



Strategic Policing and Crime Board

28th February 2023

Police and Crime Plan Priority: Regular Item

Title: Performance Report

Presented by: Deputy Chief Constable Vanessa Jardine

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 shown a decrease in recent years averaging five a month. Volumes from Jan 2022 to Dec 2022 saw 46 homicides, compared to 52 in the year ending June 2019 baseline (National Baseline set by Home Office), a -12% decrease.
4. The last 12 months data from Homicide Index showed 20% of all Homicide was domestic-related, Drugs (47%) and alcohol (31%) are also significant factors. Analysis of victims and offenders also show the high proportion of victims (30%) 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 (Oct 2021 to Sep 2022) saw 185 episodes, a reduction of 40 compared to the national baseline year ending June 2019. Police recorded crime data for Youth Violence With Injury is showing an increase of 965 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.
7. Between 01/01/2022 and 31/12/2022 WMP recorded 126 lethal barrelled firearms discharges. This is a reduction when compared to the 12-month period prior to this when 151 lethal barrelled firearms discharges were recorded. Where it has been possible to illicit a motive, 72% of incidents are associated with either drug activity or have links to gangs.
8. Whilst overall shotguns remain the most commonly used lethal barrelled firearm, in the most recent 12 months this has seen a reduction. The use of shotguns has seen an increase in the last quarter, accounting for 54% of discharges, marking the first increase in the use of shotguns this financial year from previously declining levels.
9. With regards to recoveries, in the last 12 months WMP have recovered 119 lethal barrelled firearms which is slightly below the 12 months previous where 132 lethal barrelled firearms were recovered.
10. 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 68 firearms

warrants, 45 drugs warrants and 136 Captiva visits as reported via the weekly submissions.

11. WMP is committed to strong enforcement against violent crime however, enforcement on its own is not the answer. Violence is a multi-faceted challenge and requires not simply a statutory response but also the full commitment of the wider community. We have to try and prevent it happening in the first place as well as to mitigate its effects for those on the receiving end of negative impacts. This requires early intervention using available evidence, insight and data to ensure we have the best possible impact on reducing violent crime and its consequences. Activities associated with these principles cannot be undertaken in isolation. Collaboration with partner agencies is essential to deliver necessary actions – a whole system approach.
12. A new WMP Serious Youth Violence Strategy is in the final stages of sign off having undergone consultation with key stakeholders including VRP colleagues
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 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. The aim of Project Guardian is to suppress and reduce Serious Youth Violence (U25 violence with injury with a focus on knife enabled criminality). WMP have appointed a Superintendent to lead Project Guardian. It is recognised that Serious Youth Violence spans a number of portfolio areas including Violence and Intimidation Against Women and Girls (VAIWG), Night-time Economy (NTE), Serious and Organised Crime (SOCEX), Acquisitive Crime and County Lines. Supported by analytical investment and a Higher Analyst, the Superintendent is focused on delivering the following key areas:
 - Analytical investment to understand the problem and evaluate activity
 - Visible patrol activity in hotspots – Targeted Guardian Patrols

- Problem-oriented policing to address the root causes of violence – coordinated under Neighbourhood Policing Unit (NPU) Serious Youth Violence (SYV) Reduction Plans
- Co-ordination with VRP & NPU Commanders to drive a Public Health Approach to SYV through Local Authority CSP structures
- Grip of offenders and those at risk of being involved in SYV
- Grip & Tracking of investigations, intelligence and intervention where knives used to cause injury – CAPTIVA GUARDIAN
- Investigations investment to improve outcomes

16. 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 identified below that have been geo-fenced and a randomised deployment method is being 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. This is known locally as Targeted Guardian Patrols (TGPs) and was launched on 3rd October 2022.

17. The RCT (Randomised Control Test) which underpins the Targeted Guardian Patrols is seeking to understand the impact of High-Visibility Patrols in smaller geo-fenced locations on Serious Youth Violence. Two and a half months into the RCT early indicators show a positive impact on both the volume and harm index (Cambridge Harm Index) of Serious Youth Violence. Compliance with the RCT is improving and currently stands at *74% across Force. (*data associated with Officer arriving in Hotspot within 24hrs of the scheduled time)

18. The next steps are to incorporate in phased elements of engagement and capacity building with communities into these hyper-local areas with a view to gaining a deeper understanding of the effects of building extra capacity (WMNOW, Neighbourhood Watch, Swatch etc) on Serious Youth Violence.

19. WMP are committed to support the VRP as a key partner. The VRP 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 VRP to support programme delivery and integration. The effective partnership between WMP and VRP 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 VRP report separately, but are a key member of WMP's Strategic Violence and Local Policing Governance boards.

Measure: Disrupt Drug Supply and County Lines

20. The force has made significant efforts over the last 18 months to improve crime recording. One of the areas of focus has been recorded Drug offending which has led to an increase over the last 12 months compared to the national baseline. Overall increases have been 52% with 7936 trafficking or possession of drugs offences recorded. Possession offences account for 2/3 of the volume with an increase of 47% with trafficking offences increasing by 69%.
21. 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 and although the testing process was stalled during the Covid 19 pandemic, the service goes from strength to strength. Further details on this can be found in the Preventing and Reducing Crime SPCB paper.
22. Drug Testing in Custody was paused for most of 2021, and a total of 708 tests were completed. Of these tests, there were 633 (56% positive) trigger tests and 75 (55% positive) non-trigger offences tested. These figures increased in 2022 to 3671 total tests (January-December). Of these 3,236 (73% positive) were tested for trigger offences and 435 (69% positive) for non-trigger offences.
23. The County Lines Taskforce Hub and Spoke model was adopted in April 2022 and sits within the Serious and Organised Crime (SOC) command of WMP FCID. This was as a result of it being realigned from WM Regional Organised Crime Unit (ROCU) at the end of the last performance year. The **Hub** consists of five operational teams, a dedicated intelligence cell and an operational support function consisting of Drug Expert Witnesses, Digital Forensic Officers and dedicated Digital Media Investigators. The **Spoke** consists of analytical support, which is embedded into each of the three regional force areas. The County Lines

Taskforce delivers a specialist investigative response and drives activity to suppress the threat of county lines activity across the West Midlands region.

24. Over the first two quarters of this performance year there has been the development of a regional threat grid, which is updated by the eight Neighbourhood Policing Units within WMP and the three regional forces. Red/Amber/Green status is applied to each identified County Line using CLICM harm indicators. The production of WMP threat grid aligns County Lines Task Force activity to the Force's Priorities, which includes exploitation and serious youth violence.
25. There are a number of operations that support county lines activity within the taskforce which includes, Op Skyclash which brings together key internal and external partners to safeguard young people and vulnerable adults, who are exploited by county line activity; Op Ferrari which targets subjects who utilise the main arterial networks to support their criminal activity; and Op Romano which explores county line activity within social media platforms. Within the first three quarters of this performance year the County Lines Task Force has closed 156 drug lines running across the West Midlands region.

Measure: Reduce Neighbourhood Crimes

26. 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.
27. 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 Dec 22 saw 15,736 equating to a 27% reduction. Burglary is highly seasonal and as the darker nights have occurred the force have moved Burglary Residential into a tactical priority. During this period WMP have implemented the National pledge to attend all burglary dwellings.
28. 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 7,291

robberies, a 7% reduction. For victims under the age of 25, the reduction is higher at -11% as robbery and knife crime are key Guardian priorities.

29. Vehicle Crime has now seen increases compared to the baseline of 4.6% year ending June 2019, especially around theft of vehicles, with October 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 Motor Vehicle has been elevated to a Force Tactical Priority. A Vehicle Crime Taskforce was launched at the start of September to tackle organised vehicle crime under Operation Seclusion.
30. As part of this, West Midlands Police has been undertaking wider intelligence and investigative work to understand why vehicles are being stolen or have parts removed, the prevalence of 'chop shops', whether vehicles remain intact, whether vehicles or parts remain in the UK, whether they are used to commit further crime, how they are stolen and whether they are stolen to order as part of wider organised criminality. This may involve the exploitation of vulnerable individuals.
31. In September charges for recorded offences of vehicle crime, were the highest for over two years. This has continued, month on month as the team continues to tackle this offending. Of note, during November charges were brought about for offenders who are believed responsible for 62 offences of vehicle theft. In addition to this, in the same month a large scale 'chop shop' in the Birmingham area was subject of a court warrant, where charges were brought about for handling stolen goods and premises closure order authorised by the court. Further work saw completion of more warrants resulting in recovery of several stolen vehicles. This demonstrates WMPs ability to react to intelligence, recover stolen property, arrest and charge those responsible.
32. WMP Crime Reduction Team are currently supporting improvements in security at key locations across the West Midlands, which have been highlighted as hot spots for vehicle crime. This also involved the development of partnership working, with hotel chains and large retail outlets in order try and design out

crime. This extends to manufactures in order to build strong relations to tackle offending patterns.

33. The force has also looked at innovative ways to help owners safeguard their vehicles. This involved the use of targeted messaging via Instagram by 'geo fencing' dealerships of a certain vehicle type which was known to be vulnerable. This messaging provided key crime prevention to those who were having their vehicles serviced. This was received and read by over 46,000 people and, following this, reductions are being seen in offending in relation to that vehicle type. Registered keepers of a certain vulnerable vehicle type have been visited by local officers to provide bespoke crime prevention advice in the Harborne and Edgbaston areas, this is being done in partnership with 'disklok' who will provide those keepers with a discount code to allow them to acquire a steering wheel lock at a discount price.
34. Theft from Person has increased by 38% 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. Birmingham West ran Operation Equate targeting key offenders and joint patrols with partners in key areas. Crime prevention messages are in key hotspot areas as well as targeted social media campaigns aimed at people attending large events. The Christmas German Market saw close to 150,000 people receive localised prevention advice aimed specifically at mobile phone thefts. This generated almost 5000 clicks onto further WMP messaging, a click through rate of over 3% against industry standard of 0.65%. This tactic has also been rolled out to organised vehicle crime and burglary dwelling.
35. Anti-Social Behaviour (ASB) has reduced by 19,923 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 17,643 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

36. 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.

37. 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

38. WMP have received 14,139 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.

39. A pilot is currently underway to understand satisfaction with service surveying people after they have been subject of a stop and search. A quick response (QR) code is used to capture feedback of individuals subject to stop & search which individuals take away to fill in; this has also been trialled in a similar format in Custody. In the first two months 98 responses have been recorded from people who have been subject of a stop and search, which is approximately 2% of all stop and search undertaken in this period. 80% of respondents stated they felt the police officer acted fairly and 82% said the reasons for search were explained.

Measure: Tackle Cyber Crime

40. 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.
41. Similar to the national picture, Online and Fraud offences have increased significantly since the COVID pandemic. Compared to the 2019 baseline, Cyber enabled offences have seen a five-fold increase (+451%) recording 27,871 offences in the last 12 months, although this is reducing since its peak in 2021.
42. From April 2022 to date there have been 10,139 reports of Fraud/Cyber Crime within the West Midlands area equating to £66.2m worth of losses. Detailed below are a number of initiatives designed to prevent fraud and cyber crime.
43. Operation Henhouse (Fraud intensification month) – Throughout the month of February, The Economic Crime Unit will be focussing on disrupting Money Mule activity across our Police force area. We will be visiting offenders, issuing cease and desist letters, explaining the implications and providing protect advice. We will be supported by our Digital PCSO network.
44. Money Mules Project – We continue to roll out the Money Mule project to young people with the aim to increase awareness and empower young people to make informed decisions about the dangers of becoming a Money Mule, arming them with a full understanding of Money Muling, the criminals behind it and the potential long-term implications to deter from this activity. To date we have educated approx. 4000 young people.
45. Gift Card Project - We have seen an increase in the number of victims that are being coerced in to purchasing gift cards and sharing the code with offenders. The Economic Crime Unit is currently compiling information briefing packs, initiating conversations and establishing the appropriate contacts to progress educating retail staff on this new method of offence. If retailers are also in agreement as well as the briefing packs when possible face to face or zoom webinars will be provided. This will help assist in identifying victims and preventing victims at first point of contact. It will also help raise any concerns and in turn disrupt offending. We will also arrange for protect messaging to be displayed on gift card stands to educate the general public.

46. Digital PCSO Network – We continue to expand our network of PCSO’s upskilled in Fraud & Cybercrime to act as SPOCS within each neighbourhood team to increase the reach of fraud and cyber crime prevention advice and safeguard vulnerable victims of this crime.
47. Face to Face protect stalls – Fraud & Cyber crime prevention stalls erected in various locations within areas of the community that we have identified as high risk, with the aim to provide target hardened protect advice to reduce the number of victims/repeat victims.
48. Library (story time sessions) - We are currently collaborating with libraries on each NPU to arrange story time sessions to 3 – 7 year olds, focussing on Online Safety. Following the session, children create a poster to share what they have learnt about keeping safe online. We feel that these early interventions will prevent these children becoming victims in the future and the knowledge obtained can also be used to educate parents and grandparents.
49. We continue to educate all ages by delivering webinars and face to face inputs to Organisations, Nurseries, Schools, Colleges, Universities, Libraries, Care/Retirement homes etc with relevant protect advice as appropriate.

Next Steps

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

Author: Vanessa Jardine

Job Title: Deputy Chief Constable – West Midlands Police