



## STRATEGIC POLICING AND CRIME BOARD

7 November 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

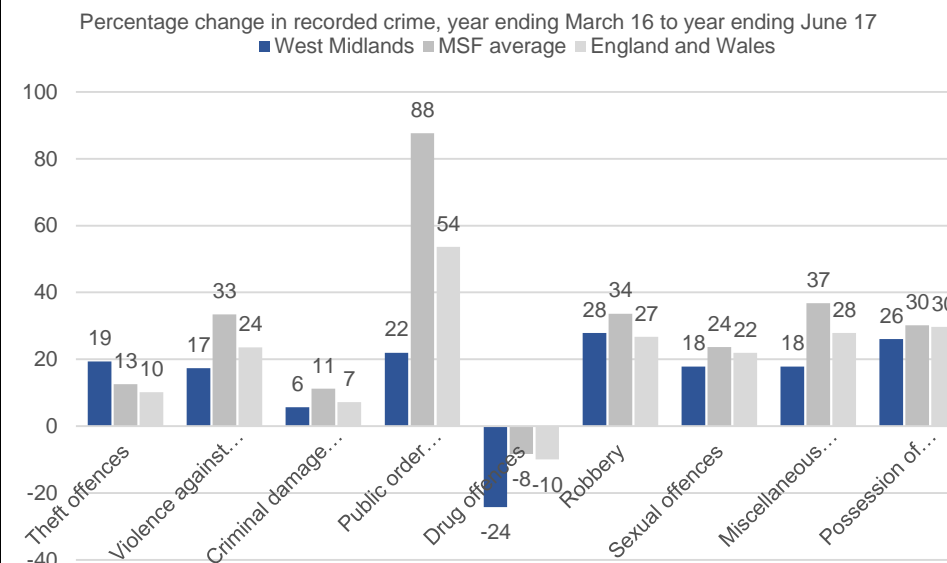
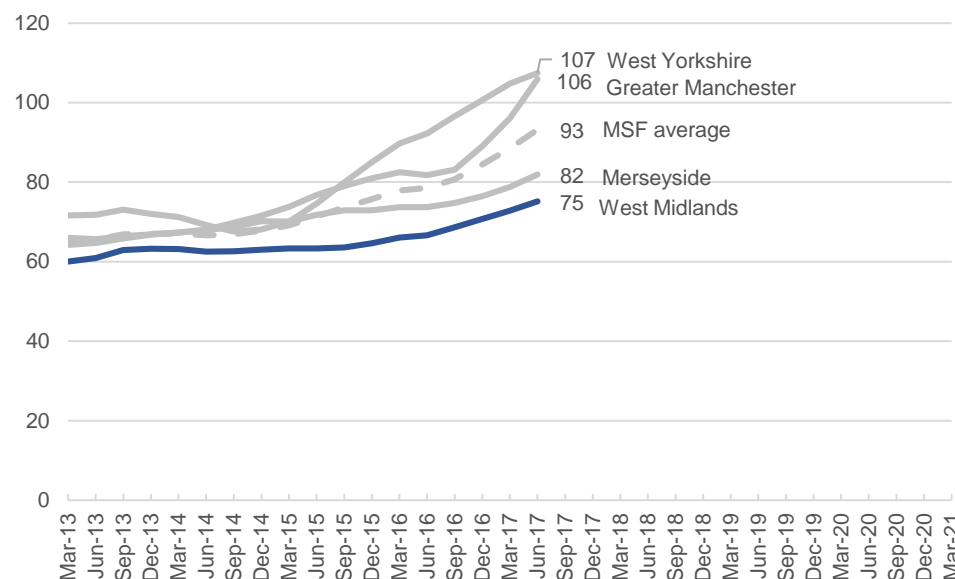
#### **RECOMMENDATIONS**

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 the year ending June 2017 the total recorded crime rate was 75 crimes per 1,000 population in the West Midlands force area. This was lower than the average for the most similar force group (93 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 16% in the West Midlands between year ending March 2016 and year ending June 2017. Increases were seen for most crime types, with the largest increases (over 20%) for robbery, possession of weapons and public order offences.

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.

The levels of reported domestic abuse and historic sexual offending have contributed significantly to the rise in offending, however, levels of acquisitive crime have remained high.

The summer has seen unprecedented levels of demand placed on the Force. The new operating model allows the Force 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. Throughout the summer, a weekly forcewide Service Improvement Meeting co-ordinated our response to demand and addressed the forcewide challenges that we – and other forces faced. Whilst the number of calls for service has begun to reduce since the high summer demand, the force remains focused on identifying vulnerable victims, reducing crime and improving outcomes.

<b>Aim:</b> Reductions in burglary	
<b>Measure:</b> Number of burglaries recorded (year ending)	<b>Source:</b> West Midlands Police (population statistics - Office for National Statistics)
<p>Line chart showing the number of burglaries recorded from March 2014 to December 2020. The y-axis ranges from 0 to 30,000. A vertical line at March 2016 marks the baseline at 22,310. The number of burglaries in September 2017 is 26,764.</p>	<p>Bar chart titled "Burglary rates per 1,000 population, year ending September 2017". The y-axis ranges from 0 to 12. The x-axis lists West Midlands (9.4), Birmingham East (8.8), Birmingham West (10.9), Coventry (9.5), Dudley (8.3), Sandwell (9.0), Solihull (9.7), Walsall (10.4), and Wolverhampton (8.4).</p>
<b>Commentary</b>	<b>Response/Actions</b>
<p>In the year ending September 2017 there were 26,764 burglaries in the West Midlands force area. This is an 20% increase from the year ending March 2016 and equates to 9.4 burglaries per 1,000 population.</p> <p>Within the West Midlands, Birmingham West, Coventry, Solihull and Walsall had higher burglary rates than average at 10.9, 9.5, 9.7 and 10.4 per 1,000 population respectively.</p> <p>Growth in burglaries, between year ending March 2016 and year ending September 2017, was highest in Birmingham West at 39% and Solihull at 33%.</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. The usual trend of a reduction in offending during the summer has not been experienced this year. Seasonally, residential burglary peaks between October and February, so higher levels should be anticipated in the next quarter.</p> <p>There has been a concerted effort to disrupt and manage known offenders and to locate outstanding offenders. Crime prevention activity, such as the use of forensic marking and community messaging are targeted in areas of highest risk. NPUs are ensuring they use tactics for which there is an evidence base.</p> <p>The Force Tasking process has prioritised a renewed focus on improving criminal justice outcome rates.</p>

<b>Aim:</b> Reductions in robbery																																																					
<b>Measure:</b> Number of robberies recorded (year ending)	<b>Source:</b> West Midlands Police (population statistics - Office for National Statistics)																																																				
<p>Baseline = 2015/16</p> <table border="1"> <caption>Number of robberies recorded (year ending)</caption> <thead> <tr> <th>Year Ending</th> <th>Number of Robberies</th> </tr> </thead> <tbody> <tr> <td>Mar-14</td> <td>~5,300</td> </tr> <tr> <td>Jun-14</td> <td>~5,000</td> </tr> <tr> <td>Sep-14</td> <td>~5,100</td> </tr> <tr> <td>Dec-14</td> <td>~4,900</td> </tr> <tr> <td>Mar-15</td> <td>~4,800</td> </tr> <tr> <td>Jun-15</td> <td>~4,800</td> </tr> <tr> <td>Sep-15</td> <td>~4,800</td> </tr> <tr> <td>Dec-15</td> <td>~4,800</td> </tr> <tr> <td>Mar-16</td> <td>4,908</td> </tr> <tr> <td>Jun-16</td> <td>~5,200</td> </tr> <tr> <td>Sep-16</td> <td>~5,500</td> </tr> <tr> <td>Dec-16</td> <td>~5,800</td> </tr> <tr> <td>Mar-17</td> <td>~6,200</td> </tr> <tr> <td>Jun-17</td> <td>~6,500</td> </tr> <tr> <td>Sep-17</td> <td>6,756</td> </tr> </tbody> </table>	Year Ending	Number of Robberies	Mar-14	~5,300	Jun-14	~5,000	Sep-14	~5,100	Dec-14	~4,900	Mar-15	~4,800	Jun-15	~4,800	Sep-15	~4,800	Dec-15	~4,800	Mar-16	4,908	Jun-16	~5,200	Sep-16	~5,500	Dec-16	~5,800	Mar-17	~6,200	Jun-17	~6,500	Sep-17	6,756	<p>Robbery rates per 1,000 population, year ending September 2017</p> <table border="1"> <thead> <tr> <th>Area</th> <th>Robbery Rate per 1,000 Population</th> </tr> </thead> <tbody> <tr> <td>West Midlands</td> <td>2.4</td> </tr> <tr> <td>Birmingham East</td> <td>2.4</td> </tr> <tr> <td>Birmingham West</td> <td>4.1</td> </tr> <tr> <td>Coventry</td> <td>1.9</td> </tr> <tr> <td>Dudley</td> <td>1.3</td> </tr> <tr> <td>Sandwell</td> <td>2.4</td> </tr> <tr> <td>Solihull</td> <td>1.9</td> </tr> <tr> <td>Walsall</td> <td>1.7</td> </tr> <tr> <td>Wolverhampton</td> <td>1.6</td> </tr> </tbody> </table>	Area	Robbery Rate per 1,000 Population	West Midlands	2.4	Birmingham East	2.4	Birmingham West	4.1	Coventry	1.9	Dudley	1.3	Sandwell	2.4	Solihull	1.9	Walsall	1.7	Wolverhampton	1.6
Year Ending	Number of Robberies																																																				
Mar-14	~5,300																																																				
Jun-14	~5,000																																																				
Sep-14	~5,100																																																				
Dec-14	~4,900																																																				
Mar-15	~4,800																																																				
Jun-15	~4,800																																																				
Sep-15	~4,800																																																				
Dec-15	~4,800																																																				
Mar-16	4,908																																																				
Jun-16	~5,200																																																				
Sep-16	~5,500																																																				
Dec-16	~5,800																																																				
Mar-17	~6,200																																																				
Jun-17	~6,500																																																				
Sep-17	6,756																																																				
Area	Robbery Rate per 1,000 Population																																																				
West Midlands	2.4																																																				
Birmingham East	2.4																																																				
Birmingham West	4.1																																																				
Coventry	1.9																																																				
Dudley	1.3																																																				
Sandwell	2.4																																																				
Solihull	1.9																																																				
Walsall	1.7																																																				
Wolverhampton	1.6																																																				
<b>Commentary</b>	<b>Response/Actions</b>																																																				
<p>In the year ending September 2017 there were 6,756 robberies in the West Midlands force area. This is a 38% increase from the year ending March 2016 and equates to 2.4 robberies per 1,000 population.</p> <p>Within the West Midlands, Birmingham West had a substantially higher robbery rate than the average, at 4.1 per 1,000 population.</p> <p>Growth in robberies, between year ending March 2016 and year ending September 2017 were highest in Solihull and Walsall at 63% and 62% respectively.</p>	<p>Violent Crime remains a key strategic priority for the force. The Robbery focus is mainly on Birmingham as this records half of all Robberies within the force area.</p> <p>In September, there was a week long focus on eradicating knife crime with Operation Sceptre, which aimed to promote community engagement and to develop innovative ideas for preventing knife crime. This generated significant media coverage and engaged over 6,000 young people. 19 knives were recovered in partnership with trading standards. The learning from this initiative has been fed back in to Force Tasking.</p> <p>In addition, the continuing focus on firearms gang related violence has identified the key locations and nominals which will be prioritised for a 'gold standard' of service from every area of operational policing.</p>																																																				

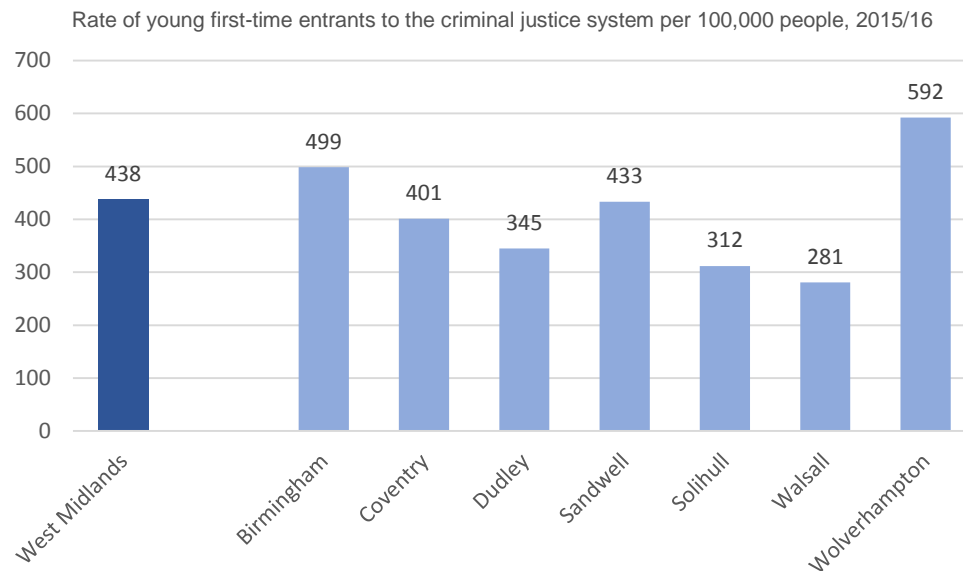
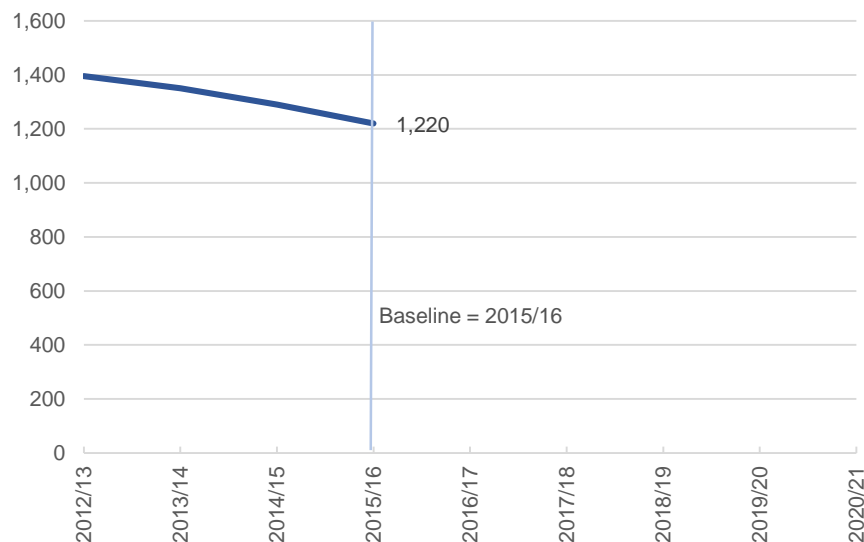
<b>Aim:</b> Increased reporting of 'hidden crimes'	
<b>Measure:</b> Number of hidden crime and non-crime incidents (year ending)	<b>Source:</b> West Midlands Police/ <a href="#">Office for National Statistics</a>
<p>Line chart showing the number of hidden crime and non-crime incidents from March 2013 to March 2021. The y-axis ranges from 0 to 90,000. A vertical line at March 2016 marks the baseline at 79,250. The data points for the year ending September 2017 are 84,142.</p>	<p>Bar chart showing the proportion of all police recorded crimes that were domestic abuse-related, year ending March 2016, for five regions: West Midlands (10.2%), Greater Manchester (8.3%), Merseyside (11.5%), West Yorkshire (10.5%), and England and Wales (10.8%).</p>
<b>Commentary</b>	<b>Response/Actions</b>
<p>In the year ending September 2017 there were 84,142 crime and non-crime incidents of domestic abuse, child abuse, child sexual exploitation, female genital mutilation, forced marriage, 'honour' based violence, hate crimes and vulnerable adult abuse.</p> <p>This is a 6% increase since March 2016 and reflects in part a drive to improve recording as well as including historic reporting.</p> <p>The majority of these crime and non-crime incidents were domestic abuse (64%) followed by child abuse (25%) and hate crimes (6%).</p> <p>According to the latest national data, in the year ending March 2016, 10% of all crimes recorded by West Midlands Police were domestic abuse related. This has increased slightly to 11% in the year ending September 2017.</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. All departments and NPUs have continued to work together to locate high risk offenders.</p> <p>Operation Sentinel was re-launched in September with the aim of 'making hidden suffering of children &amp; vulnerable people everybody's business'. For the next quarter this will focus on the implementation of the new DASH risk assessment and the Christmas DA campaign. Officers will be able to complete the DASH risk assessment using their mobile devices at the scene.</p> <p>The week of 9 October was 'Hidden Crimes Week' focusing on FGM, hidden vulnerability in everyday crimes, improving officer understanding of trafficked children and of their exploitation by organised crime groups.</p>

<p><b>Aim:</b> Low levels of reoffending *no new data from July report*</p>																																																																																																																						
<p><b>Measure:</b> Proven rate of reoffending for adults (year ending)</p>	<p><b>Source:</b> <a href="#">Ministry of Justice</a></p>																																																																																																																					
<table border="1"> <caption>Line Chart Data: Proven rate of reoffending for adults</caption> <thead> <tr> <th>Year</th> <th>West Midlands (%)</th> <th>England and Wales (%)</th> </tr> </thead> <tbody> <tr><td>Mar-10</td><td>24.0</td><td>24.0</td></tr> <tr><td>Jun-10</td><td>23.5</td><td>24.0</td></tr> <tr><td>Sep-10</td><td>23.5</td><td>24.0</td></tr> <tr><td>Dec-10</td><td>24.0</td><td>24.0</td></tr> <tr><td>Mar-11</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-11</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-11</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-11</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-12</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-12</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-12</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-12</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-13</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-13</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-13</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-13</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-14</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-14</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-14</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-14</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-15</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-15</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-15</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-15</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-16</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-16</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-16</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-16</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-17</td><td>24.5</td><td>24.0</td></tr> <tr><td>Jun-17</td><td>24.5</td><td>24.0</td></tr> <tr><td>Sep-17</td><td>24.5</td><td>24.0</td></tr> <tr><td>Dec-17</td><td>24.5</td><td>24.0</td></tr> <tr><td>Mar-18</td><td>24.5</td><td>24.0</td></tr> </tbody> </table>	Year	West Midlands (%)	England and Wales (%)	Mar-10	24.0	24.0	Jun-10	23.5	24.0	Sep-10	23.5	24.0	Dec-10	24.0	24.0	Mar-11	24.5	24.0	Jun-11	24.5	24.0	Sep-11	24.5	24.0	Dec-11	24.5	24.0	Mar-12	24.5	24.0	Jun-12	24.5	24.0	Sep-12	24.5	24.0	Dec-12	24.5	24.0	Mar-13	24.5	24.0	Jun-13	24.5	24.0	Sep-13	24.5	24.0	Dec-13	24.5	24.0	Mar-14	24.5	24.0	Jun-14	24.5	24.0	Sep-14	24.5	24.0	Dec-14	24.5	24.0	Mar-15	24.5	24.0	Jun-15	24.5	24.0	Sep-15	24.5	24.0	Dec-15	24.5	24.0	Mar-16	24.5	24.0	Jun-16	24.5	24.0	Sep-16	24.5	24.0	Dec-16	24.5	24.0	Mar-17	24.5	24.0	Jun-17	24.5	24.0	Sep-17	24.5	24.0	Dec-17	24.5	24.0	Mar-18	24.5	24.0	<table border="1"> <caption>Bar Chart Data: Proven rate of reoffending for adults (Year ending September 2015)</caption> <thead> <tr> <th>Age Group</th> <th>Sex</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr><td>Adults</td><td>Female</td><td>20.2</td></tr> <tr><td>Adults</td><td>Male</td><td>26.1</td></tr> <tr><td>Juvenile</td><td>Female</td><td>27.6</td></tr> <tr><td>Juvenile</td><td>Male</td><td>37.4</td></tr> </tbody> </table>	Age Group	Sex	Rate (%)	Adults	Female	20.2	Adults	Male	26.1	Juvenile	Female	27.6	Juvenile	Male	37.4
Year	West Midlands (%)	England and Wales (%)																																																																																																																				
Mar-10	24.0	24.0																																																																																																																				
Jun-10	23.5	24.0																																																																																																																				
Sep-10	23.5	24.0																																																																																																																				
Dec-10	24.0	24.0																																																																																																																				
Mar-11	24.5	24.0																																																																																																																				
Jun-11	24.5	24.0																																																																																																																				
Sep-11	24.5	24.0																																																																																																																				
Dec-11	24.5	24.0																																																																																																																				
Mar-12	24.5	24.0																																																																																																																				
Jun-12	24.5	24.0																																																																																																																				
Sep-12	24.5	24.0																																																																																																																				
Dec-12	24.5	24.0																																																																																																																				
Mar-13	24.5	24.0																																																																																																																				
Jun-13	24.5	24.0																																																																																																																				
Sep-13	24.5	24.0																																																																																																																				
Dec-13	24.5	24.0																																																																																																																				
Mar-14	24.5	24.0																																																																																																																				
Jun-14	24.5	24.0																																																																																																																				
Sep-14	24.5	24.0																																																																																																																				
Dec-14	24.5	24.0																																																																																																																				
Mar-15	24.5	24.0																																																																																																																				
Jun-15	24.5	24.0																																																																																																																				
Sep-15	24.5	24.0																																																																																																																				
Dec-15	24.5	24.0																																																																																																																				
Mar-16	24.5	24.0																																																																																																																				
Jun-16	24.5	24.0																																																																																																																				
Sep-16	24.5	24.0																																																																																																																				
Dec-16	24.5	24.0																																																																																																																				
Mar-17	24.5	24.0																																																																																																																				
Jun-17	24.5	24.0																																																																																																																				
Sep-17	24.5	24.0																																																																																																																				
Dec-17	24.5	24.0																																																																																																																				
Mar-18	24.5	24.0																																																																																																																				
Age Group	Sex	Rate (%)																																																																																																																				
Adults	Female	20.2																																																																																																																				
Adults	Male	26.1																																																																																																																				
Juvenile	Female	27.6																																																																																																																				
Juvenile	Male	37.4																																																																																																																				
<p align="center"><b>Commentary</b></p>	<p align="center"><b>Response/Actions</b></p>																																																																																																																					
<p>In the year ending September 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.</p>																																																																																																																					

**Aim:** Fewer young people entering the criminal justice system \*No new data since March 2017 report\*

**Measure:** Number of young first-time entrants to the criminal justice system (financial year)

**Source:** [Ministry of Justice](#) (population statistics - Office for National Statistics)



**Commentary**

**Response/Actions**

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.

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).

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.

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.

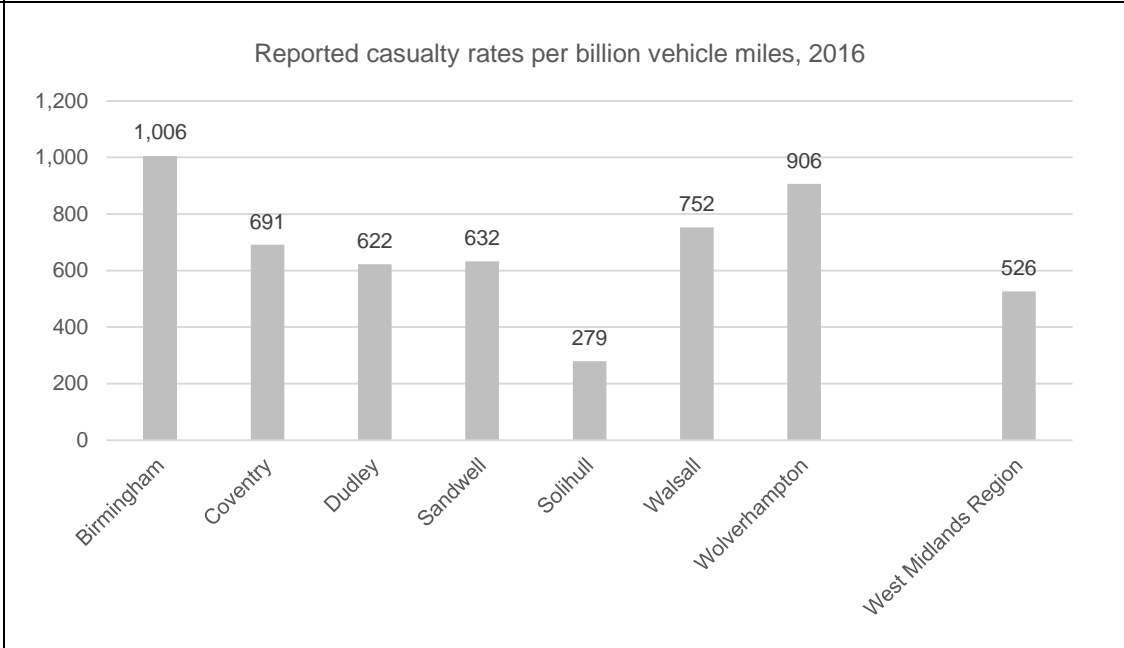
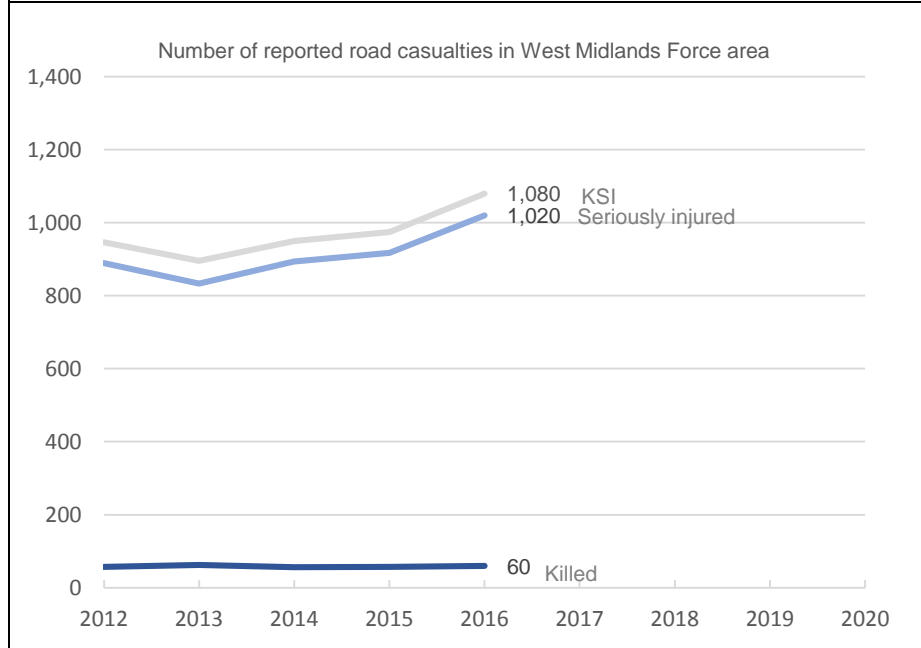
By empowering schools to play an active and pre-emptive role in keeping young people out of offending and in mainstream schools, the panels have contributed significantly to reducing the number of young people that come back to police notice.



**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:** Department for Transport



**Commentary**

**Response/Actions**

In 2016 there were 60 people killed in the West Midlands force area as a result of road road accidents. A further 1,020 people were seriously injured, an increase of 11% from 2015.

In Q2 of 2017/18, 235 people have been killed or seriously injured in road traffic collisions in the West Midlands. This is the same number as in Q1 2017/18 and 1 less than in Q2 2016/17.

Up to the end of September, 706 people have been killed or seriously injured in road traffic collisions in the West Midlands in 2017. This is 9 per cent less than had occurred at the same point in 2016.

After increases in the number of people killed or seriously injured on roads in the West Midlands Police area in 2014 and 2015, it is projected that the number in 2017 will be similar to the record low in 2013 (see SPCB report

CMPG and West Midlands Force Traffic have taken part in all NPCC Roads Policing Campaigns in Q2 2017/18.

During the pan-European TISPOL Truck and Bus Operation week in July, CMPG and West Midlands Force Traffic dealt with 33 trucks and buses of which faults were identified on 23. Four had serious faults that prohibited them from onward travel until rectified.

In one week in August, 301 vehicles were caught speeding during the NPCC speed enforcement week. West Midlands Force Traffic caught 66 motorists over the speed limit in Birmingham’s 20 mph zones – the highest speed recorded at 53 mph. CMPG caught 21 drivers at over 100 mph including one at 130 mph.

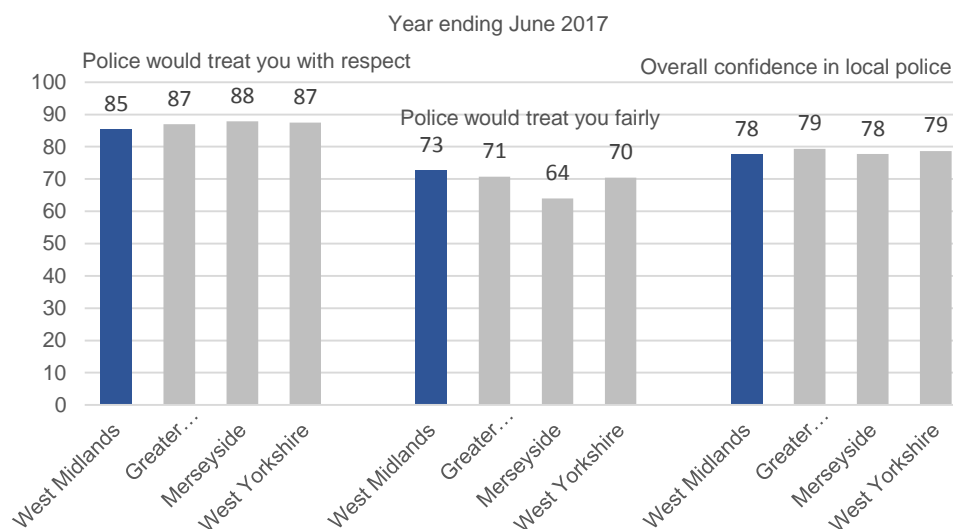
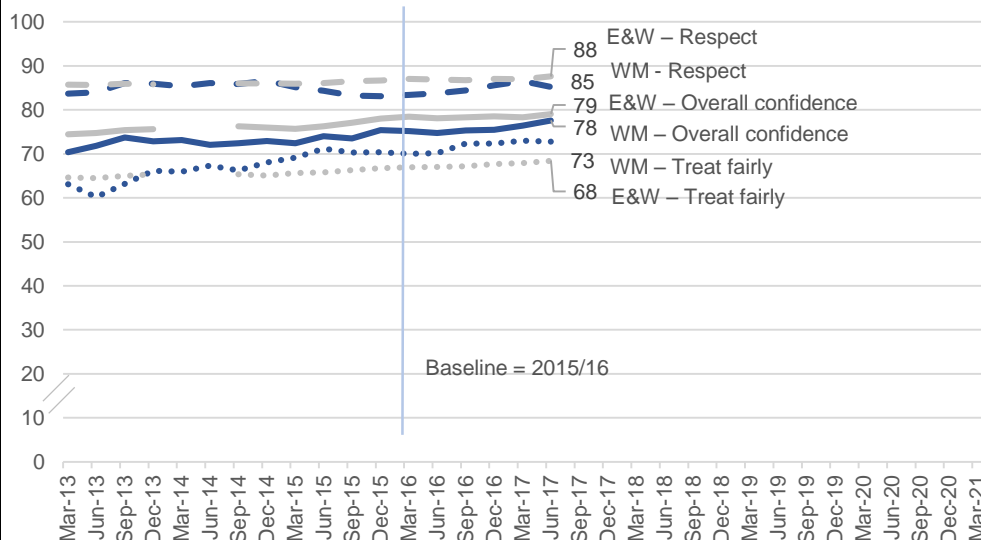
During a week in September targeting enforcement in relation to seat belt use, 74 vehicle occupants were detected not wearing a seat belt, including 4 children.

CMPG and West Midlands Force Traffic took part in Project EDWARD – a TISPOL (the European Traffic Police Network) initiative which aims for a day in Europe without a road

<p>'Road Safety: Roads Policing and Safer Travel Partnership' presented at SPCB on 3<sup>rd</sup> Oct 2017).</p> <p>Reported casualty rates per billion vehicle miles were higher in all 7 Local Authority areas of the West Midlands force area than they were for the West Midlands regional average. Rates in Birmingham and Wolverhampton were particularly high at 1,006 and 906 respectively, compared to the average of 526 for the region.</p>	<p>death – on 21st September. There were no road deaths on roads policed by CMPG and West Midlands Force Traffic. To support this initiative, a multi-agency road safety operation was set up by West Midlands Force Traffic at Oldbury Fire Station which was attended by partners including DVSA, WMFS and the local council. 35 vehicles were brought on to the site with 16 tickets issued for driving offences, 3 uninsured and untaxed vehicles were seized whilst one driver was arrested as they were disqualified.</p> <p>In addition to CMPG and West Midlands Force Traffic's activity in support of the NPCC roads policing campaigns, in Q2 2017/18 officers on these units have arrested 480 offenders for committing driving offences (including 272 drink and/or drug drivers), seized 1,114 uninsured vehicles and issued 1,349 tickets for driving offences.</p> <p>In Q3 2017/18 CMPG and West Midlands Force Traffic will continue to support national roads policing campaigns, including Operation Trivium, No Insurance Week of Action and the Christmas Drink/Drug Driving Campaign.</p>
--	--

**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’ stood at 78% in the West Midlands for year ending June 2017 up from 75% for the year ending March 2016. However, it still stands below the England and Wales average of 79%.

There have been fluctuations in the proportion of people who strongly agree or tend to agree that West Midlands Police would treat them with respect but an increase in those who think they would treat everyone fairly (up to 73%).

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.

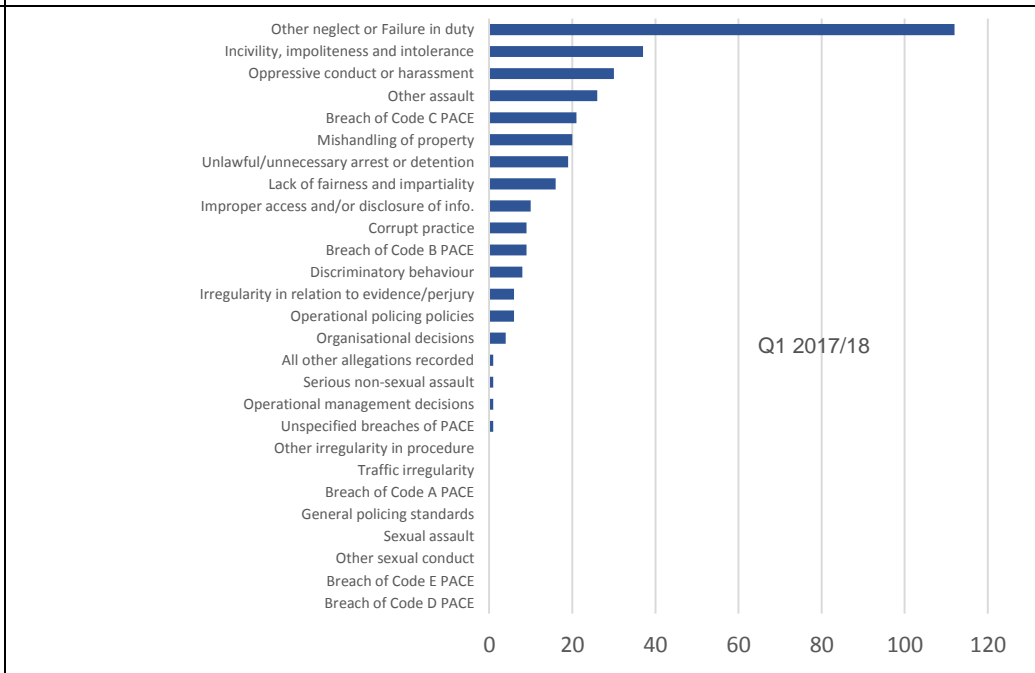
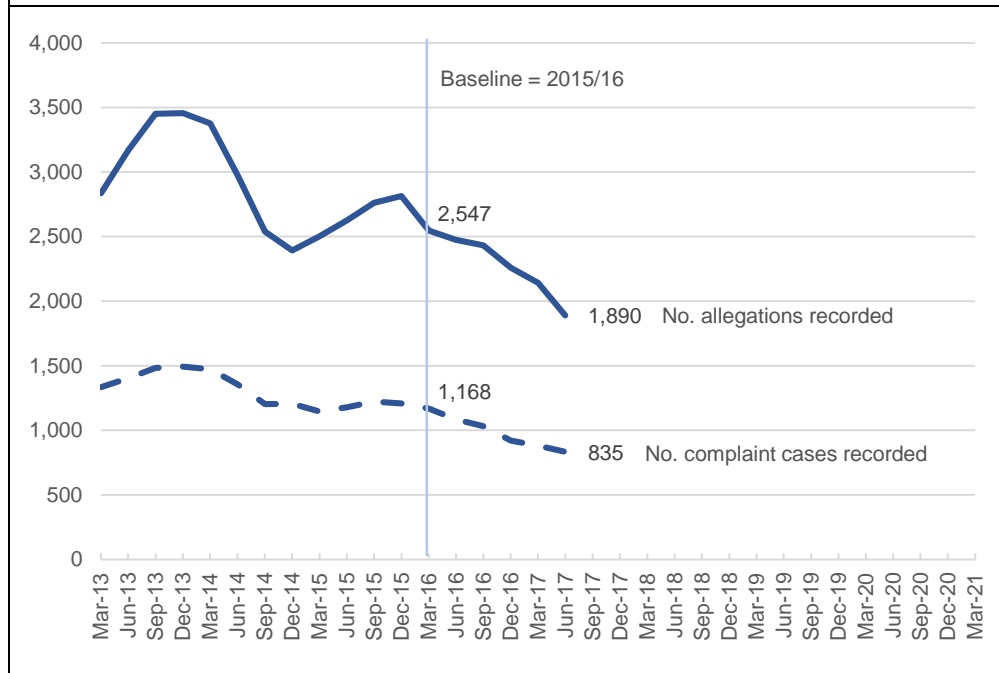
**Response/Actions**

WMNOW which launched in January will develop new ways of connecting with and working with the public and increasing our interaction and visibility. As at the end of October 32000 people have signed up to the service. In the last month both the victim satisfaction survey and the listening to the public voice survey have become active. The online perception survey has seen 14% of WMNow survey sign ups reply so far and almost 5,000 total respondents have replied. More details are in confidence paper.

<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**

In the year ending June 2017 there were 1,890 allegations and 835 complaint cases recorded against West Midlands Police. Allegation and complaint case numbers have both fallen since 2015/16, by 26% and 29% respectively.

In the year ending June 2017 there were an average of around 168 complaints per 1,000 employees in the West Midlands, lower than the averages for the most similar force group and England and Wales (at 250 per 1,000 and 279 per 1,000 respectively).

3 in 10 allegations recorded against West Midlands Police in Q1 2017/18 were 'other neglect or failure in duty' (112 allegations) with next three most common nature of allegations being 'incivility, impoliteness and intolerance' (37), 'oppressive conduct or harassment' (30) and 'other assault' (26).

**Response/Actions**

The continued decline in complaints and allegations has accelerated since TS1, during this period driven by the changing nature of complaints. With the larger proportion of complaints being for neglect this often only has 1 allegation whereas incivility and use of force complaints would have multiple

Activity around reducing complaints includes targeted training of supervisors about how to resolve dissatisfaction, detailed ethical inputs to all new starters who are public facing delivered by an Inspector from PSD.

The introduction of the integrity helath check which encourages local managers to take a more hands on and intrusive approach to the ethical alignment of their staff. Together with prioritised vetting for the more risky departments.

The roll out of Body worn video whilst at this stage cannot be statistically verified as reducing complaints is likely to have made a significant impact. Response who have historically been the biggest driver of complaints are now equipped with Body worn video.

<p><b>Aim:</b> Those complaints that are made should be dealt with quicker</p>																						
<p><b>Measure:</b> Average no. of days to finalise allegations (Quarterly)</p>	<p><b>Source:</b> <a href="#">Independent Police Complaints Commission</a></p>																					
<table border="1"> <caption>Line Chart Data: Average no. of days to finalise allegations</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-16 (Baseline 2015/16)</td> <td>188</td> <td>59</td> </tr> <tr> <td>Mar-17</td> <td>188</td> <td>154</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-16 (Baseline 2015/16)	188	59	Mar-17	188	154	<table border="1"> <caption>Bar Chart Data: Quarter 1 2017/18</caption> <thead> <tr> <th>Category</th> <th>No. of days to finalise allegations by local investigation</th> <th>No. of days to finalise allegations by local resolution</th> </tr> </thead> <tbody> <tr> <td>West Midlands</td> <td>188</td> <td>154</td> </tr> <tr> <td>MSF average</td> <td>201</td> <td>96</td> </tr> <tr> <td>England and Wales</td> <td>164</td> <td>67</td> </tr> </tbody> </table>	Category	No. of days to finalise allegations by local investigation	No. of days to finalise allegations by local resolution	West Midlands	188	154	MSF average	201	96	England and Wales	164	67
Quarter	Average no. of days to finalise allegations by local investigation	Average no. of days to finalise allegations by local resolution																				
Mar-16 (Baseline 2015/16)	188	59																				
Mar-17	188	154																				
Category	No. of days to finalise allegations by local investigation	No. of days to finalise allegations by local resolution																				
West Midlands	188	154																				
MSF average	201	96																				
England and Wales	164	67																				
<p align="center"><b>Commentary</b></p>	<p align="center"><b>Response/Actions</b></p>																					
<p>In quarter 1 2017/18 the average number of days to finalise allegations by local investigation in the West Midlands was 188 days, down from 206 in the previous quarter. For finalising by local resolution the figure was 154 days down from 160 in the previous quarter.</p> <p>The number of days taken to finalise by 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. Professional Standards have lost a number of experienced staff through natural attrition and are being replaced and trained which has an impact on efficiency and speed of investigation.</p> <p>PSD are also going through a comprehensive best practice review currently being undertaken using the Business Transformation methodology which does require an investment in staffing upfront to support the project which has taken away investigators.</p> <p>Whilst the overall numbers of complaints are reducing the more complex investigations volumes are continuing which are much longer investigations pushing the average figures.</p>																					