



STRATEGIC POLICING AND CRIME BOARD

4 July 2017

Headline Performance Report

PURPOSE OF REPORT

1. To update members of the Strategic Policing and Crime Board (the Board) on progress against the headline performance measures in the Police and Crime Plan.

BACKGROUND

2. The headline measures and aims in the Plan are as follows:
 - West Midlands Police to continue to have a lower recorded crime rate compared to other similar forces
 - Increased reporting of 'hidden crimes'
 - Low levels of reoffending
 - Fewer young people entering the criminal justice system
 - Reductions in the number of people killed or seriously injured on our roads
 - Increased confidence in West Midlands Police by 2020
 - Reductions in the disparities of confidence in the police across different areas

- Satisfaction of victims of crime and anti-social behaviour to increase by 2020
 - Fewer complaints against the police and those that are made should be dealt with quicker
 - Reductions in the fear of crime
 - Increase in public participation and the development of more active citizens in the West Midlands
 - Reductions in burglary and robbery
3. This report has been developed to show how these measures are moving over time and the actions being taken to achieve the aims set out in the Plan. The report will be presented to the Board every four months with updated data and information.
 4. Please note that a number of indicators are being developed and will be added in later reports.
 5. The Plan also sets out many other measures, objectives and tasks that will be delivered by the PCC and West Midlands Police. The Chief Constable and Chief Executive of the Office of the West Midlands Police and Crime Commissioner will be expected to report progress against these, via other reports to the Strategic Policing and Crime Board and by other methods.

FINANCIAL IMPLICATIONS

6. None

LEGAL IMPLICATIONS

7. None

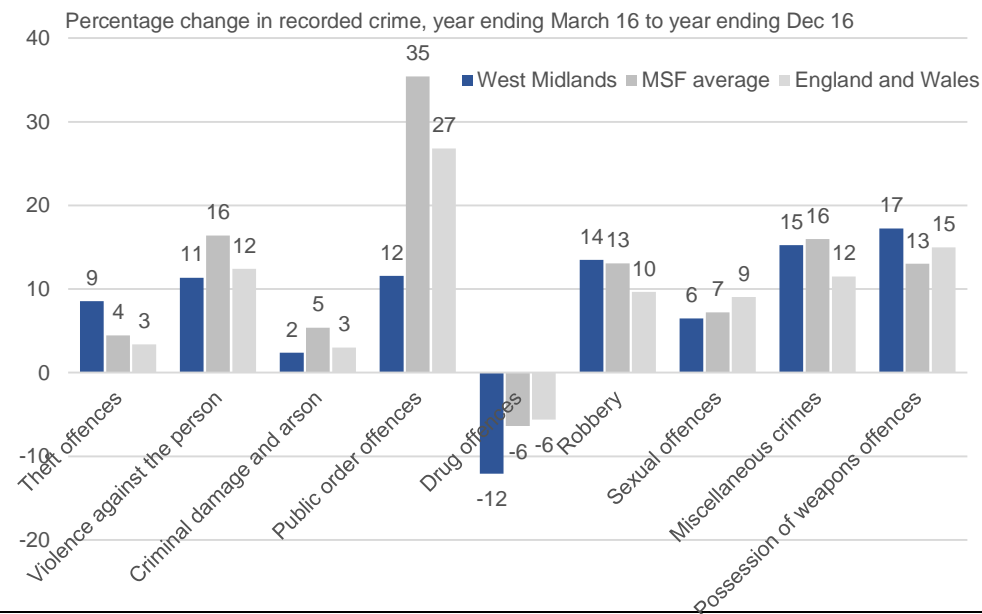
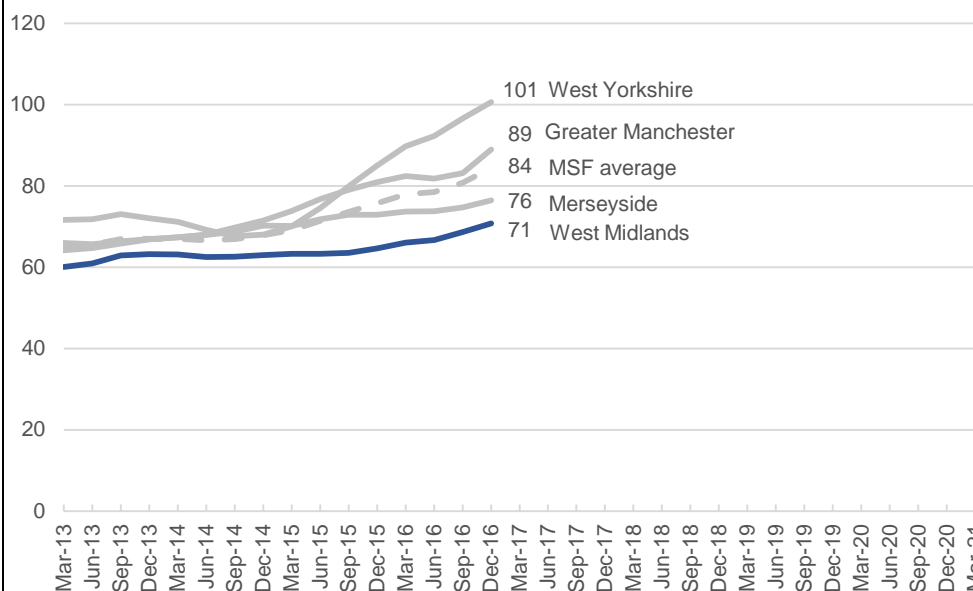
RECOMMENDATIONS

8. The Board is asked to note the movement against headline performance aims and measures and the actions being taken.

Aim: West Midlands Police continue to have a lower recorded crime rate compared to other similar forces

Measure: Total recorded crime per 1,000 population (year ending)

Source: [Office for National Statistics](#)



Commentary

Response/Actions

In 2016 the total recorded crime rate was 71 crimes per 1,000 population in the West Midlands force area. This was lower than the average for the most similar force group (84 per 1,000 population). For both the West Midlands and for the most similar force group there has been an increase in recent years, from 66 per 1,000 in the West Midlands and 78 per 1,000 in the most similar force group for the year ending March 2016.

The total number of recorded crimes increased by 8% in the West Midlands between year ending March 2016 and year ending December 2016. Increases were seen for all crime types, except drug offences, with the largest increases (over 10%) for possession of weapons, miscellaneous crimes, robbery and violence against the person. Violence against the person is one of the larger components of total recorded crimes accounting for 24% of crime in the year ending 2016.

It is important to note that some of these increases will be driven by changes in crime recording following guidance from HMIC's Crime Data Integrity inspections.

Levels of offending have risen over the last 12 months but mirrored by both the national trend and Most Similar Force average.

The levels of reported domestic abuse and historic sexual offending have contributed significantly to the rise in offending, however, levels of acquisitive crime have been high during the last 6 months especially theft from, and of, vehicles and the Force is working hard with the Commissioner in coordinating a response.

The last 2 months have seen unprecedented levels of demand placed on the Force. The new operating model allows us to respond more flexibly than ever before but sustained austerity means we have fewer staff whilst the expectations on us are higher than ever. We respond to increasingly complex vulnerability while traditional crime is again increasing. To co-ordinate our response and address the forcewide challenges that we – and other forces nationally are currently facing – a new weekly forcewide Service Improvement Meeting has been set up. With the number of emergency calls to the force showing no sign of reducing during the summer, the force has introduced a number of initiatives to help bolster some key areas.

<p>Aim: Reductions in burglary</p>																																																									
<p>Measure: Number of burglaries recorded (year ending)</p>	<p>Source: West Midlands Police (population statistics - Office for National Statistics)</p>																																																								
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<p>In the year ending March 2017 there were 24,759 burglaries in the West Midlands force area. This is an 11% increase from the year ending March 2016 and equates to 8.7 burglaries per 1,000 population.</p> <p>Within the West Midlands, Birmingham West and Walsall had higher burglary rates than average at 9.7 per 1,000 population and 9.6 per 1,000 population respectively.</p> <p>Growth in burglaries, between year ending March 2016 and year ending March 2017, was highest in Birmingham West at 24% and Birmingham East at 22%.</p>	<p>Burglary rates across the force have been rising since June last year. This mirrors overall crime rates both locally and across the country.</p> <p>ACC Larmour has led a dedicated burglary operation, Operation Trenor, focusing upon identified hotspots, perpetrators and crime prevention initiatives. Focusing on those areas where the rise has been particularly high, the force is blending traditional policing methods with technology-based approaches such as Capture Houses.</p> <p>Force tasking processes continue to prioritise burglary alongside other serious acquisitive crime with a concerted effort to disrupt and manage offenders and target crime prevention activity in areas of highest risk.</p>																																																								

Aim: Reductions in robbery	
Measure: Number of robberies recorded (year ending)	Source: West Midlands Police (population statistics - Office for National Statistics)
<p>Line chart showing the number of robberies recorded in the West Midlands from March 2013 to March 2017. The y-axis ranges from 0 to 8,000. A vertical line at Mar-16 marks the baseline at 4,908. The number of robberies in Mar-17 is 5,887.</p>	<p>Bar chart showing robbery rates per 1,000 population for various West Midlands areas in March 2017. The y-axis ranges from 0.0 to 4.0. The rates are: West Midlands (2.1), Birmingham East (2.0), Birmingham West (3.6), Coventry (1.4), Dudley (1.3), Sandwell (2.2), Solihull (1.5), Walsall (1.4), and Wolverhampton (1.5).</p>
Commentary	Response/Actions
<p>In the year ending March 2017 there were 5,887 robberies in the West Midlands force area. This is a 20% increase from the year ending March 2016 and equates to 2.1 robberies per 1,000 population.</p> <p>Within the West Midlands, Birmingham West and Sandwell had higher robbery rates than average at 3.6 per 1,000 population and 2.2 per 1,000 population respectively.</p> <p>Growth in robberies, between year ending March 2016 and year ending March 2017, was highest in Dudley and Walsall, both at 35%.</p>	<p>Violent Crime remains a key strategic priority for the force and under the new tactical phase of Operation Trener, robbery and vehicle crime have been added. The Robbery focus is mainly on Birmingham as this records half of all Robberies within the force area.</p> <p>A weekly service improvement meeting chaired by the Deputy Chief Constable looks at progress in areas that are proven to reduce robbery, such as targeting outstanding offenders, prioritising forensics packages and target hardening priority areas.</p>

Aim: Increased reporting of 'hidden crimes'	
Measure: Number of domestic violence offences recorded (year ending)	Source: West Midlands Police/ Office for National Statistics
<p>Proportion of all police recorded crimes that were domestic abuse-related, year ending March 2016</p>	
Commentary	Response/Actions
<p>Volumes of Domestic Abuse continue to rise with the start of the summer seeing the beginning of an expected seasonal rise.</p>	<p>The Force have focused on the amount of outstanding offenders for domestic abuse and looked at more effective and efficient ways to work together as one team to achieve the best results. We have seen all departments and NPUs contributing and looking at different ways of locating high risk offenders. The Public Protection Unit and Force CID have staffed additional response vehicles to ensure victims are safer sooner and offenders brought to justice.</p> <p>West Midlands Police are proud to be one of only three forces currently piloting a revised form of the DASH risk assessment tool in a trial run by the College of Policing. The pilot comes on the back of research which found officers may not recognise high risk patterns of coercive and controlling abuse because they concentrate on the facts of the incident they are attending, rather than the overall pattern of offending.</p> <p>Since October 2016 over 30 DVPOs have been granted by Birmingham Magistrates' Court and the small, dedicated DVPO pilot team are now in the process of conducting an evaluation as to how effective the pilot has been.</p> <p>Strong links have been forged with Sikh communities to raise awareness of domestic abuse, forced marriage and honour based abuse.</p>

As part of their commitment to the Home Office strategy to end Violence against Women and Girls and in line with our own principles of intervention and prevention the Office of the Police & Crime Commissioner has commissioned a two year Domestic Violence Perpetrator Programme.

In recent years we have done much to raise awareness of Forced Marriage and Honour Based Abuse both internally and with our partner agencies. We have SPOCs on all key departments and we did really well in the HMIC inspection last year being one of only 3 forces to have the grading 'prepared'.

WMP now has funding for civil injunctions, in cases involving offenders engaged in domestic abuse where alcohol is an influencing factor. We envisage the injunctions being suitable for cases involving low to medium risk offenders where we can evidence repeat call outs.

Aim: Low levels of reoffending

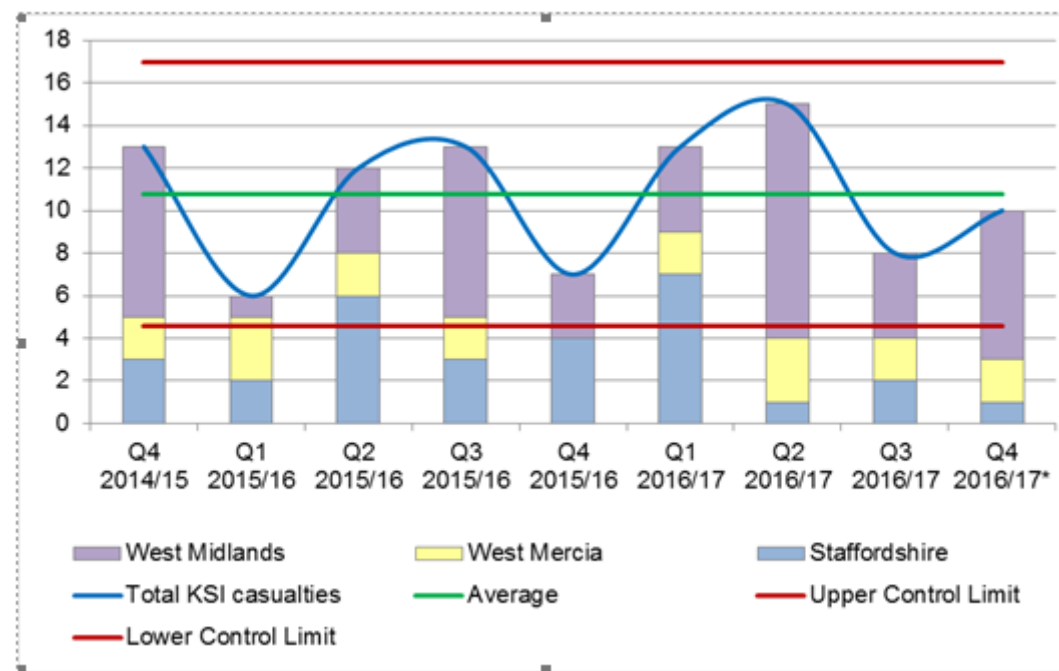
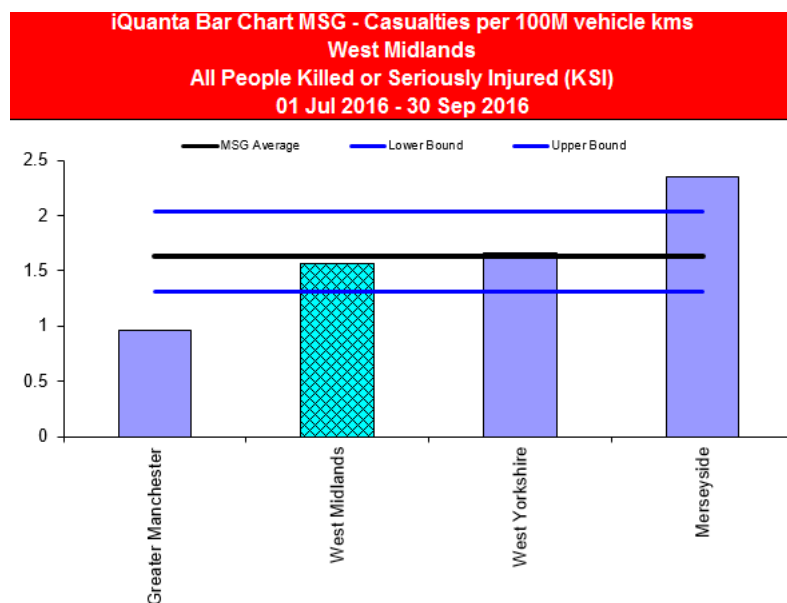
<p>Measure: Proven rate of reoffending for adults (year ending)</p>	<p>Source: Ministry of Justice</p>																			
<p>Year ending June 2015</p> <table border="1"> <thead> <tr> <th>Region</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>West Midlands</td> <td>24.9</td> </tr> <tr> <td>England and Wales</td> <td>24.0</td> </tr> </tbody> </table> <p>Baseline = 2013/14</p>	Region	Rate (%)	West Midlands	24.9	England and Wales	24.0	<table border="1"> <thead> <tr> <th>Group</th> <th>Sex</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Adults</td> <td>Female</td> <td>20.1</td> </tr> <tr> <td>Male</td> <td>25.8</td> </tr> <tr> <td rowspan="2">Juvenile</td> <td>Female</td> <td>28.6</td> </tr> <tr> <td>Male</td> <td>37.6</td> </tr> </tbody> </table>	Group	Sex	Rate (%)	Adults	Female	20.1	Male	25.8	Juvenile	Female	28.6	Male	37.6
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<p>In the year ending June 2015 the proven rate of reoffending for adults in the West Midlands was higher than the average for England and Wales at 24.9% compared to 24.0%. Both rates had fallen from the year ending March 2015 by 0.8 and 0.3 percentage points respectively. The rate in the West Midlands is the same as the 2013/14 rate whereas for England and Wales the rate has fallen over the same period (by 1.2 percentage points).</p> <p>Reoffending rates vary across juvenile and adult offenders and between sexes. For both sexes reoffending rates are higher for juveniles than for adults and for both age groups reoffending is higher among male offenders.</p> <p>Reoffending amongst juveniles has increased for both sexes between 2013/14 and June 2015, by 4.9 percentage points for females and 3.1 percentage points for males. Reoffending also increased for adult females (0.9 percentage points) but fell slightly for adult males (-0.1 percentage points).</p>	<p>Lots of factors impact on reducing reoffending, including out of court disposals, resettlement, joint case management and court sentencing outcomes.</p> <p>The most significant event in this reporting period would have been the Transforming Rehabilitation (TR) agenda for Probation Trusts. The national figures prior to TR indicated the success of our West Midlands Probation Trusts, which suffered significant change both locally and nationally following the change in service delivery. In West Midlands we did have a great position to fall from and both HMIP/C joint inspection have been very critical of the success of TR for both resettlement and reducing reoffending. WMP have moved to a delivery model which has widened our ambition to manage more harmful offenders as discussed in agenda item 8.</p>																			

<p>Aim: Fewer young people entering the criminal justice system</p>	
<p>Measure: Number of young first-time entrants to the criminal justice system (financial year)</p>	<p>Source: Ministry of Justice (population statistics - Office for National Statistics)</p>
<p style="text-align: center;">Commentary</p>	<p style="text-align: center;">Response/Actions</p>
<p>*No new data released since March 2017 meeting*</p> <p>In 2015/16 1,220 young people from the West Midlands entered the criminal justice system for the first time. This was a fall of 5% from the previous year. The rate of young first time entrants to the criminal justice system per 100,000 people aged 10-17 stood at 438 compared to 354 for England and Wales on average. England and Wales first time entrants has fallen by 12% from 2014/15.</p> <p>Rates of first time entrants per 100,000 of the young population were higher than the West Midlands average in Wolverhampton (at 592) and Birmingham (at 499).</p>	<p>The introduction of the Police and School Panels into Birmingham has been viewed as a success by the police, the contributing educational institutions and safeguarding partners. There are numerous examples of how panels have helped to safeguard young people across the city.</p> <p>The key success is the two-way data sharing agreement, underpinned by the platform that the panels provide to develop relationships between senior leaders in the police, schools and other partners and maintain an over-arching health check on local engagement with schools.</p> <p>By empowering schools to play an active and pre-emptive role in keeping young people out of offending and in mainstream schools, the panels have contributed significantly to reducing the number of young people that come back to police notice.</p>

Aim: Reductions in the number of people killed or seriously injured on our roads

Measure: Number of people killed or seriously injured on our roads

Source: CMPG



Commentary

Two people were fatally injured and eight people seriously injured in road traffic collisions on the motorways patrolled by CMPG in Q4 2016/17. This is a 25% increase in killed and seriously injured casualties on the previous quarter and a 43% increase on the same quarter in the previous financial year. In total, there were 46 killed or seriously injured casualties in road traffic collisions on motorway patrolled by CMPG in 2016/17. This is a 21% increase on the previous 12 month period.

However, the number of casualties quarterly remains stable within natural variation.

Response/Actions

CMPG has taken part in two NPCC week-long campaigns targeting mobile phone use in Q4 2016/17. In the first campaign in January, 74 mobile phone offences were detected as well as 2 distraction-type offences. The second campaign took place in March in the week after new legislation was introduced that saw the fine increase for mobile phone use to £200 and the penalty point endorsement to 6 points. During this week, 131 offences were detected. An unmarked HGV cab was deployed in the week in March to give officers a higher vantage point to detect offending.

Over a week in February, CMPG took part in a week-long enforcement campaign arranged by TISPOL (the European Traffic Police Network) targeting trucks and buses. Working in partnership with HMRCs Road Fuel Testing Unit and the DVSA, CMPG stopped 161 vehicles during the week of activity. Of those, 37 (23 per cent) were found to have some form of defect. 11 per cent were overweight.

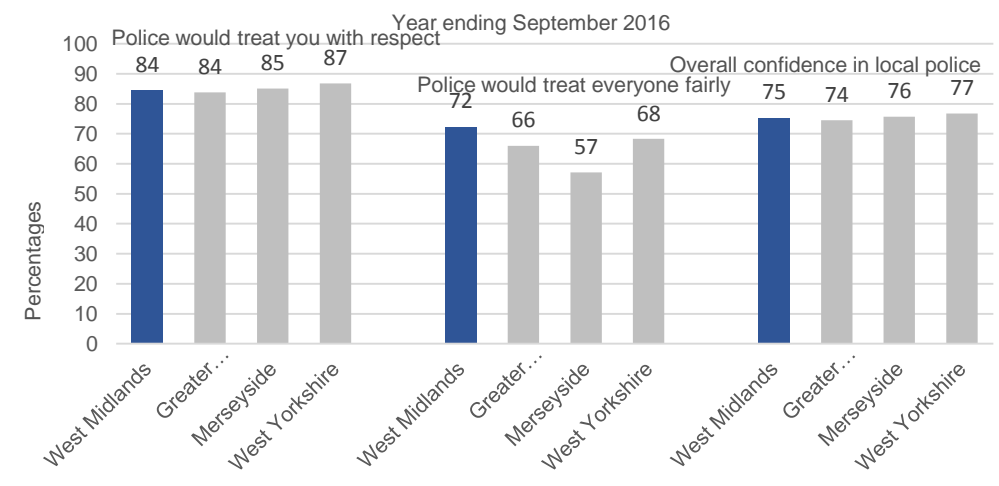
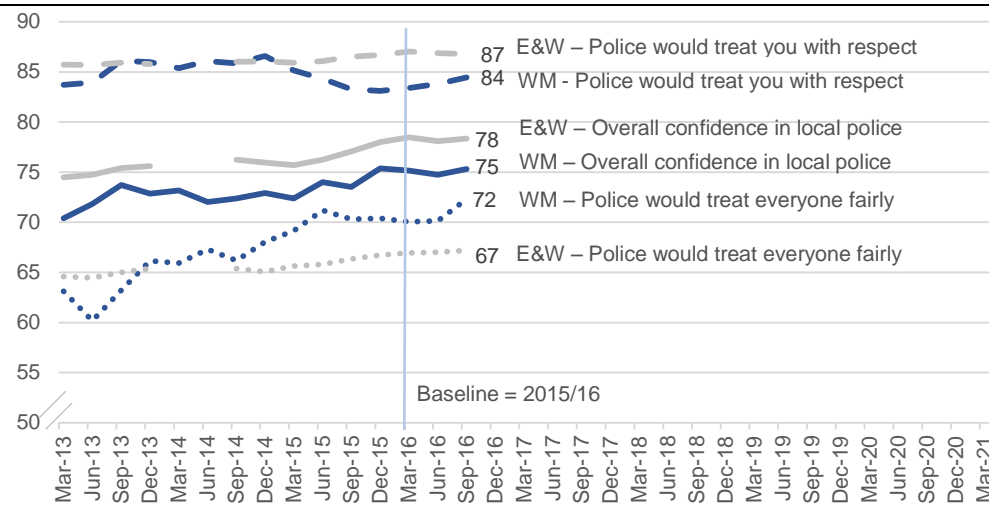
In March, CMPG received national media coverage for our collaboration during a week-long NPCC campaign in relation to use of seat belts with a bereaved parent who lost their child in a road traffic collision when they were not wearing a seat belt. They attended a check site that was set up where they engaged with offenders who were dealt with for not wearing a seat belt. 182 offences were detected in total, including 12 children found not wearing a seat belt.

During Q4 2016/17 CMPG safeguarded 28 vulnerable people on or above the motorway network. A range of interventions were carried out, including detaining under section 136 of the Mental Health Act for further assessment and referrals to other agencies for support. CMPG maintains a database of such incidents so that we can identify repeat vulnerability and take further collaborative actions where necessary.

In addition to vulnerable pedestrians, during this reporting period CMPG officers located 14 missing persons, missing from many areas of the country, 9 of these were as a result of acting on ANPR activations on their vehicles.

Aim: Increased confidence in West Midlands Police by 2020

Measure: % strongly agree/tend to agree that ‘taking everything into account I have confidence in the police in this area’ ‘Police in this area would treat you with respect if you had to contact them for any reason’ ‘Police in this area would treat everyone fairly regardless of who they are’ (year ending) **Source:** [Office for National Statistics](#)



Commentary

The Crime Survey for England and Wales asks respondents a number of questions on perceptions of local police. Perception measures tend to show fairly small changes over time.

The proportion of people who strongly agree or tend to agree that ‘taking everything into account I have confidence in the police in this area’ has remained at 75% in the West Midlands for year ending March 2016 and year ending September 2016. However, it still stands below the England and Wales average of 78.3%.

Further increases were seen in the proportion agreeing that the police would treat people with respect (from 83.4% to 84.5%) and that the police would treat you fairly (from 70.1% to 72.3%).

Perceptions are quite similar amongst people living within the areas covered by the most similar force group. There is slightly more variance for the statement on whether the police treat people fairly with West Midlands at 72%.

Response/Actions

WMNOW which launched in January will develop new ways of connecting with and working with the public and increasing our interaction and visibility. It will help staff across the force to stay in contact with their local communities and with the often difficult job of engaging some of our harder to reach communities, which in turn we anticipate will have a positive impact on community confidence and trust.

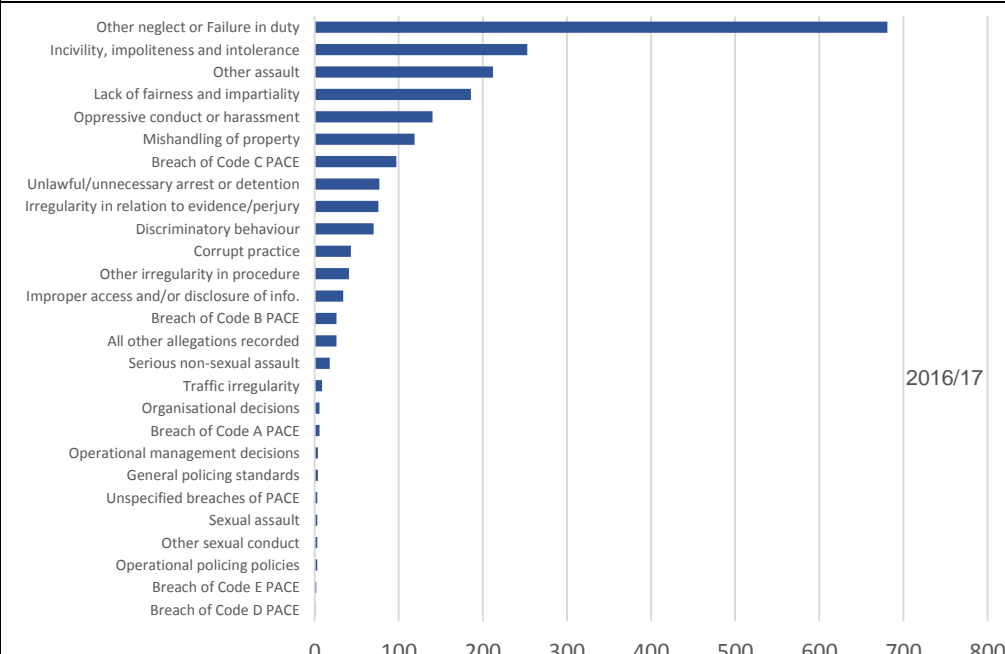
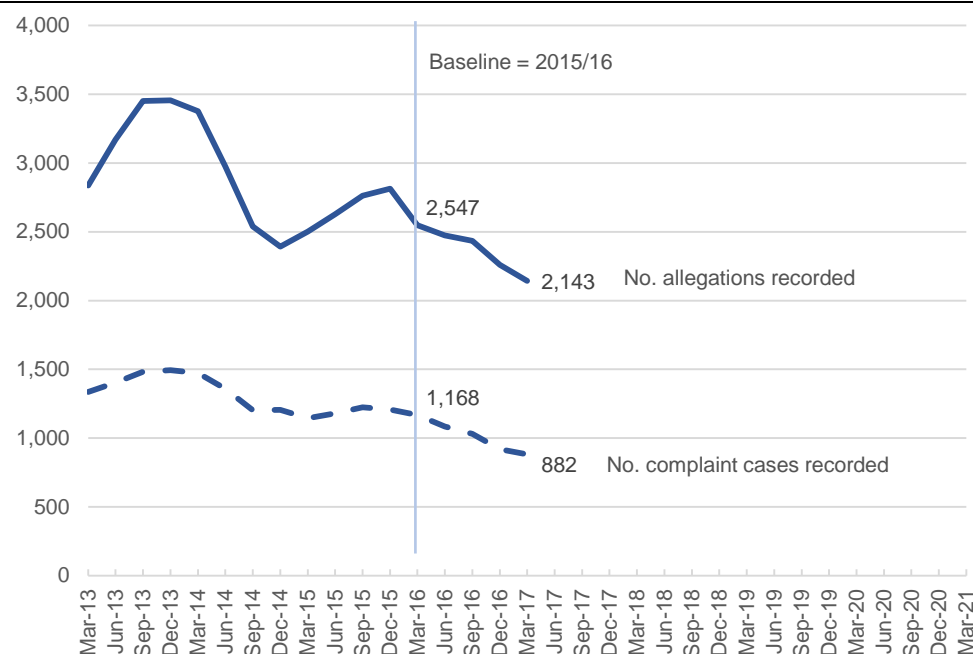
At the start of June over 21,000 people had signed up to WMNOW.

<https://www.wmnow.co.uk/>

Aim: Number of complaints made against the police

Measure: Total number of allegations recorded (year ending)

Source: [Independent Police Complaints Commission](#)



Commentary

Response/Actions

In the year ending March 2017 there were 2,143 allegations and 882 complaint cases recorded against West Midlands Police. Allegation and complaint case numbers have both fallen since 2015/16, by 16% and 24% respectively.

In the year ending March 2017 there were an average of around 190 complaints per 1,000 employees in the West Midlands, lower than the averages for the most similar force group and England and Wales (at 259 per 1,000 and 280 per 1,000 respectively).

3 in 10 allegations recorded against West Midlands Police in 2016/17 were 'other neglect or failure in duty' (681 allegations) with next three most common nature of allegations being 'incivility, impoliteness and intolerance (253), 'other assault' (212), and lack of fairness and impartiality (186).

On Neighbourhood Policing Units (NPU) and Departments all supervisors are aware of their responsibility to seek to resolve any dissatisfaction issues 'there and then' to immediately and ethically resolve complaints where at all possible.

Recognising that many complainants simply want a matter put right rather than going through any formal process, Professional Standards Department (PSD) have a Service Recovery team who liaise directly with complainants and seek to resolve matters quickly and efficiently to their satisfaction. A significant proportion of issues are resolved through this method before they become complaints which are required to be recorded under the Police Reform Act 2002. All contacts are formally recorded on the PSD Centurion system for transparency.

PSD have provided front line training to all supervisors around most common complaint types and key learning from previous cases.

Dilemma of the Month continues to be used as a means to engage staff in ethical

conversations and to ensure they are appropriately aligned to the forces vision and values. It is also believed that the introduction of body worn video is also having a positive impact on Response Officers and would be complainants.

A Reward and Recognition programme has also been introduced by PSD to help with trust issues when PSD have identified good practice whilst investigating external complaints.

<p>Aim: Those complaints that are made should be dealt with quicker</p>																																																																			
<p>Measure: Average no. of days to finalise allegations (Quarterly)</p>	<p>Source: Independent Police Complaints Commission</p>																																																																		
<table border="1"> <caption>Line Chart Data (Approximate)</caption> <thead> <tr> <th>Quarter</th> <th>Average no. of days to finalise allegations by local investigation</th> <th>Average no. of days to finalise allegations by local resolution</th> </tr> </thead> <tbody> <tr><td>Mar-13</td><td>145</td><td>70</td></tr> <tr><td>Jun-13</td><td>170</td><td>60</td></tr> <tr><td>Sep-13</td><td>160</td><td>60</td></tr> <tr><td>Dec-13</td><td>195</td><td>55</td></tr> <tr><td>Mar-14</td><td>190</td><td>65</td></tr> <tr><td>Jun-14</td><td>205</td><td>85</td></tr> <tr><td>Sep-14</td><td>160</td><td>70</td></tr> <tr><td>Dec-14</td><td>270</td><td>100</td></tr> <tr><td>Mar-15</td><td>305</td><td>130</td></tr> <tr><td>Jun-15</td><td>205</td><td>75</td></tr> <tr><td>Sep-15</td><td>220</td><td>80</td></tr> <tr><td>Dec-15</td><td>195</td><td>65</td></tr> <tr><td>Mar-16</td><td>188</td><td>59</td></tr> <tr><td>Jun-16</td><td>205</td><td>85</td></tr> <tr><td>Sep-16</td><td>215</td><td>105</td></tr> <tr><td>Dec-16</td><td>225</td><td>135</td></tr> <tr><td>Mar-17</td><td>206</td><td>160</td></tr> </tbody> </table>	Quarter	Average no. of days to finalise allegations by local investigation	Average no. of days to finalise allegations by local resolution	Mar-13	145	70	Jun-13	170	60	Sep-13	160	60	Dec-13	195	55	Mar-14	190	65	Jun-14	205	85	Sep-14	160	70	Dec-14	270	100	Mar-15	305	130	Jun-15	205	75	Sep-15	220	80	Dec-15	195	65	Mar-16	188	59	Jun-16	205	85	Sep-16	215	105	Dec-16	225	135	Mar-17	206	160	<table border="1"> <caption>Bar Chart Data (Quarter 4 2016/17)</caption> <thead> <tr> <th>Category</th> <th>Local Investigation (Days)</th> <th>Local Resolution (Days)</th> </tr> </thead> <tbody> <tr><td>West Midlands</td><td>206</td><td>160</td></tr> <tr><td>MSF average</td><td>180</td><td>97</td></tr> <tr><td>England and Wales</td><td>165</td><td>69</td></tr> </tbody> </table>	Category	Local Investigation (Days)	Local Resolution (Days)	West Midlands	206	160	MSF average	180	97	England and Wales	165	69
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<p>In quarter 4 2016/17 the average number of days to finalise allegations by local investigation in the West Midlands was 206 days, down from 223 in the previous quarter. For finalising by local resolution the figure was 160 days up from 125 in the previous quarter.</p> <p>The number of days taken to finalise by local investigation or local resolution was higher in the West Midlands than in the most similar force group and in England and Wales on average.</p>	<p>The force recognises that improvements are required around local resolution procedures and the time taken to conduct proportionate investigations. A key factor in this is the turnover of local Appropriate Authorities (AAs) on departments who are responsible for delivering complaint investigations and resolutions at the local level in addition to their own portfolios, which has an impact on timeliness. In order to address this issue, resources have been put in place to seek to implement Local Resolutions (LRs) by PSD staff following assessment. Only when these resources reach capacity will LR be sent out to departmental AAs. In addition, training is being provided to new AAs and the management information available to them is being refreshed by PSD, so that each AA can review what complaints and misconduct matters they have allocated to them and the length of that investigation. AAs are now being held to account for this timeliness by PSD LCT through the Force AA meeting.</p> <p>Finally a comprehensive best practice review of PSD is currently being undertaken using the Business Transformation methodology. The findings from this are to be implemented later this year.</p>																																																																		