Strategic Policing and Crime Board

22 November 2022

Police and Crime Plan Priority: Police and Crime Plan

Title: Responding to incidents

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Purpose of paper

1. The purpose of this report is to provide the Strategic Police and Crime Board (SPCB) with an overview of performance against service levels for P1, P2 and P3 incidents. It will explain the process of responding to an incident and how performance changes during periods of high demand. Furthermore, it will detail how the force responds to vulnerability incidents, challenges in responding and strategies for improving performance.

2. West Midlands Police (WMP) utilise the THRIVE+ risk assessment model in order to categorise the priority of incidents that require a response. Logs that are designated as P1, P2 or P3 represent the higher risk incidents requiring police attention.

3. As has been previously reported to the board, WMP Force Response have two key performance metrics pertaining to incident response times:

    a. Attend P1 logs within 15 minutes
    b. Attend P2 logs within 60 minutes
    c. Attend P3 logs within 24 hours

Caveats

4. This report follows the "Access to police services" paper presented to the SPCB on 27th September 2022.

5. The date range for data provided within this paper is April 2021 to September 2022 inclusive.

Relationship between call volumes and recorded incident volumes

6. The below table details the relationship between call volumes and recorded incidents from April 2021 to September 2022. Whilst there has been a sustained increase in 999 call demand since March 2022, there has not been a corresponding impact on Total Recorded Crime (TRC) which has remained steady. Non-emergency 101 demand has seen a sustained decrease since June and July 2021.

Month	999 Call Demand	101 Call Demand	Total Telephony Demand	Recorded Crime	Recorded Non-Crime
Apr-21	59,746	60,868	120,614	26,645	4,814
May-21	66,483	61,860	128,343	29,161	5,093
Jun-21	70,293	66,948	137,241	30,403	5,245
Jul-21	77,232	66,033	143,265	31,269	5,547
Aug-21	68,640	58,204	126,844	29,571	5,276
Sep-21	72,042	62,063	134,105	30,454	5,223
Oct-21	71,480	57,317	128,797	30,890	5,177
Nov-21	68,063	54,727	122,790	31,818	4,955
Dec-21	70,998	50,790	121,788	30,504	4,962
Jan-22	67,211	53,340	120,551	29,433	4,868
Feb-22	63,607	50,941	114,548	28,586	4,684
Mar-22	73,259	59,137	132,396	30,722	4,996
Apr-22	74,039	55,240	129,279	29,845	4,910
May-22	82,955	61,511	144,466	32,189	5,250
Jun-22	85,685	60,195	145,880	31,440	5,072
Jul-22	87,525	61,692	149,217	32,596	5,362
Aug-22	84,266	61,404	145,670	31,721	5,287
Sep-22	74,366	55,351	129,717	30,332	4,843
Total	1,317,890	1,057,621	2,375,511	547,579	91,564

Volumes of P1, P2 and P3 incidents over time

7. The below graphic depicts P1-P3 demand volumes and the respective percentage of that demand since April 2021 to September 2022.
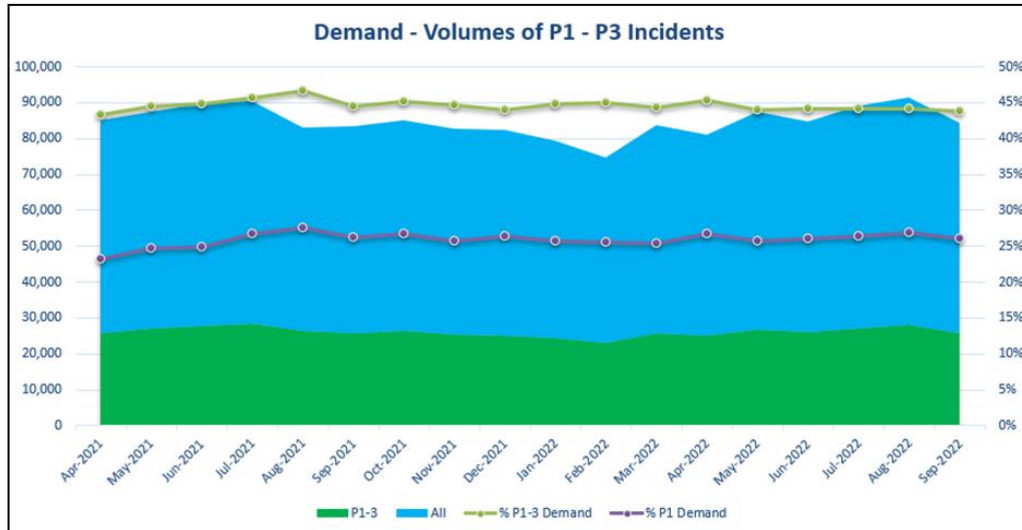
8. As can be seen, the percentage of P1 demand remains consistent even when overall demand decreases and is also mirrored within the total P1-3 demand.

**Breakdown of final classification types for incidents**

9. Within the reporting period outlined, WMP recorded 2,265,910 incidents which are classified under the following headings: Administration, Anti-social behaviour (ASB), Crime, P9, Public Safety Welfare (PSW), Task and Transport. The 'administration' classification accounts for the vast majority of the incidents representing over 50% (1,312,381) with Crime (400,445) and PSW (381,722). The following table provides a detailed breakdown of the 'administration' classification with 'advice given' and 'cancel/exit/error' accounting for 88.3% of all incidents. The 'cancel/exit/error' classification predominately refer to incidents that are created and can be 'fast closed'.

Month	Advice Given	Cancel/Exit/Error	Complaints against Police	Diary management	Intelligence	Internal Transfer	Lost Property	Messages	Police generated Resolution	Signposting	Total
Apr-21	25,823	42,833	78	154	2,720	1,911	359	4,366	0	1,399	79,643
May-21	26,811	44,317	70	169	1,800	1,599	376	4,705	0	1,337	81,184
Jun-21	26,755	43,221	63	174	1,670	1,367	425	4,786	0	1,312	79,773
Jul-21	24,428	42,594	66	212	1,523	1,113	429	4,969	1	1,157	76,492
Aug-21	23,252	40,624	61	196	1,378	1,120	457	4,860	0	1,325	73,273
Sep-21	23,258	41,121	47	267	1,338	773	495	4,705	0	1,046	73,050
Oct-21	23,450	41,957	66	324	1,321	861	519	4,820	0	958	74,276
Nov-21	24,190	42,465	44	285	1,199	930	485	4,395	0	936	74,929
Dec-21	23,285	44,397	41	262	1,199	962	511	4,548	0	875	76,080
Jan-22	21,156	44,309	49	363	1,203	800	487	4,435	0	866	73,668
Feb-22	21,576	40,369	59	317	1,075	909	499	3,991	0	829	69,624
Mar-22	24,315	41,623	58	344	1,155	869	576	4,385	2	905	74,232
Apr-22	23,268	38,685	50	231	1,203	671	532	3,721	0	755	69,116
May-22	23,758	39,765	47	341	1,406	667	593	3,801	0	854	71,232
Jun-22	22,258	36,830	44	436	1,189	461	585	3,674	0	737	66,214
Jul-22	23,776	36,408	39	412	1,217	442	599	3,798	0	844	67,535
Aug-22	26,766	34,623	64	305	1,318	540	690	4,345	0	1,073	69,724
Sep-22	27,866	34,492	43	378	1,336	665	602	4,406	0	1,003	70,791
	435,991	730,633	989	5,170	25,250	16,660	9,219	78,710	3	18,211	
	33.0%	55.3%	0.1%	0.4%	1.9%	1.3%	0.7%	6.0%	0.0002%	1.4%	

P1, P2 and P3 incidents

10. This section will detail the performance of the Force against the agreed Service Level Agreements for P1-P3 incidents.

11. The following graph displays the Force Response performance in relation to the agreed SLAs for P1, P2 and P3 incidents. The months where median P1 response time is elevated has the consequence of an increased P2 median response time and thus impacts the SLA. It also be noted that where logs are regraded following review, for example further information being received which elevates risk or an upgrade owing to supervisory review, this will likely have a detrimental effect on SLA achievement. The P1 SLA has remained broadly consistent since June 2021. The P2 and P3 SLAs have been consistently lower and experienced greater fluctuation.
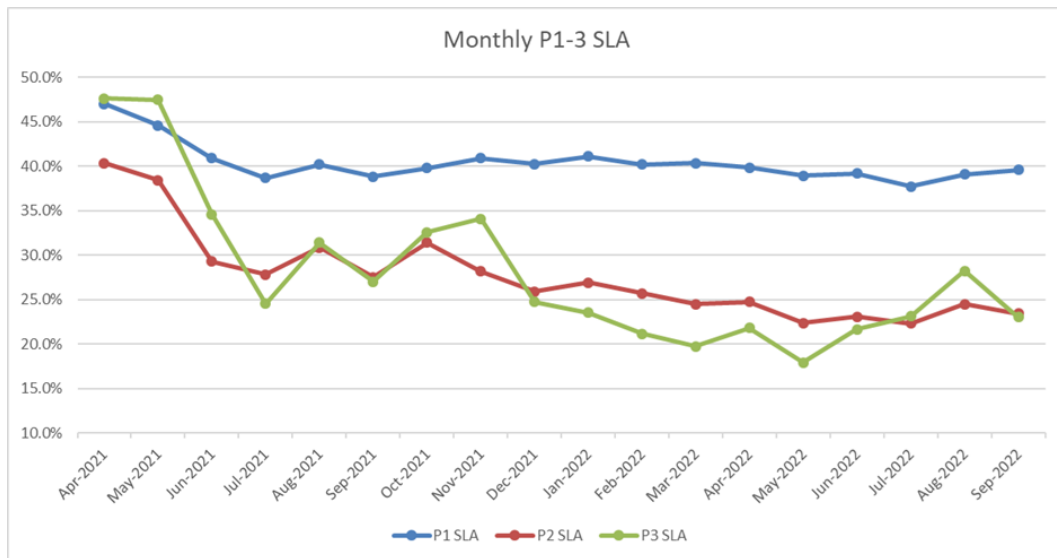
Performance by time and threat type

12. This section addresses SLA performance when examined by time and vulnerability (domestic abuse and missing persons). The first graphic shows the combined monthly demand of P1-P3 logs broken down by the WMP shift cycle. S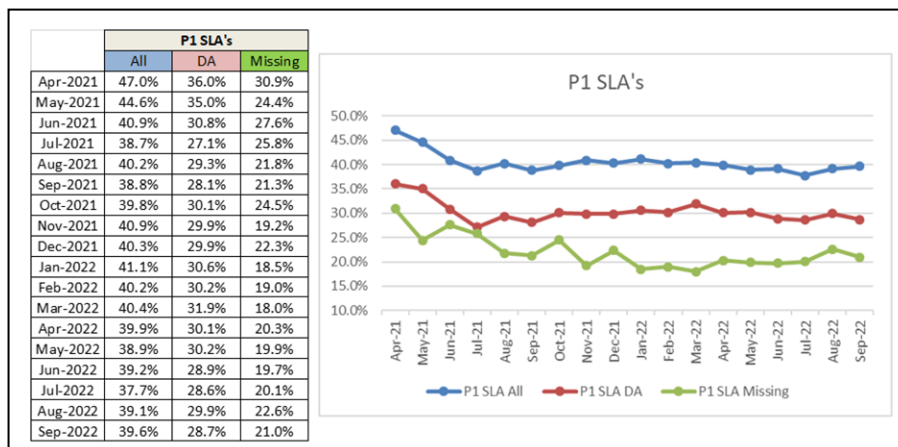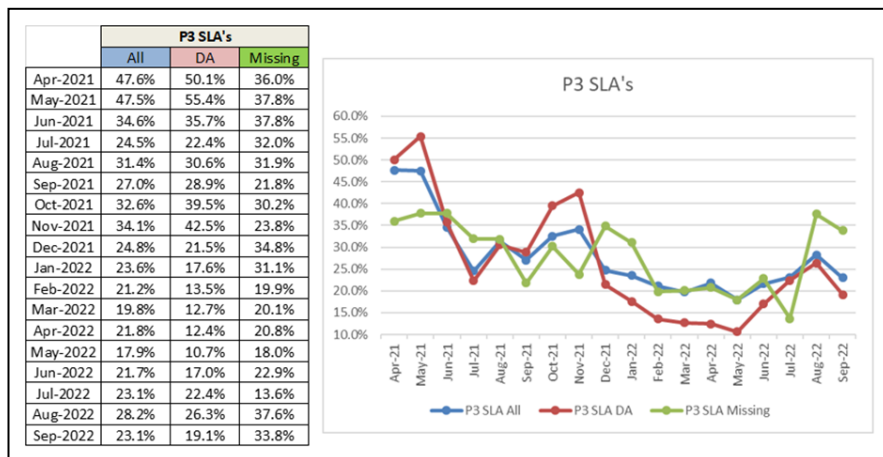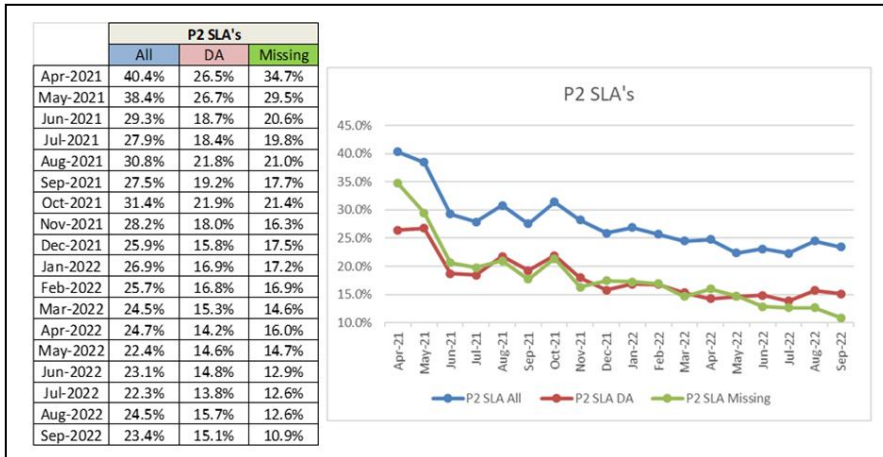ince February 2022 each shift has seen a moderate increase in demand with a small decrease noted across afternoon and night shifts.

.	P1-3 Demand		
	Earlies	Lates	Nights
Apr-2021	6,270	12,380	7,064
May-2021	6,865	12,354	7,731
Jun-2021	6,897	12,744	8,092
Jul-2021	6,862	12,652	8,885
Aug-2021	6,322	11,870	8,260
Sep-2021	6,403	11,857	7,422
Oct-2021	6,520	12,277	7,615
Nov-2021	6,631	11,974	6,924
Dec-2021	6,268	11,259	7,646
Jan-2022	6,315	11,208	7,042
Feb-2022	6,017	10,751	6,458
Mar-2022	6,913	11,948	6,840
Apr-2022	6,360	11,726	7,143
May-2022	7,049	12,131	7,487
Jun-2022	6,474	11,983	7,528
Jul-2022	6,761	12,166	8,347
Aug-2022	6,588	12,816	8,610
Sep-2022	6,552	11,705	7,478

13. Whilst vulnerability remains a key consideration across all incidents, logs pertaining to domestic abuse and missing persons have been highlighted within the analysis owing to their volume, complexity and potential consequences. The following series of tables will detail P1-P3 performance when weighed against domestic abuse and missing persons incidents. There are myriad factors to consider when performance in these areas is highlighted such as the regrading of calls for service (for example a domestic abuse incident where the offender leaves the premises mitigating some elements of risk) or the availability of victims. Since April 2021 there has been a deterioration in overall performance within the vulnerability cohorts. Whilst the P1 and P2 SLA attendance has broadly consistent, it remains well below target.

	P1 SLA's		
	All	DA	Missing
Apr-2021	47.0%	36.0%	30.9%
May-2021	44.6%	35.0%	24.4%
Jun-2021	40.9%	30.8%	27.6%
Jul-2021	38.7%	27.1%	25.8%
Aug-2021	40.2%	29.3%	21.8%
Sep-2021	38.8%	28.1%	21.3%
Oct-2021	39.8%	30.1%	24.5%
Nov-2021	40.9%	29.9%	19.2%
Dec-2021	40.3%	29.9%	22.3%
Jan-2022	41.1%	30.6%	18.5%
Feb-2022	40.2%	30.2%	19.0%
Mar-2022	40.4%	31.9%	18.0%
Apr-2022	39.9%	30.1%	20.3%
May-2022	38.9%	30.2%	19.9%
Jun-2022	39.2%	28.9%	19.7%
Jul-2022	37.7%	28.6%	20.1%
Aug-2022	39.1%	29.9%	22.6%
Sep-2022	39.6%	28.7%	21.0%

	P2 SLA's		
	All	DA	Missing
Apr-2021	40.4%	26.5%	34.7%
May-2021	38.4%	26.7%	29.5%
Jun-2021	29.3%	18.7%	20.6%
Jul-2021	27.9%	18.4%	19.8%
Aug-2021	30.8%	21.8%	21.0%
Sep-2021	27.5%	19.2%	17.7%
Oct-2021	31.4%	21.9%	21.4%
Nov-2021	28.2%	18.0%	16.3%
Dec-2021	25.9%	15.8%	17.5%
Jan-2022	26.9%	16.9%	17.2%
Feb-2022	25.7%	16.8%	16.9%
Mar-2022	24.5%	15.3%	14.6%
Apr-2022	24.7%	14.2%	16.0%
May-2022	22.4%	14.6%	14.7%
Jun-2022	23.1%	14.8%	12.9%
Jul-2022	22.3%	13.8%	12.6%
Aug-2022	24.5%	15.7%	12.6%
Sep-2022	23.4%	15.1%	10.9%

	P3 SLA's		
	All	DA	Missing
Apr-2021	47.6%	50.1%	36.0%
May-2021	47.5%	55.4%	37.8%
Jun-2021	34.6%	35.7%	37.8%
Jul-2021	24.5%	22.4%	32.0%
Aug-2021	31.4%	30.6%	31.9%
Sep-2021	27.0%	28.9%	21.8%
Oct-2021	32.6%	39.5%	30.2%
Nov-2021	34.1%	42.5%	23.8%
Dec-2021	24.8%	21.5%	34.8%
Jan-2022	23.6%	17.6%	31.1%
Feb-2022	21.2%	13.5%	19.9%
Mar-2022	19.8%	12.7%	20.1%
Apr-2022	21.8%	12.4%	20.8%
May-2022	17.9%	10.7%	18.0%
Jun-2022	21.7%	17.0%	22.9%
Jul-2022	23.1%	22.4%	13.6%
Aug-2022	28.2%	26.3%	37.6%
Sep-2022	23.1%	19.1%	33.8%

14. As can be seen, P1 performance within the cohorts have remained relatively stable across the reporting period whereas P2 performance has seen a steady decline since April 2021. The performance within P3 shows significant fluctuation across cohorts with the lowest performing month being May 2022.

Strategies to improve response times

15. The strategies to improve response times can be split into three thematic areas; mobility, staffing and demand profile. These strategies are intrinsically linked to the ability to manage demand within Force Contact and were subject of significant detail in the 'Access to Police Services' paper presented at the September SPCB. The September paper addressed the aforementioned three thematic areas, included comparisons with other police forces and highlighted the significant amount of work being undertaken in this area.

Victim satisfaction

16. Since February 2021 WMP have received 4379 survey responses with 75% of respondents providing feedback against P1 incidents.

17. Over this period, 81% have given a response of over 8 out of 10 in terms of being satisfied with the time taken to help giving a mean of 8.59 out of 10. The corresponding mean for P2 incidents is 8.28 out of 10.

Next Steps

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