violence levels are showing a small increase compared to last year (+2.4% or 35 more offences), however levels are stable there have been no expected elevated high crime days around key times such as Easter or the May Bank Holidays. The increase year to date can be explained by April last year being exceptionally low.
23. Operation Greenshield is the Force's response to Public Place Violence with planned activity including:
  - Developing world cup night time economy and public place violence plans
  - Domestic Abuse incidents and development of robust Offender management
  - Alcohol – link into the strategic objectives
  - Develop the Weekend focus on public drinkers identification count. Working with partners to count locally and pick up and pathway any opportunities to create diversion

**Reduce property-related crime, with a focus on burglary (reduce by 2 per cent), robbery (reduce by 5 per cent), thefts relating to vehicles and business crime**  
 Lead ACC Local Poling/Crime – Proposal Monthly

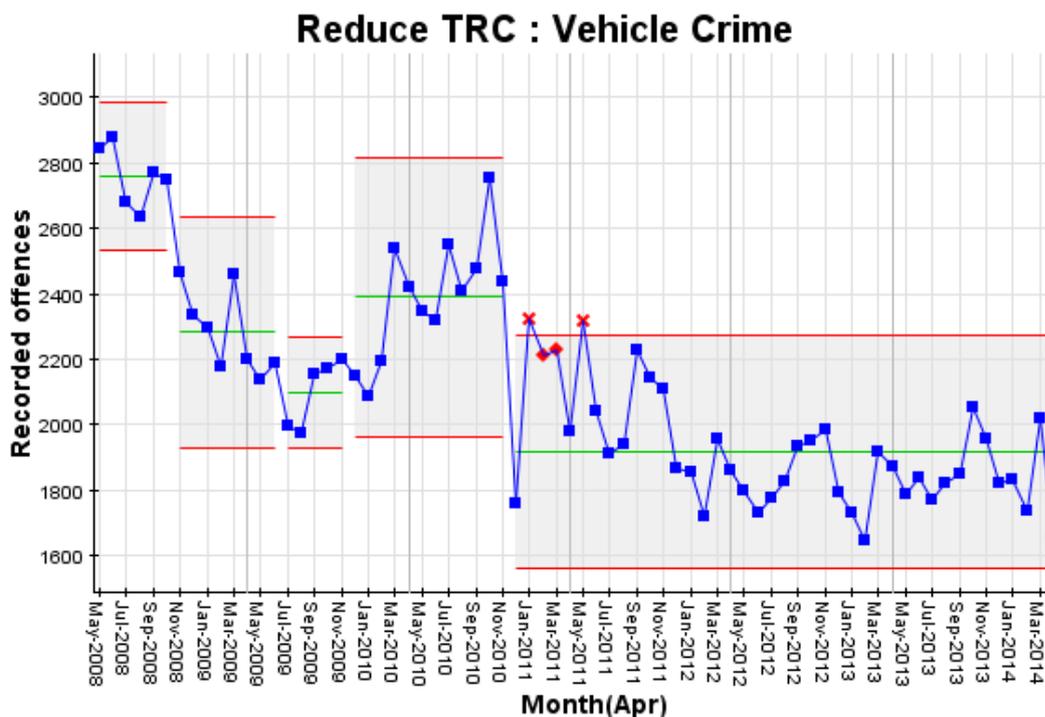
24. Burglary Dwelling and Robbery have seen significant reductions so far this year with Burglary Dwelling reducing by -18% (-341 victims), with April 2014 being the lowest recorded month for Burglary for over a decade.



25. Robbery also is currently surpassing the milestone (-13.8% or 113 fewer victims). Likewise April's Robbery volume was the lowest for over a decade, this is especially pleasing as April can often be a peak month for Robbery as in April 2012.



26. Vehicle Crime is also seeing a reduction compared to this time last year (-8.1% or 273 fewer victims). April was the second lowest recorded month for Vehicle Crime.



27. Business Crime is seeing an increase and featured within the Force’s Strategic Tasking meeting in May. Overall business crime increased by 7.6% or 419 offences. Theft of Shop and Stalls, whilst making up over 40% of business crime, is recording similar levels to last year. The increase in business crime has come from make off without payment from petrol stations and Burglary of Business Premises. Operation Kadence is the Force Response to make off without payment that aims to:

- Identify best practice through the adoption of a corporate investigation and operating model in line with continuous improvement principles
- Improve the standard of investigation and maximise intelligence sharing opportunities through ownership and accountability
- Reduce the level of offending whilst improving solved and resolved rates
- Develop sustainable partnerships across the industry to improve future crime reduction and detection

**With partners, tackle the locations and people that contribute the highest crime levels and demands on public services**

Lead ACC Local Policing – Proposal Monthly

28. The Force is working both around the priority area programme and the troubled families programme to tackle the locations and people who cause the highest demand on public services.

## **Better protecting people from harm**

### **Develop tactics to tackle child sexual exploitation, modern day slavery (people trafficking) and honour based violence**

Lead ACC Local Policing – Proposal Quarterly

29. WMP has continued to develop the strategic approach of the organisation in working with partners and improving the service provided to victims and potential victims of these crimes. An example of this being Operation Sentinel which in November 2013 focused on the issue of Human Trafficking and highlighted the responsibilities of 'First Responders' (including Police) to support victims through the National Referral Mechanism as well as the types of trafficking and effect on victims. A live 'Twitter-feed' and supporting media campaign received positive feedback.
30. The Force has seen an increase in victims for the crimes that fall into these categories and is providing more comprehensive support and guidance to the police teams who are investigating these cases. This is being achieved through the completion of mandatory on-line training, additional Operation Sentinel training for all front-line supervisors and through the provision of a quick reference guide for officers.

## **Improving the service the public receive from the police**

### **Increase satisfaction with services provided relating to crimes**

Lead ACC Local Policing – Proposal Monthly

31. Victims of crime and anti-social behaviour are called six weeks after their incident is recorded and asked about various aspects of the service they have experienced from West Midlands Police. Over the last 12 months (to end of April 2014) overall satisfaction with the service received for crime is 83.6%. The last five months have seen improvement in satisfaction of Crime since last Autums low levels. Compared with Forces most similar to WMP, the Force is just below average. The Chief Constable and the Commissioner aspire to further improve levels of satisfaction through the Force's change programme, particularly for victims and witnesses. Satisfaction is managed by ACC Forsyth and there is a delivery group that meets monthly.

### **Increase satisfaction with services provided relating to anti-social behaviour**

Lead ACC Local Policing – Proposal Monthly

32. Satisfaction with ASB remains stable at 77.8% (rolling 12 months) this has been consistent for over three years. April's monthly figure was 79.2%.

## **FINANCIAL IMPLICATIONS**

33. 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 6<sup>th</sup> February 2013 which covered the revenue and capital budgets and proposals for the precept for 2013-14.

## **LEGAL IMPLICATIONS**

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

## **RECOMMENDATIONS**

35. 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 1 – Reporting Schedule**

### **Identify aspects of policing that have an adverse impact on confidence, and establish ways to overcome such barriers**

**(Lead ACC Local Policing – 6 monthly)**

To Report in July

### **Improve confidence in the way that complaints against the police are investigated** **(Lead ACC Operations)**

To be included in ACC Operations Portfolio Report – September 2014 (with more likely to be within a Professional Standards Report)

### **Encourage the reporting of crimes and incidents that are under-reported**

To be included in DCC Portfolio Report – July 2014

### **Continue to ensure the accuracy and integrity of incidents reported as crime**

To be included in DCC Portfolio Report – July 2014

## **B Creating stronger partnerships**

### **Provide grants to local authority areas to enable the delivery of crime and community safety outcomes through the work of local policing and crime boards** **(WMOPC)**

*WMOPC to update in July 2014*

### **Improve engagement with health, business and non-traditional partners with a view to reducing harm and partnership demand**

*To be included in DCC Portfolio Report – July 2014*

### **Further develop evidence-based policing linking with the College of Policing, universities and other forces.**

Lead DCC – Proposal Quarterly

*To be included in DCC Portfolio Report – July 2014*

### **Explore opportunities to improve the response to serious and organised crime including working collaboratively with regional forces and the National Crime Agency**

Lead DCC – Proposal Quarterly

*To be included in DCC Portfolio Report – July 2014*

**Work with safeguarding partners to improve the outcomes for vulnerable people**

Lead ACC Local Policing/Crime - Proposal Quarterly

*To be included in ACC Local Policing Portfolio Report – July 2014*

**Improve the quality and sharing of information with partners**

Lead ACC Crime – Proposal 6 monthly

*To be included in Performance Report for July 2014 then in the ACC Crime Portfolio Report October 2014*

**Ensure we work with partners to effectively manage the risks associated with the emerging national Transforming Rehabilitation strategy, where offenders are managed in the community**

Lead ACC Local Policing – Proposal 6 monthly

*To be included in ACC Local Policing Portfolio Report – July 2014*

## **Developing greater local identity across the West Midlands**

**Support the newly formed local police and crime boards to strengthen their identity in the local community**

Lead PCC - Proposal Quarterly

***WMOPC to update in September 2014***

**Work with local policing and crime boards to deliver the outcomes contained in their local policing and crime plans**

Lead PCC - Proposal Quarterly

***WMOPC to update in September 2014***

**Tackle locally identified concerns such as anti-social behaviour, speeding, inconsiderate parking, off road motorbikes, drugs, vehicle crime and burglary**

ACC Local Policing/ Crime - Proposal Quarterly

**To be included in ACC Local Policing Portfolio Report – July 2014**

**Establish the work plan for the Youth Commission, integrating its role into the work of the Commissioner**

Lead PCC – Proposal 6 monthly

***WMOPC to update in September 2014***

**Implement the action plans agreed following the series of summits held in 2013-14**

Lead TBC – Proposal As Required

**Improve diversity throughout the Force, through recruitment and development opportunities, to better reflect the community**

Lead Director of Resources – Proposal Quarterly

***To be included in Performance Report September 2014 then in DoR Report December 2014***

**Delivering better value for money**

**Implement invest-to-save schemes that enable more efficient working practices**

Lead Director of Resources – Proposal Quarterly

**To be included in Performance Report September 2014 then in DoR Report December 2014**

**Develop a work force that meets future needs**

Lead Director of Resources – Proposal Quarterly

**To be included in Performance Report September 2014 then in DoR Report December 2014**

**Develop people who are capable and effective in delivering their roles**

Lead Director of Resources/ACC Beale – Proposal Quarterly

**To be included in Performance Report September 2014 then in DoR Report December 2014**

**Improve productivity of staff and assets**

Lead PCC – Proposal Quarterly

**WMOPC to update in July 2014**

**Continue to explore opportunities with Innovation and Integration Partners (IIP) to harness innovation and improve service delivery**

Lead DCC – Proposal Quarterly

**To be included in DCC Portfolio Report – July 2014**

## **Demonstrating the Force's commitment to social responsibility**

**Evaluate the use of our 'green' cars and their impact on the environment**

Lead Director of Resources – Proposal Quarterly

**To be included in Performance Report September 2014 then in DoR Report December 2014**

**Complete the consultation on the procurement strategy to influence the economic wellbeing of the area**

Lead PCC – Proposal Quarterly until complete

**WMOPC to update in July 2014**

**Increase the involvement and work with voluntary, third sector and community partnerships in priority areas helping to keep crime down**

Lead ACC Local Policing – Proposal Quarterly

**To be included in ACC Local Policing Portfolio Report – July 2014**

**Introduce apprentice schemes in areas of policing where this can be supported**

Lead Director of Resources – Proposal Quarterly

**To be included in Performance Report September 2014 then in DoR Report December 2014**

**Working with partners reduce the harm caused by gangs and organised crime groups by continuing to target them**

ACC Crime – Proposal Quarterly

To be initially included in Performance Report July 2014 then in ACC Crime Portfolio Report October 2014

**With partners reduce the harm to vulnerable victims**

Lead ACC Local Policing/Crime – Proposal Quarterly

To be included in ACC Local Policing Portfolio Report – July 2014

**Reduce the harm caused by extremism by continuing to target them under the local and national strategy in partnership**

Lead ACC Security – Proposal Quarterly

To be included in Performance Reports July 2014 then ACC Security Portfolio Report November 2014

**Develop work to improve victims services, supported by specific funding from the Police and Crime Commissioner**

Lead ACC Operations – Proposal Quarterly

To be included in ACC Operations Portfolio Report – September 2014

**Implement the Code of Practice for Victims**

Lead ACC Operations – Proposal Quarterly

To be included in ACC Operations Portfolio Report – September 2014

**Develop strategies to reduce repeat victims of crime and anti-social behaviour**

Lead ACC Operations – Proposal Quarterly

To be initially included in ACC Operations Portfolio Report – September 2014,

**Seek new opportunities to improve public accessibility to policing services**

Lead ACC Local Policing – Proposal Quarterly

To be included in ACC Local Policing Portfolio Report – July 2014 (or as required through Estates Review)

**Supporting stronger communities**

**Work with our partners to further reduce crime on our transport network by implementing the partnership Safer Travel Plan**

Lead ACC Operations – Proposal Quarterly

To be included in ACC Operations Portfolio Report – September 2014

**Improve our ability to work with partners to identify early intervention opportunities within communities**

Lead ACC Local Policing – Proposal Quarterly

To be included in ACC Local Policing Portfolio Report – July 2014

**Develop community capacity to deal with local issues**

Lead ACC Local Policing – Proposal Quarterly

To be included in ACC Local Policing Portfolio Report – July 2014

**Respond to issues from the summits convened by the Police and Crime Commissioner**

Lead Various – Proposal Quarterly

WMOPC to provide update in July 2014

**Ensure an effective contribution to national policing**

**Ensure West Midlands Police has appropriate capacity and capability to support the five components of the Strategic Policing Requirement: terrorism, other civil emergencies, organised crime, public order, and large scale cyber incidents**

Lead ACC Security – Proposal Quarterly

To be included in Performance Reports July 2014 then ACC Security Portfolio Report November 2014

**Ensure the public of the West Midlands benefits from the work of agencies across the national policing landscape i.e. National Crime Agency, College of Policing, Home Office Immigration Enforcement, Action Fraud and Counter Terrorism**  
ACC Security – Proposal Quarterly

To be included in Performance Reports July 2014 then ACC Security Portfolio Report November 2014

**Establish a Regional Organised Crime Unit (ROCU) to meet our national requirement**  
Lead DCC – Proposal Quarterly

To be included in DCC Portfolio Report – July 2014