



## **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 16 February 2016.

### **BACKGROUND**

2. As part of the governance arrangements the Police and Crime Commissioner and the Strategic Police 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 by Members of the Board were a review of Gun Crime and Contact and Response Performance.
4. Members of the Gangs and Violence Commission attended the Gun Crime Workshop as part of their briefing for the work they will carry out on the Commission.

### **PERFORMANCE WORKSHOP**

5. Issues covered during the workshop:
  - There were 1,739,373 calls for service to West Midlands Police over the last year. 519,418 were emergency calls, 1,219,957 were non-emergency. There were an estimated 322,244 public contact office visitors.
  - There are 5 service desks throughout the West Midlands region; these are located in Sutton Coldfield, Willenhall, Bourneville, Smethwick and Wednesfield. Each service desk deals with 2 LPU RADs. Officers can use their radios to call service desks for information/operation checks.
  - WMP are currently meeting their target of 90% responding to Emergency calls. However they are below the 90% target when it comes to responding to Non-Emergency (70%), Immediate (87%) and Early Response (83%) calls.
  - Since the inception of the Non-Emergency Contact Centre in 2013 Public Satisfaction with Ease of Contact has averaged at 95% per month. For most of that time it has been reasonably stable however summer 2015 saw some very challenging times for service

delivery and levels dropped to 92% Satisfaction with Ease of Contact.

- Emergency Call Handling has remained relatively stable with an average SLA just short of the 90% target. In common with the other functions the peak summer demand period placed significant pressures on the staff to maintain their performance. In order to ensure that calls for service were answered expeditiously a process of support is available from the Service Desk. This allows some Service Desk staff to be quickly switched over to take Emergency Calls when demand exceeds staffing.
- The SLA for Non-Emergency Call Handling is to answer 90% of all calls within 90 seconds. There was a drop in the SLA during summer 2015 which coincided with the period of peak demand which this year was exasperated by higher than expected vacancies in the function.
- The maximum delay time when answering a call for service in the year to date was 14:45mins. The maximum time after which a call for service was abandoned was 11:32mins.
- 24% of all calls for service are handed over to LPUs. However, WMP are intending to head towards borderless responses as in some cases different LPUs have difference capabilities to respond to service requests.
- The average time to dispatch a response vehicle to an immediate incident is 2:40mins & the average time to reach the scene is 5:05mins.
- Operation Captiva has a set of goals which are: 1) To reduce the number of firearms related deaths on the streets of Birmingham. 2) To identify, disrupt and reduce the number of firearms available across the West Midlands. 3) To reduce the number of firearms discharges across Birmingham. 4) To reduce the wider number of firearms discharges across the West Midlands police area. 5) To enhance community confidence and information reporting. 6) To work with partners to prevent people entering a gang lifestyle and effectively divert and manage those away from it who are identified as currently active.
- On average there were 80 Gun Crime incidents a month between 2007-2011, in comparison there were 49 offences in January 2016. However, there was a noticeable spike in crime in October 2015. There were 12 recorded gun discharges in the West Midlands during December 2015.
- The force is aware of a number of active inferred firearms within the West Midlands. An inferred firearm is created on the NABIS Database to illustrate the presence of a weapon that has been identified from recovered ballistic material however the firearm has yet to be recovered. This information is sent to forces where the inferred firearm has been identified, to enable them to know what firearms are being used in their force area.

## **FINANCIAL IMPLICATIONS**

6. There are no financial implications from this report.

## **LEGAL IMPLICATIONS**

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

## **RECOMMENDATIONS**

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

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