



**STRATEGIC POLICING AND CRIME BOARD  
11 September 2014**

**Office of the Police and Crime Commissioner  
West Midlands - Casework**

**PURPOSE OF REPORT**

1. To update the Board on the casework and correspondence received and managed by the Office of the Police and Crime Commissioner West Midlands.

**BACKGROUND**

2. This report provides information on casework undertaken by the office of the Police and Crime Commissioner West Midlands in the period up to August 2014. The majority of this period of activity was governed by the previous Police and Crime Commissioner, Bob Jones.
3. The newly elected Police and Crime Commissioner David Jamieson has indicated that the approach to managing correspondence and other contacts from the public will now be developed to assist the Board and the Commissioner to take a strategic overview of the type of issues that are being raised. From now on, individuals who contact the Commissioner will be signposted to the service area or to the organisation most able to deal with their query. The focus of the Office of the Police and Crime Commissioner West Midlands when dealing with such contacts will be to identify trends and potential implications to be highlighted to the Commissioner or to the Board. Signposting individuals to the most appropriate service should have the additional benefit of allowing a much faster response time to all correspondence and other contacts.
4. As a result of this new approach, this is likely to be the final report to the Board on casework in this format.

**CASEWORK ANALYSIS/INFORMATION – NOVEMBER 2012 – AUGUST 2014**

5. The 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 August 2014. In this period a total of 2455 cases have been logged.

6. 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 112.

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
Apr-14	58	17	3	-	9	-	87
May-14	47	40	3	-	9	-	99
Jun-14	56	41	1	-	8	1	107
Jul-14	38	23	1	-	2	-	64
Aug-14	51	14	2	1	9	-	77
	<b>1,643</b>	<b>519</b>	<b>79</b>	<b>12</b>	<b>196</b>	<b>6</b>	<b>2,455</b>

7. 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.
8. The table below provides a breakdown of cases that have been received and their current status on the 31 August 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.
9. Cases that remain 'open' or 'in progress' that date back longer than June 2014 are cases which have been re-opened as the person has been back in contact regarding the same issue, or they 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.
10. On average nearly 32% of correspondence is dealt with and closed within 20 working days.
11. To the end of August just under 5% (116) of all cases received have not yet been resolved/closed, with nearly half of these relating to correspondence received in the last two months.

Table 2 – current status of cases by month logged

	Open	In progress	Monitoring	Closed	Total	Closed Within 20 Working days
Nov-12	-	1	-	122	<b>123</b>	48.4%
Dec-12	-	1	-	159	<b>160</b>	21.4%
Jan-13	-	-	-	164	<b>164</b>	29.9%
Feb-13	-	-	-	102	<b>102</b>	19.6%
Mar-13	-	1	1	120	<b>122</b>	22.5%
Apr-13	1	-	-	140	<b>141</b>	16.4%
May-13	-	-	-	112	<b>112</b>	19.6%
Jun-13	-	-	-	85	<b>85</b>	12.9%
Jul-13	-	-	1	101	<b>102</b>	16.8%
Aug-13	-	1	-	90	<b>91</b>	18.9%
Sep-13	-	1	-	85	<b>86</b>	28.2%
Oct-13	-	1	-	146	<b>147</b>	20.5%
Nov-13	-	-	-	136	<b>136</b>	45.6%
Dec-13	1	-	-	83	<b>84</b>	32.5%
Jan-14	2	2	1	125	<b>130</b>	33.6%
Feb-14	-	3	-	142	<b>145</b>	43.0%
Mar-14	3	7	-	81	<b>91</b>	53.1%
Apr-14	4	6	-	77	<b>87</b>	36.4%
May-14	4	7	1	87	<b>99</b>	43.7%
Jun-14	6	5	-	96	<b>107</b>	42.7%
Jul-14	-	12	-	52	<b>64</b>	65.4%
Aug-14	34	9	-	34	<b>77</b>	100.0%
	<b>55</b>	<b>57</b>	<b>4</b>	<b>2,339</b>	<b>2,455</b>	<b>31.8%</b>

12. In April a significant review was undertaken of outstanding cases that were over the 20 working day deadline and the cases that were categorised as 'monitoring'. Since the last report to the Board there has also been a review of all cases to check that they were 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.

### Closed cases

13. Since November 2012, a total of 2339 cases have been closed. However, many of the cases dealt with by the casework team have stayed open for significantly longer than the target time of 20 working days. There are a number of reasons for this. Some of the cases have been closed and then re-opened once or more, and in some cases people have had a series of different issues that they have asked the Commissioner to investigate on their behalf. In other cases it has been necessary to gather information from different parts of the Force, different police officers and/or external agencies. Waiting for responses in these complicated cases in order to build a full picture before making a response has taken some time.

14. In almost all of the more complex cases that were not closed within 20 working days, there was a series of contacts with the individual which included letters or emails, telephone updates and in some cases face to face meetings with the Commissioner or with casework staff.
15. As the casework function develops in the future with a new emphasis upon signposting people to the correct department or agency to properly resolve their problems, it is anticipated that the vast majority of cases will be closed very quickly.

### **TELEPHONE HUNT GROUP INFORMATION**

16. It was agreed that all calls received via the 0121 626 6060 number were to be answered within 3 rings. The average percentage of calls, answered in target, during the period of this report was 98%. The average amount of calls received each week was 105.

### **OTHER ACTIVITIES**

17. 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 (May 2014) there have been two surgeries. 3 members of the public attended the surgery in Walsall on 6 June, and 5 members of the public attended the surgery in Coventry on 11 July.
18. 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.
19. 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**

20. The staff structure in place to deal with casework includes a casework manager supported by two caseworkers and a casework administrator. The salaries and on-costs are contained within the overall budget for the Office of the Police and Crime Commissioner West Midlands.

### **RECOMMENDATIONS**

21. The Board is asked to note the report.

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