



Strategic Policing and Crime Board

October 2022

Police and Crime Plan Priority: Regular Item

Title: Performance Report - National Policing Priorities and Police and Crime Plan
Scorecard

Presented by: Deputy Chief Constable Vanessa Jardine & Ashley Banks

Purpose of paper

1. To provide an overview of performance against the National Crime and Policing Measures in a format to be used as West Midlands Police's (WMP) official statement on performance and activities undertaken.
2. This statement will be published along with a statement from the Police and Crime Commissioner as well as a Police and Crime Plan Key Performance Indicator (KPI) scorecard for measures where data is currently available.

National Policing Priorities

Measure: Reduce Murder and Other Homicide

3. The volume of Homicides in West Midlands has remained relatively stable in recent years averaging five a month. Volumes from Sep 2021 to Aug 2022 saw 39 homicides, compared to 52 in the year ending June 2019 baseline (National Baseline set by Home Office), a -25% decrease.
4. The last 12 months data from Homicide Index showed 23% of all Homicide was domestic-related, Drugs (44%) and alcohol (21%) are also significant factors. Analysis of victims and offenders also show the high proportion of victims (21%)

that are under the age of 25. Almost one in four homicides take place within WMP's Impact Areas.

5. These factors will drive activity towards improving performance over the forthcoming quarter, Gang Related Violence remains one of the Force Tactical Priorities for the next period.

Measure: Reduce Serious Violence

6. The national measure for Serious Violence relates to hospital admissions, after seeing several years of increases, levels of hospital admissions for under 25s with sharp object wounding have reduced since the peak in the baseline year (2019). The last 12 months (June 2021 to May 2022) saw 180 episodes, a reduction of 35 compared to the national baseline year ending June 2019. Police recorded crime data for Violence With Injury is showing an increase of 26% vs year ending June 19, a part of this is an improvement in Crime Data Integrity as highlighted in the last HMIC PEEL inspection. The biggest increase coincided with introduction of the CONNECT system, which incorporates the functionality for these revised crime recording practices. Overall Knife Crime is also up (+38%) but can similarly be linked to increased recording: the majority of knife crime is robbery (which is reducing), however knives are now being recorded in a greater proportion of the crimes. One of the biggest rises in crime relates to the possession of weapons (+162 %), however this isn't attributable to the recovery of more weapons, but again a greater proportion of crimes where weapons are recorded as part of the offence.
7. Between 01/09/2021 and 31/08/2022 WMP recorded 142 lethal barrelled firearms discharges. This is a reduction when compared to the 12-month period prior to this when 161 lethal barrelled firearms discharges were recorded.
8. Six of the discharge incidents from the last 12 months resulted in fatalities two were suicides and one was a murder/suicide. This is in comparison to five fatal shooting incidents in the 12 months prior which were all murders.
9. Whilst overall shotguns remain the most commonly used lethal barrelled firearm, in the most recent 12 months this has seen a reduction. In the last 12 months shotguns accounted for 54% of discharges when compared with 61% for the 12 months prior.

10. With regards to recoveries, in the last 12 months WMP have recovered 128 lethal barrelled firearms which is in line with the 12 months previous where 121 lethal barrelled firearms were recovered.
11. WMP's response to firearms is through Operation Captiva. This coordinates firearms activity throughout the force, understanding the current threat picture and monitoring performance. This quarter WMP have completed 33 firearms warrants, 77 drugs warrants and 158 Captiva visits as reported via the weekly submissions.
12. Project Guardian is WMP's response to Serious Youth Violence. Within this response WMP has a dedicated operational resource, the Guardian Taskforce, a team of 22 officers with enhanced training around behavioural tactics to support focused operational activity in hotspot areas. The taskforce provides structured deployments to promote enhanced local engagement, to set objectives with the community around violence and apply scrutiny to stop and search and police tactics.
13. Under 25 Violence is a tactical priority for West Midlands Police and is reviewed monthly at the Force Tactical Delivery Board (FTDB) where decisions are made on where to invest the Guardian Taskforce and other force resources
14. GRIP funding comprises £3.2m per annum for three years. WMP are required to demonstrate 20% match funding in year one, 30% in year two and 40% in the final year. This fund is delivered under Project Guardian
15. WMP have refreshed and refined Serious Youth Violence hotspots with the support of data scientists and overlaid with Organised Crime Group (OCG) activity and predictive knife crime data. There are 57 hotspots have been identified and a randomised deployment method will be conducted to target and evaluate policing activity. There are 57 areas that equate to 1.4% of WMP geography this covers 19% of SYV and 18.4% harm.
16. WMP are committed to support the VRU as a key partner. The VRU is a partnership organisation that aims to reduce violent crime across the West Midlands region. It benefits from the expertise of partners in public health, criminal justice, sports, education and policing in order to take on a collaborative approach towards reducing violence. WMP invest a Chief Inspector and two

Inspectors into the VRU to support programme delivery and integration. The effective partnership between WMP and VRU is critical to addressing serious youth violence in the short, medium and long term, not just from the perspective of what we do but how we do it. As a partnership organisation, the VRU report separately, but are a key member of WMP's Strategic Violence and Local Policing Governance boards.

Measure: Disrupt Drug Supply and County Lines

17. Recorded Drug offending has significantly increased over the last 12 months compared to the national baseline. Overall increases have been 52% with 7924 trafficking or possession of drugs offences recorded. Possession offences account for 2/3 of the volume with an increase of 45% with trafficking offences increasing by 74%.
18. The introduction of having one arrest referral provider under the name of Cranston Arrest Referral Service (CARS) embedded within each of the 4 custody suites across the West Midlands Police force area has resulted in a consistency of service that previously did not exist and has delivered strong benefits for the public. Referrals from this service into Drug Treatment have increased over the last financial year from 1,315 to 1,723. 235 Drug Rehabilitation Requirements (DRR) / and 197 Alcohol Treatment Requirements (ATR) have also been granted.
19. Drug Testing in Custody was paused for most of 2021, but recommenced in November 2021. Since then, 2,438 tests have been undertaken, of which 2,173 of these have been for 'Trigger' offences and 265 'Non-Trigger offences'. The rate of positive tests over this period has been with a positive rate of 76%
20. In the new Financial Year 2022/23 the County Lines Taskforce was redeployed from the West Midlands Regional Organised Crime Unit to function as part of WMP Force CID.
21. Whilst regional investigations continue the focus has been targeted and narrowed to the West Midlands area. Further, Home Office metrics have altered, with the result that performance data numbers are not as high as the previous system.

22. Year to date, 81 County Lines Tier 1 or 2 disruptions have been submitted. 101 arrests have been made with 94 charges. 102 County Lines have been closed.
23. 24 people were engaged with safeguarding partner agencies. 1 of these has been referred to the National Referral Mechanism (NRM) which mention County Lines as a criminal exploitation sub-type.

Measure: Reduce Neighbourhood Crimes

24. The national measure will be based on the Crime Survey for England and Wales, however this isn't available at Police Force Area level, so recorded crime will be used as a proxy.
25. Burglary Residential has been reducing since the peak in November 2018, partially helped by more hybrid working following lockdown, meaning more people are working from home. The year ending June 2019 saw West Midlands record 21,498 Burglaries; the last rolling 12 months ending Aug 22 saw 15,494 equating to a 28% reduction. Burglary is highly seasonal and as darker nights approach the force have moved Burglary Residential into a monitored threat with tactics around hotspot and student safety being implemented.
26. Personal Robbery saw a peak in offending in October 2018 and the year ending June 2019 saw 7,843 robberies recorded. The last 12 months have seen 7,270 robberies, a 7% reduction. For victims under the age of 25, the reduction is higher at -15% as robbery and knife crime are key Guardian priorities.
27. Vehicle Crime has similar levels when compared to the baseline, however the last few months have seen an upward trajectory – especially around theft of vehicles – with August being the highest month for several years. An issue with global supply for car parts is driving demand for these parts, including microprocessors and semi-conductors, and the increased demand for second hand vehicles has pushed volumes up significantly in last 12 months. Keyless entry is now the preferred way to steal vehicles. Theft of Vehicle has been elevated to a Force Tactical Priority. A Vehicle Crime Taskforce has been launched at the start of September to tackle organised vehicle crime.
28. Theft from Person has increased by 31% compared to the baseline, these numbers have started to rise, with July 2022 being the highest month for three

years. Theft of mobile phones is a significant contributor to this, especially in the night time economy (NTE), 20% of all thefts occur within Birmingham City Centre neighbourhoods. Licensing officers are working with key venues to encourage customers to keep phones and bank cards safe whilst out.

29. Anti-Social Behaviour (ASB) has reduced by 11,193 incidents in the last 12 months compared to national baseline, however the vast majority of this will now be crimed as Public Order offences which has increased by 19,367 during same period. Levels of ASB are fairly stable over the last 12 months with approx. 2000 incidents recorded a month and makes up approx. 3% of total incident demand the force receives.

Measure: Improve Satisfaction

30. There is no local data for the national measure since before the pandemic hit, however the previous Crime Survey for England and Wales sample showed West Midlands to be below the national average for perceptions that police do a good job.
31. Following the pilot of an SMS survey in late 2020 the citizen satisfaction project has embedded the SMS survey into Force Contact and Force Response since February 2021, giving an increased voice to the public about the service they have received. The survey obtains real time service satisfaction from the public across a much wider range of police involvement that our previous surveys have been able to. Information from SMS surveys is segmented against multiple factors, including incident type, caller demographics, location, day of the week, time of the day and down to team and individual level in order to gain insight, learn, develop and reward. The survey is reviewed regularly to learn further and make any necessary adjustments and explore long term impacts
32. WMP have received 11,898 completed surveys (approx. completion rate 10%) over the last 12 months, the results showed 67% of respondents giving an 8 out of 10 score or higher to the question focusing on whether WMP helped with their issue.

Measure: Tackle Cyber Crime

33. The national measure data is not available at Police Force Area level. Therefore, proxy measures on Online and Fraud offences will be used, this will be from WMP data systems rather than Home Office data.
34. Similar to the national picture, Online and Fraud offences have jumped up significantly since the pandemic. Compared to the 2019 baseline, Cyber enabled offences have seen a five-fold increase (+486%) recording 29,690 offences in last 12 months.
35. According to the Office for National Statistics (ONS) in 2020, people are now more likely to fall victim to Fraud or Cyber offences above any other crime type. Recent data published by the ONS, states there has been large increases in Fraud offences over the past year, with particular rises in 'consumer and retail fraud' and 'advance fee fraud' – possibly linked to behaviour changes related to the pandemic such as increased online shopping.
36. Since April there have been 6,541 victims of fraud, these numbers are stable compared to last year following big increases over the last few years. The main areas of fraud are categorised as:
- Fraud by abuse of position of trust
 - Dating scams/romance fraud
 - Corporate employee fraud
 - Door to door sales/bogus tradesman
 - Other Financial Investment – Focus on Crypto-Currencies
37. A number of activities are planned over the next quarter to prevent people becoming victims including:
- **Money Mules Project** – WMP have now rolled out the project to all 10 ROCU's to be used within their respective forces. This is also being rolled out to young people in schools and colleges for education and awareness and to divert them away from such behaviour.
 - **Romance Fraud** – We are currently collaborating with online dating platforms to both highlight the risks of Romance Fraud to their customers and to also explore the possibility of creating a dating sharing agreement so that we can use our victim data to identify offending and work with

them to remove the profile/any associated profiles to prevent further victims.

- **Universities** – We have attended freshers' events at local University's engaging new students around awareness and prevention of Fraud and Cybercrime.
- **Businesses** – delivery of presentations at WMP dial events aimed at partners and local businesses in relation to fraud and crime prevention
- **Digital PCSO's** – We have expanded our Network of PCSO's trained in Fraud & Cyber Crime to extend the reach of Fraud & Cyber protect advice/activity within our communities.
- **Database** – Currently Action Fraud are only able to provide force level statistics and therefore to better understand our victim data we have created/coded our own database which can be broken down in to NPU statistics/NHT statistics.

Next Steps

38. The board is asked to note the contents of this report.

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National Policing Priorities – West Midlands Police and Crime Commissioner Statement

Introduction

39. This statement meets the requirements of the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 as it pertains to the National Policing Priorities.

Murder and other homicide

40. Levels of homicide remain relatively stable within the West Midlands. The latest data shows a slight decrease in total homicide on the last period and there appears to have been a slight reduction in the proportion of domestic-related homicide (23% vs 26% reported last period)

41. Organised Crime Groups and Gang Related Violence remain tactical priorities for West Midlands Police over the next period, I will continue to work closely with them on tackling these issues whilst also working with regional partners via the Regional Organised Crime Unit.

42. We know in the West Midlands that younger age groups are disproportionately high victims of homicide when compared with the proportion of the population as a whole. My approach recently to serious youth violence and knife crime is outlined below.

43. We also know that a relatively high proportion of homicides are drug and/or alcohol related. The newly formed West Midlands Combatting Drugs and Alcohol Partnership is also outlined below, this partnership will aim to tackle/prevent alcohol and drug related crimes.

Serious Violence

44. The latest data on hospital admissions for injuries with a sharp object, in particular for those aged under 25. shows a level of admissions below the baseline peak. However, admissions recently appear to be increasing.

45. A recent report at SPCB by West Midlands Police also highlighted increasing rates of serious youth violence. Within the report, the impact of the increasing crisis in the cost of living was raised as a particular concern. This is a concern I share, and note that under 25 violence is a tactical priority for West Midlands Police

46. We know from the Violence Reduction Partnership Strategic Needs Assessment that there are strong correlations between areas with high rates of violent crime and the ones with most deprivation. Increased deprivation as a result of the cost of living crisis

- is likely to lead to incidences of violence within the West Midlands. These incidences of violence will also likely be linked to increases in knife crime offences being recorded.
47. There are a number of initiatives intended to tackled serious youth violence and knife crime which are detailed below.

Extension of step together through summer holidays

48. This summer, the successful 'Step Together' programme was extended into the school holidays so that young people could continue to receive advice, guidance and access positive activities even when schools were shut.
49. The school break is traditionally a time when violence and anti-social behaviour can flare up, but this year, in the places where the youth workers were located, the incidence of violence was kept at much lower levels.
50. Youth workers steered more than 10,000 young people in Birmingham away from harm, potential violence and anti-social behaviour during the summer holidays.
51. The work which the Violence Reduction Partnership (VRP) has continued to play an important role in preventing and tackling violence during the summer holiday. It's this kind of work that is so important, if we are to prevent and reduce violence, protect young people, save lives and provide young people with the opportunity to fulfil their potential.
52. I look forward to the publication of the HMICFRS joint thematic inspection on serious youth violence. The insights that result from this inspection and, in particular, any examples of best practice in regards to partnerships and in implementing the serious violence strategy will help reduce serious youth violence.

Installation of new knife bins

53. More knives are being taken off the streets of the West Midlands thanks to an increasing number of knife surrender bins being installed across the region.
54. The roll out of surrender bins is a concerted effort by myself to tackle violence and reduce harm. Thousands of knives have already been placed into the regions' knife bins with each weapon deposited potentially saving a life.
55. The surrender bins provide people with a legal and safe way to dispose of knives. Knives can ruin the lives of individuals, families and entire communities and providing ways in which individuals can dispose of them is important. It is also important that this work sits alongside much earlier intervention including support for young people in difficult circumstances and tackling bigger issues that drive crime such as mental ill health and substance dependency.

56. The bins are installed in consultation with the local community and partner organisations, including West Midlands Police, the Violence Reduction Partnership and Local Authorities.

VRP Funding

57. Recently, an extra £2 million has been secured to tackle youth violence. This follows a successful bid from the West Midlands Violence Reduction Partnership for cash from the Youth Endowment Fund and the Home Office.

58. The approach is known as 'focused deterrence' and recognises that young people who commit crime have often experienced traumatic childhood experiences and may make them more vulnerable to addiction, debt and violence.

59. It is well understood we can't simply arrest our way out of youth violence and need to tackle the factors which lead young people to commit violence. This programme will provide the opportunity to offer support to young people who need it the most and who may not have been able to access it previously, diverting them into more purposeful activities and positive outcomes.

Religious leaders meet in Coventry Cathedral to tackle youth violence

60. This summer saw the largest ever multi-faith gathering, with a pledge to end youth violence, take place in Coventry. The event, hosted by the Violence Reduction Partnership (VRP), saw around 300 representatives invited from faiths including Islam, Sikhism, Judaism, Hinduism and Christianity.

61. Each faith considered how it can contribute to reducing levels of violence in the region and a new 'Connect Directory' was launched which offers guidance to faith communities to help them tackle violence.

62. It is believed to be the largest event of its kind and demonstrates the desire and passion within our communities to make change happen within the West Midlands.

Drug Supply and County Lines

63. One of the ways we are reducing demand for illicit drugs within the West Midlands is through the Cranstoun Arrest Referral Service (CARS). The commissioning of CARS has resulted in a consistency of service and is delivering strong benefits for the public. The increase in the number of referrals means an increasing number of drug and alcohol users who are receiving support in tackling the root cause of their addiction and expanding their connection with partner services, including housing and mental health support.

64. I welcome that the new national drug strategy is underpinned by Dame Carol Black's Independent Review of Drugs and that it is accompanied by sufficient levels of funding to make a real difference. In order to ensure the funding is successfully utilised and to coordinate the priorities at a local level, the strategy calls for partnerships to be established in each area.
65. Within the West Midlands, I will take on the role of Chair and Senior Responsible Owner for the newly established West Midlands Combatting Drugs and Alcohol Partnership (CDAP) and will work closely with local delivery partners to coordinate: a break drug supply chains; deliver a world-class treatment and recovery system; and achieve a shift in the demand for drugs.
66. CDAP is in its initial stages, with one of the first steps being to develop a strategic needs assessment for drug and alcohol misuse/offending with the West Midlands.

Neighbourhood crime

67. Burglary offences within the West Midlands remain much lower than in 2019, whilst this is positive we mustn't be complacent. As highlighted in the recent HMICFRS report on the police response to serious acquisitive crime, the long-lasting and profound effects which serious acquisitive crime such as burglary can have on victims. However, forces often lack capacity to investigate serious acquisitive crime effectively and the wider demand on policing¹.
68. I am concerned at how the current cost of living crisis will impact upon policing within the West Midlands. The cost-of-living crisis is likely to lead to an increase in crimes such as theft and domestic abuse, both of which are offences which are concentrated more within metropolitan areas than elsewhere. Coupled with this, factors associated with the cost of living crisis, such as the significant increases in energy costs, have contributed to West Midlands Police having to find £30 million worth of savings next financial year.
69. The recent increases in vehicle crime is of a particular concern, whilst down compared to 2019 there have been continuing increases in reported vehicle crime within the West Midlands which is more significant than being seen in our most similar force group. Car theft is a tactical priority for West Midland Police and I continue to support actions taken to tackle it through targeting of organised

¹ [The police response to burglary, robbery and other acquisitive crime – Finding time for crime - HMICFRS \(justiceinspectorates.gov.uk\)](https://www.justiceinspectorates.gov.uk/hmicfrs/reports-and-publications/the-police-response-to-burglary-robbery-and-other-acquisitive-crime-finding-time-for-crime/)

crimes linked with car theft and also in supporting residents of the West Midlands in making vehicles more secure.

70. Retailers and car manufacturers must also play a part in ensuring that their consumers' vehicles are secure. For the cost of just a few pounds they can supply a steering wheel lock and Faraday pouch that will help keep the vehicles they sell secure and out of the hands of thieves. No one should spend tens of thousands of pounds on a vehicle only for it to be stolen months, weeks or sometimes, days, later, as a consequence of the level of security on that vehicle being unfit for purpose

Victim satisfaction

71. I continue to work with West Midlands Police in capturing the public voice and in understanding what matters to our communities and how we can improve their experience.

72. West Midlands Police have identified some key drivers of low satisfaction across Force Contact and Force Response. At a recent meeting of SPCB detail was discussed about steps being taken to improve victim satisfaction.

73. Some key drivers identified are:

- Lack of clarity on what happens next: This includes aspects such as whether a police officer will attend or how long it will take to receive a crime reference. Part of the solution to this will be the potential commissioning of a new contact card which will provide victims' with details on what happens after reporting a crime. In addition, further advice for officer and staff on a range of scenarios which have been identified as knowledge gaps;
- Signposting to other public services: Due to the levels of call demand being met by West Midlands Police some callers at times can wait longer than expected to get through to someone. If the caller is calling about a matter which the police can't deal with they will then be signposted elsewhere. I am supporting the force in understanding what non-policing demand looks like and how we can better inform the public as to whom they need to call, a good example of this is in regards to abandoned vehicles which need to be reported to Local Authorities.
- A lack of officer compassion: Again, the level of demand faced can lead to response officers juggling multiple demands at once, which

will undoubtedly come across to victims as them having a lack of compassion. Around calling for more resources for West Midlands Police, I have supported the force in exploring what training options can be commissioned for officers and staff, such as 'Compassion Fatigue' training.

74. A Community & Legitimacy Board has now been created which has three areas of focus: Understanding our communities, Engagement and Good Relations and Increasing Confidence.
75. The HMICFRS inspection report on the police response to serious acquisitive crime noted above highlights how the way in which police respond to incidents can impact on victim's satisfaction and confidence in policing. It is hoped that the jointly-developed West Midlands Citizen Charter will be published this year.
76. The Citizen Charter acts as a guide both for employees and citizens, letting employees know what is expected of them, and informs citizens what to expect from the police. It includes a clear set of service standards which are monitored and discussed on a regular basis.

Fraud and cybercrime

77. It is estimated that in the year ending March 2022 there were 4.5 million fraud offences in England and Wales, this is an increase of 25% on the year ending March 2020 . There has been an increase in the proportion of fraud incidents which were cyber-related from 51% to 63%, suggesting that a lot of the increase in fraud has been driven by fraud committed digitally .
78. This continuing increase and developing complexity in fraud is of great concern due to both the lack of capacity within police forces to investigate crimes (as noted by several HMICFRS report) and a continued lack of a focus on how to improve the approach to fraud nationally. In addition, there is not currently a full understanding of why estimations of fraud are increasing but reports to Action Fraud are decreasing.
79. Locally, the threat from and approach to fraud is assessed through the West Midlands Police and Crime Commissioner Fraud Board. There are two overarching aims of the Board:
 - To collaborate with the West Midlands Police and support them in the service they provide to the West Midlands public. This meeting will give the Board space to understand the threat from Fraud in the West Midlands and to identify opportunities to strengthen the resilience of

communities, support enhancements in the support of victims of fraud and identify opportunities to influence government, businesses and other law enforcement partners both locally, regionally and nationally to ensure an effective response to fraud.

- To provide a forum to discuss wider fraud Protect and Prevent programmes which can be developed across the West Midlands. The membership of the board will then be tasked with both the implementation and promotion of these programmes.

80. Cash for Crash has been identified as a serious issue within the West Midlands by an insurance fraud board, I am working with partners to understand the full picture and to develop a coordinated approach to tackling this type of fraud.

81. Through the Board, research has been commissioned to look into what a public health approach to Fraud looks like in the West Midlands. It is hoped that learnings from this report will be available this year.

82. I am also supporting the role out of the 'money mules' educational programme, as referenced in the West Midlands Police statement. The programme provides young people, in particular vulnerable young people, with the information they need to be aware of this activity and the serious consequences it can have.

Reporting frequency

83. Reports on performance against the Police and Crime Plan and the National Priorities will be reported at the Strategic Policing and Crime Board on a quarterly basis, with the latter required by the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021.