



STRATEGIC POLICING AND CRIME BOARD 2 June 2015

Outcomes of Performance Workshop

Report of the Chief Executive

PURPOSE

1. This report provides a summary of the discussions at the Performance Workshop held on 21 April 2015.

BACKGROUND

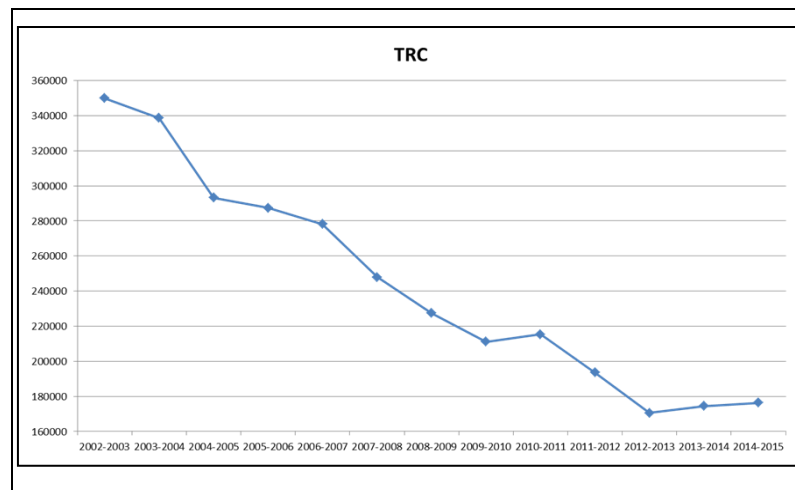
2. As part of the governance arrangements the Police and Crime Commissioner and the Strategic Policing and Crime Board (SPCB) agreed to hold quarterly Performance Workshops with the Force. These workshops would give members of the SPCB additional time to scrutinise the Force regarding performance including areas which are not included in the Police and Crime Plan.
3. Areas specifically highlighted for discussion at this workshop were an update on end of 2014-15 year performance, vulnerability plus reviews of customer satisfaction and public confidence and following the previous workshop additional detail around gun crime.

PERFORMANCE WORKSHOP

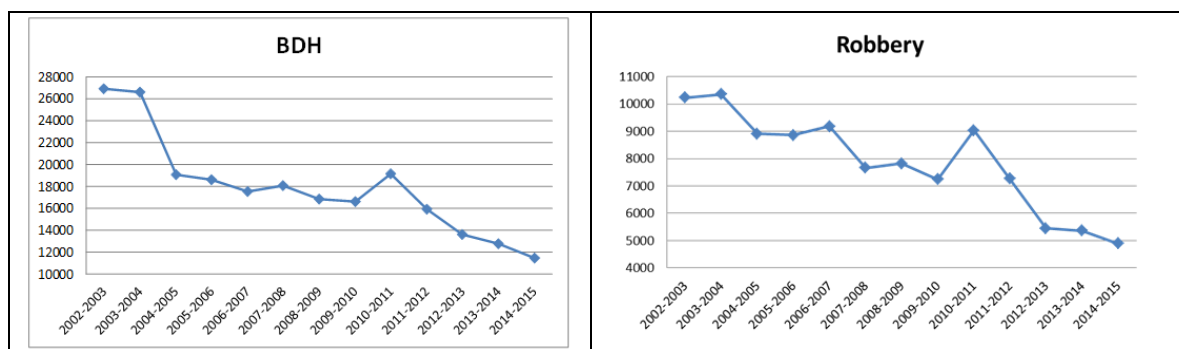
4. Issues covered during the workshop:

End of year performance highlights

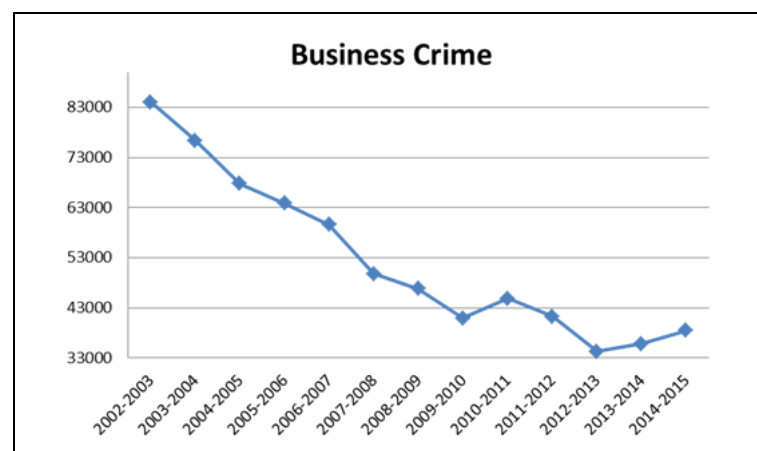
- 2014-15 had a volume of Total Recorded Crime (TRC) 1.1% higher than for the previous year, an additional 1,750 crimes. 2012-13 remains the lowest year for TRC since current recording standards were introduced.



- West Midlands Police (WMP) continues to maintain the lowest level of crime per 1,000 residents when compared to the three other forces (Greater Manchester, Merseyside and West Yorkshire) in its most similar group (MSG).
- On a geographical basis the increase has been predominantly driven by two Local Policing Units (LPUs) – Dudley and Walsall. It was noted that both LPUs have previously recorded large reductions in TRC. Together they recorded 3,150 more crimes than last year. Other LPUs are generally in line with Force performance overall. LPUs also experience different types of crime, such as Birmingham West & Central with business crime as opposed to Birmingham North for example. LPUs continue to perform well on re-offending levels.
- Both burglary of dwellings and robbery are at their lowest ever recorded levels. Burglary of dwellings fell by 1,276 offences and 10% fall whilst robbery fell by 8.8% with 474 fewer victims. Within the MSG WMP has the second lowest level of burglary dwellings per 1,000 dwellings, however, it continues to have the highest rate of robbery per 1,000 residents. It was noted that falls in robbery over the past four years have been ahead of the national average.

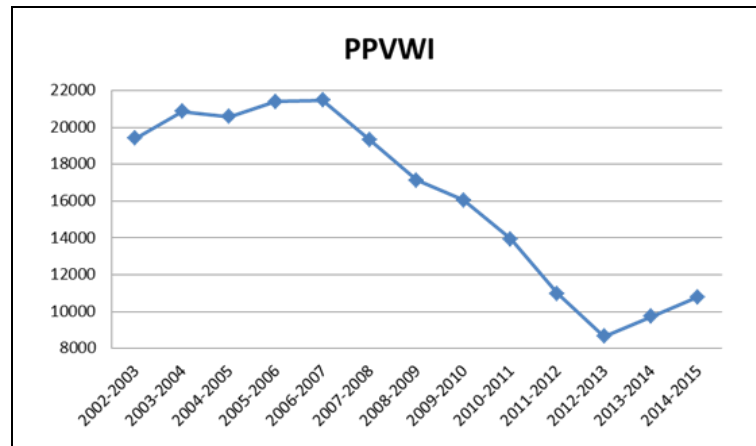


- Business crime has increased by 7% with almost 2,500 additional crimes during 2014-15. The largest driver within this increase in Theft from Shops or Stalls (TSS), which has increased almost 9% around 1,380 extra crimes, but this may be understated as crimes are either not reported or go unnoticed. WMP has the second highest level of TSS per 1,000 residents but is just below the MSG average. TSS is an issue from larger stall and shopping centres down to small retailers.
- Weekly levels of TSS and Bilking were at their highest recorded levels during the previous week.

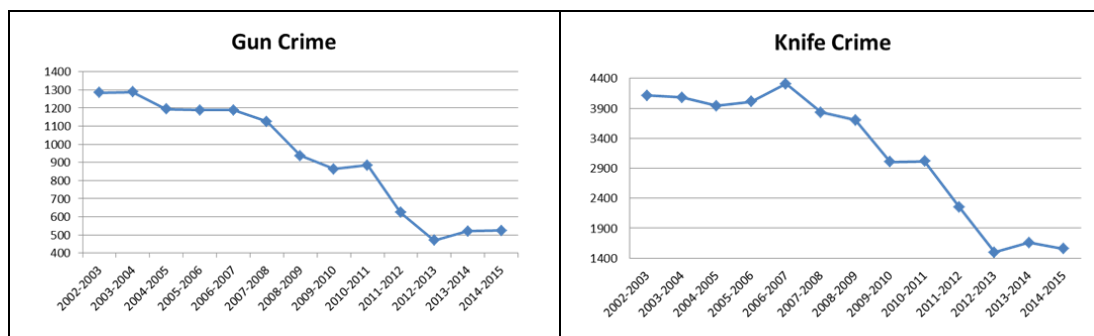


- Public Place Violence With Injury (PPVWI) is 10.8% higher than 2013-14 with 1,055 more recorded crimes. PPVWI is not a common national description, but VWI is. Within the MSG WMP records the highest level of VWI per 1,000 residents, however records the lowest level of Violence Without Injury. This may, in part, be due to the crime recording integrity that WMP is achieving as HMIC has identified as being more accurate than most other forces.

Increases in the reporting of domestic violence has also influenced the increase in PPVWI, with now over 10% of the total being flagged as domestic violence.



- Gun Crime (Crimsec30) has seen the highest levels since 2011-12, although overall remains at its lowest levels in 13 years. Gun crime in the West Midlands continues to have a higher incidence per 1,000 residents than other forces in the MSG but monthly performance remains stable. However it should be recognised that this is a very wide offence category and does not just relate to where a firearm is actually discharged, Using this indicator, where the data is more reliable, West Midlands does not have a higher rate.



- Knife Crime (ADR160) has varied around 1,500 crimes over the last 3 years, however offending has reduced three fold since it peaked in 2006-07.

Vulnerability

- Murder: There were 23 murders during 2014-15, the lowest since 2002 and well below the 55+ recorded in 2002-03 and 2004-05. No murder was committed during 2014-15 with a firearm.
- Manslaughter: There were 17 manslaughters during 2014-15 which was one lower than for 2013-14. 2010-11 was the lowest total with 12 manslaughter offences.
- Domestic Abuse: West Midlands Police has looked to increase the confidence of victims to report allegations of domestic abuse. The number of both incident logs and recorded offences continued to increase during 2014-15 with the latter at their highest recorded volume. There is now little variation in performance geographically in the West Midlands. WMP remain in conversations with Health regarding domestic abuse, particularly in specific areas and also with links to alcohol and drug misuse. Increasing volumes of Crown Prosecution Services (CPS) resources is also being taken up by domestic violence and WMP are working with CPS to develop a view on what this will look like in the future.
- Rape and Serious Sexual Offences (RASSO): Like domestic abuse, West Midlands has sought to increase confidence of victims to report sexual offences. 2014-15 saw the implementation of the Service Transformation Teams with more staff than ever involved in the investigation of public protection crimes. Part of the outcome of this has been for the

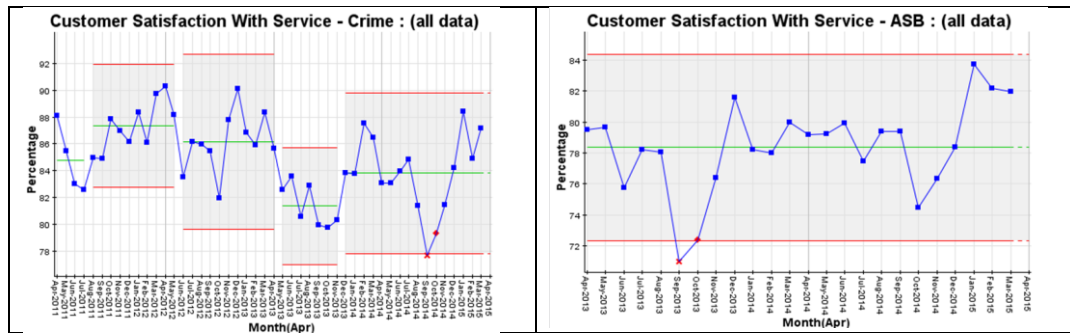
highest level of RASSO to be reported to the police and has resulted in the highest volume of offences being recorded. Despite seeing the highest level recorded, WMP has the lowest volume of Serious Sexual Offences compared to its MSG, improving from previously being the 2nd lowest in the group.

- Hate Crime: Recorded crimes defined as hate crimes were at their highest level last year since 2008-09. The majority (83.5%) were racially motivated. Of the remained just under 9% were homophobic, just over 4% religious, 2.2% related to disability and 0.7% transgender. During 2014-15 hate crime descriptors were introduced to identify the type of religious and disability crime:
 - 55 crimes (1.7%) were perceived to be anti-Islam
 - 14 crimes (0.4%) were anti-Semitic
 - 28 crimes (0.9%) were believed to be due to mobility impairment.

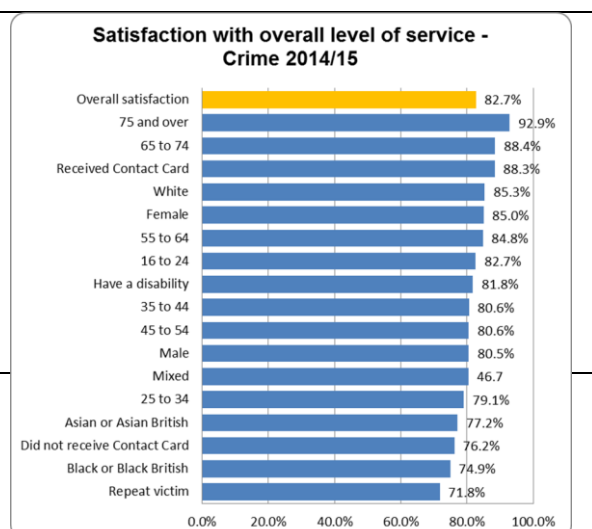
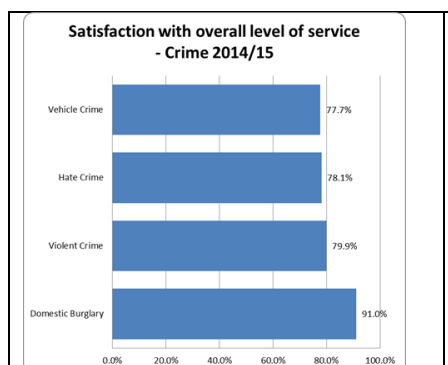
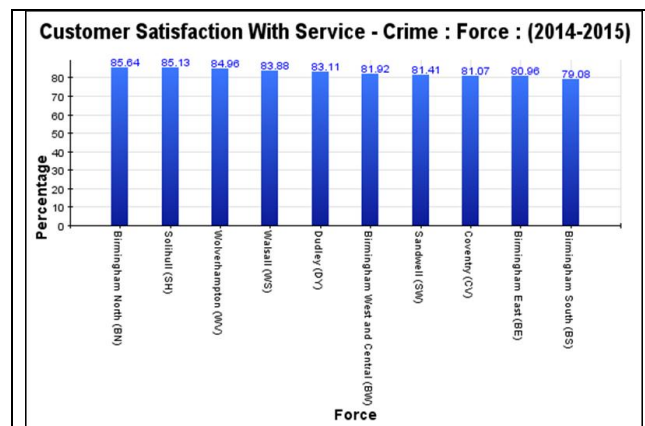
Customer Satisfaction

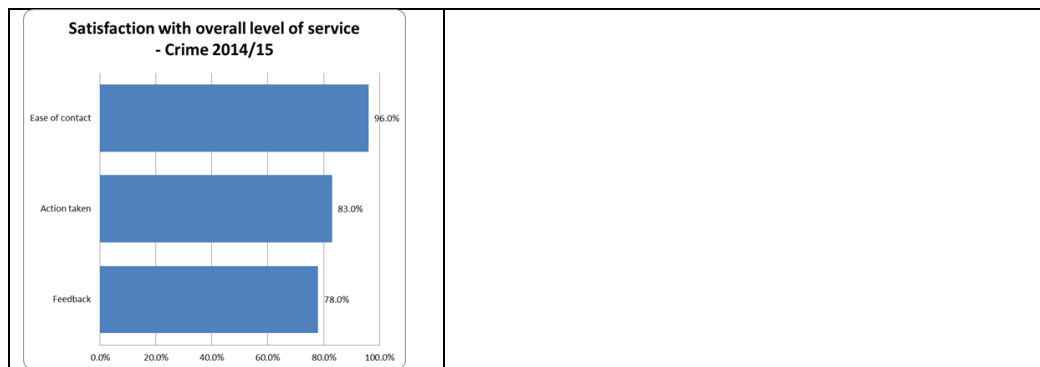
- Customer/Victims Satisfaction is measured through the WMP Contact Counts survey. This measures the quality of WMP service delivery, interviewing people who have had contact with WMP. The results are used to populate two 2 force milestones and 17 force performance framework measures.
- Interviews are conducted within the Force by the Quality of Service Bureau. This consists of 14,000 interviews each year to include crime and ASB. The d is then extracted monthly and reported on a reported 12 month rolling average. This level of sampling provides a +/- 4% confidence intervals per LPU
- This data is also part of a statutory requirement, as part of the Annual Data Return to the Home Office and therefore they mandate certain aspects of the survey and publish the information for comparisons between forces.
- The sampling is random and is stratified across four mandated 'crime' types (burglary dwelling, violent crime, vehicle crime and hate crime). It is also stratified across LPUs and demographics
- In 2014-15 there were in excess of 8,000 'crime' interviews and over 7,000 ASB interviews. The questions asked focus on the service the victim received from WMP, with the questionnaire moving through each stage of the process:
 - Initial contact
 - Action taken
 - Feedback given
 - Treatment
 - Overall satisfaction
- To generate the survey results answers are given on a seven point scale: Completely satisfied/Very satisfied/Fairly satisfied/Neither/Fairly dissatisfied/Very dissatisfied/Completely dissatisfied/Don't know.
- Where, in the course of an interview, interviewers identify any service recovery needs then an 'Aftercare' is completed which is forwarded to the LPU. The LPU then respond directly to the victim within 10 working days. On average 1,200 Aftercares are completed each year, with just over half of these being completed for people who are seeking feedback.
- As at 9 April 2015, based upon a 12-month rolling average, satisfaction for victims of crime is 82.7% & 78.7% for ASB victims. These values vary considerably on a monthly basis, even at Force level. Overall the recent trend has been improving. Some key highlights are:
 - Dudley had 100% satisfaction with crime in March 2015
 - Wolverhampton had 95.2% satisfaction with crime in March 2015 which was the highest since Dec 2012

- Coventry had 94.4% satisfaction with ASB in February 2015 which was the highest since July 2008 with March was 87.5%, the second highest result in the last two years

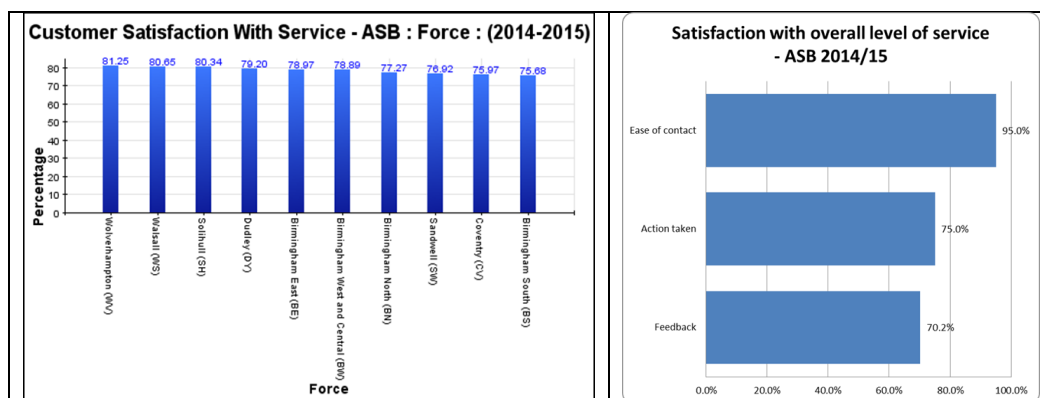


- Performance in victims of crime satisfaction with service varies across LPUs ranging from 85.6% in Birmingham North to 79.1% in Birmingham South. Victims of domestic burglary tend to have the highest satisfaction rates with victims of vehicle crime the lowest. In general terms older people, white people and females have higher satisfaction level. Those who are repeat victims, rather unsurprisingly, have the lowest level of satisfaction. There are higher levels of satisfaction for ease of contact than for action taken and then feedback. The 'what happens next card' continues to generate higher levels of satisfaction than for those victims who did not receive one, however there has been a downwards trend in performance since late 2013. When WMP is compared to other forces in the MSG it does have the lowest levels of satisfaction for victims of crime but the gap is only small to the average and the three other forces.





- Consideration is being given to whether this survey work could be expanded to other services provided to victims, such as post crime support and also support for victims and families involved in road traffic collisions.
- Again there is variation in LPU performance for victims of ASB with 91.3% in Wolverhampton and 75.7% in Birmingham South. Again ease of contact has the highest rates of satisfaction with feedback the lowest.

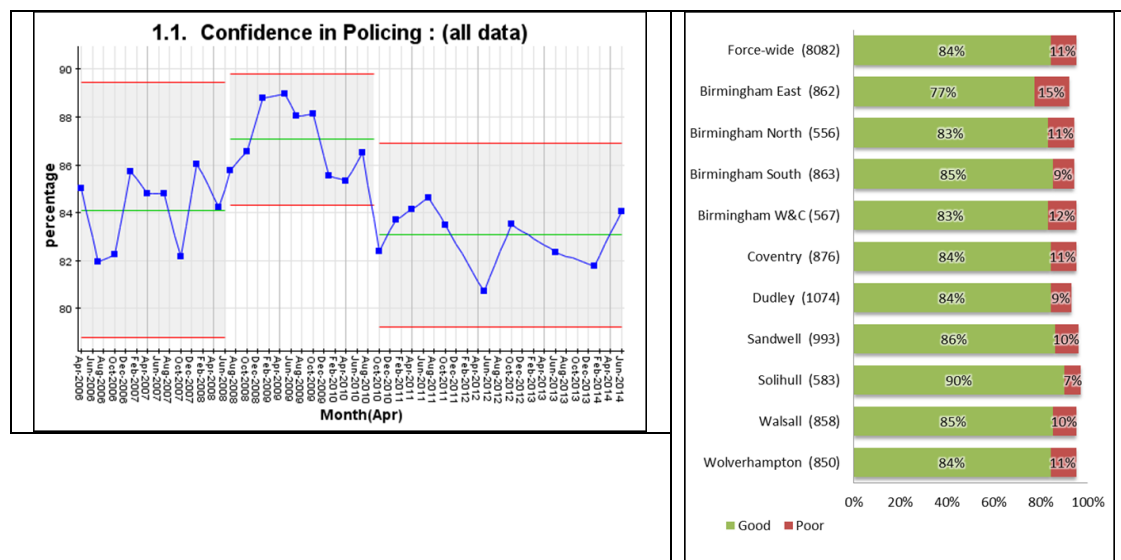


Public Confidence

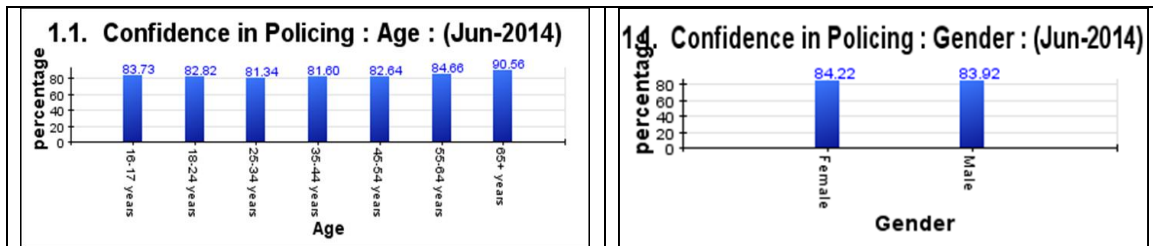
- This is measured using the Feeling the Difference survey which has the objectives of :
 - Measuring the effectiveness of policing strategies
 - Understanding quality of life, reassurance and reputation issues
 - Understanding Trust and Confidence in West Midlands Police
 - Identifying ways to improve the service we provide
- The survey started in April 2004 and is conducted by an independent external research company who conduct face to face interviews at people's homes. Two waves are undertaken each year with 300 interviews per constituency area, 16,800 interviews per year, (previously there were four waves per year with around 21,000 interviews in total). The 300 interviews are a geographically representative sample at Constituency level, however constituency sampling generates an unequal sample by LPU.

LPU	Number in Wave 36 (Oct/Nov 2014)	%
BE	896	10.6%
BN	594	7.1%
BS	903	10.7%
BW	594	7.1%
CV	906	10.8%
DY	1119	13.3%
SW	1036	12.3%
SH	600	7.1%
WS	905	10.8%
WV	861	10.2%
Total	8414	

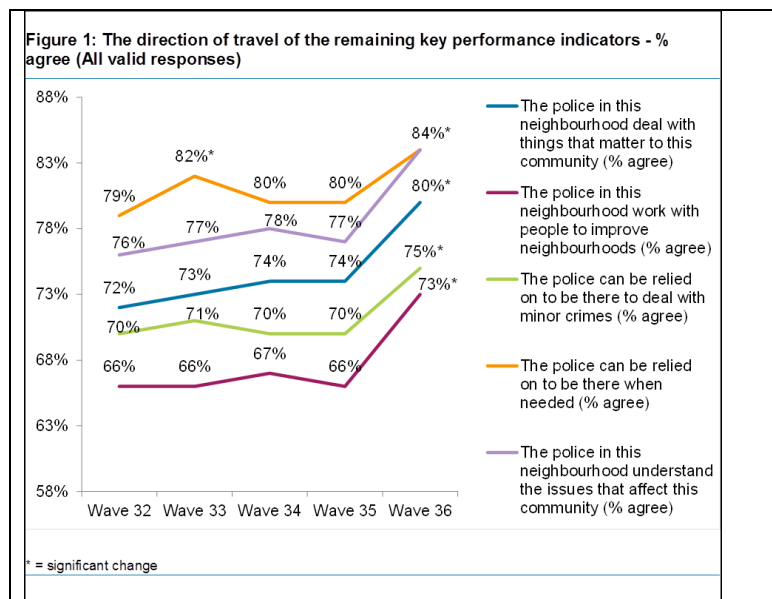
- The questions within the survey include:
 - Types of crime and ASB which are a neighbourhood issue
 - Safety and worry about victimisation
 - Confidence in the police to treat people fairly and with respect
 - Perceptions of police responsiveness
 - Be relied on to be there when needed
 - Deal with minor crime
 - Perceptions of WMP as a whole
 - Provide good value for money
 - Forward looking
 - Reputation on WMP
 - Would say good things about WMP or be critical
- These can be split across demographics such as age, gender, disability, LGBT, ethnicity and religion
- Since October 2010 on average 83.1% of people have stated that they agree that they have confidence in the police in this area. The last wave 36 (June 2014), confidence was at 84.1%



- Confidence in the police varies across LPUs ranging from almost 90% in Solihull to just over 77% in Birmingham East. Similar to satisfaction older people (55 years and over) have the highest levels of confidence as to females overall.



- Other key Feeling the Difference indicators show improved results in the last wave of results and, on the whole an upwards trend over the last two years.



SUMMARY

- WMP continues to perform well with regards to acquisitive crime (burglary dwelling, robbery and vehicle crime) with overall levels falling to their lowest recorded levels. Re-offending rates remain low and offender management continues to work well. Although TRC has risen slightly, when compared to the MSG, West Midlands has the lowest overall crime of all the large cities.
- Violence is a priority and work is being undertaken to tackle the issue. Whilst domestic violence has increased in volume so has the number of guilty pleas and getting offenders to court aided by dedicated investigation teams following Service Transformation. There will be further work undertaken to tackle the risk of knife crime and the carrying of bladed implements.
- Ongoing work with CPS to ensure outcomes for victims and offenders is appropriate and leads to reduced offending levels.
- WMP2020 will continue to define what the future of policing will look like within the West Midlands. This will also review the threats of cyber-crime and fraud and the harm they cause, even though much of this work is dealt with outside of the region by other agencies given their links to organised crime.

FINANCIAL IMPLICATIONS

- There are no financial implications from this report.

LEGAL IMPLICATIONS

10. There are no direct legal implications from this report.

RECOMMENDATIONS

11. That the Commissioner and Board note the contents of this report.

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