



**Police and Crime Plan Priority:** Regular Item

**Title:** Performance Report

**Presented by:** DCC Scott Green

**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.
3. The PCC (Police and Crime Commissioner) has asked for the Force to provide an update on incident demand and response times for P1-P3 grades, with a focus on the impact of the new operating model.

**National Policing Priorities**

4. Please note the National Baseline set by the Government is calendar year 2019.

**Measure: P1-P3 Incident Demand and Response Times**

5. In the first 6 months of the financial year the force created (excluding duplicate calls about same incident) 96,379 P1 immediate response incidents. This is about 5% more than same period last year.
6. The median response time for these incidents was 13 minutes and 2 seconds, with 54% of incidents being responded to within 15 minutes. This is a minute and 10 seconds quicker than same period last year which had a median response

time of 14 minutes and 12 seconds; and the SLA has improved by 4% compared to the 50% SLA last year.

7. For P2 Priority Response incidents, 48,416 incidents were created, this is a 3% increase in same period last year.
8. The median response time for these incidents was 69 minutes and 11 seconds, with 35% of incidents being responded to within 60 minutes. This is over 36 minutes quicker than same period last year which had a median response time of 106 minutes and 5 seconds; and the SLA has improved by 8% compared to the 27% SLA last year.
9. For P3 Priority investigations incidents, 43,299 incidents were created, this is a 182% increase in same period last year. A significant proportion of the increase is due to no longer creating P4 scheduled investigations anymore, and most of these being transferred to P3 incidents: with such a change to grading profile no direct comparison with performance is comparable but the median response time of 9 hours 45 mins is significantly below the 24-hour SLA.
10. For Domestic Abuse, the Median Response time for P1 response for 23/34 was 15 minutes 41 seconds with an SLA of 46%, which has seen improvements of 1 minute and 47 seconds with the SLA improving by 6%. For P2 Response 23/34 was 2 hours 19 minutes 12 seconds with an SLA of 27%, which has seen improvements of 58 minutes and 6 seconds with the SLA improving by 10%.
11. For Missing people, incidents the Median Response time for P1 response for 23/34 was 18 minutes 24 seconds with an SLA of 38%. This represents an improvement of 1 minute and 27 seconds on the median time, with the SLA improving by 5%. For P2s, response times in 23/34 were 1 hour 47 minutes 33 seconds, with an SLA of 27% - an improvement of 62 minutes and 35 seconds and 9% SLA for the SLA.

**Measure: Reduce Murder and Other Homicide**

12. The volume of Homicides in West Midlands has remained relatively stable in recent years averaging less than five a month. Volumes from Oct 2022 to Sep 2023 saw 46 homicides, compared to 43 in the year ending Dec 2019 baseline (National Baseline set by Home Office). The rate of homicides in the West Midlands is similar to that of most similar forces.

13. The last 12 months data from Homicide Index showed 20% of all Homicide was domestic-related, Drugs (47%) and alcohol (33%) are also significant factors. Analysis of victims and offenders also show the high proportion of victims (17%) that are under the age of 25. Almost one in four homicides take place within WMP's Impact Areas.
14. 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**

15. 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 2022 to May 2023) saw 165 episodes, a reduction of 25 compared to the national baseline year ending Dec 2019. Police recorded crime data for Youth Violence with Injury is showing an increase of 181 (+2.4%) vs year ending Dec 19.
16. Between 01/10/2022 and 30/09/2023 WMP recorded 95 lethal barrelled firearms discharges. This is a reduction of 31 when compared to the 12-month period prior to this when 126 lethal barrelled firearms discharges were recorded.
17. Shotguns remain the most commonly used lethal barrelled firearm. In the 12-month period between 01/08/2022 and 31/07/2023, 45% of discharges continue to be shotguns.
18. With regards to recoveries, between 01/10/2022 and 30/09/2023, WMP have recovered 139 lethal barrelled firearms which is an increase of 17 compared to the 12 months previous where 122 lethal barrelled firearms were recovered.
19. WMP's response to firearms is through Operation Captiva. This coordinates firearms activity throughout the force, understanding the current threat picture and monitoring performance. Between 1<sup>st</sup> April 2023 and 21<sup>st</sup> June 2023, WMP have completed 31 firearms warrants, 18 other warrants and 79 Captiva visits.

20. 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.
21. Grip funding comprises £3.2m per annum for three years, with WMP having entered year 2. 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
22. The aim of Project Guardian is to suppress and reduce Serious Youth Violence (U25 violence with injury with a focus on knife enabled criminality). 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.
23. Targeted Guardian Patrol activity continued throughout this period across 48 areas of the West Midlands (Phase 2) whilst the evaluation of Phase 1 (Q1) was undertaken. Planned patrol compliance during this period was 84%, up from 76% in Q1, the average time of a patrol was 49 minutes (46 in Q1), and 28% of the patrols were conducted by a warranted officer (PC) the same as Q1.
24. Focus with LPA Leads has been on ensuring that as many of the patrols are conducted by a PC as possible, in order that that they can utilise their warrant powers should they need to. These patrols reflect the areas and locations that are suffering the most Serious Youth Violence and are at risk of a knife-enabled violent incident: it is therefore imperative to have our Police Constables being deployed and not our PCSO (Police Community Support Officers) colleagues.
25. The evaluation paper led by the Data Lab was taken to Ethics Committee in September. Evidence to date from the 6 months of testing (October 2022 – April 2023) is that the additional patrols have had an impact on violent incidents: circa 100 less victims were reported; and that there is also evidence of a residual impact of the patrol (meaning that there is an ongoing reduction effect in subsequent days) once it has occurred. This has informed the approach we will take in Phase 3 (Nov onwards). Currently there is a disagreement with ethics regarding the control areas and the method of comparison which is being worked through.

26. Overall, Targeted Guardian Patrol activity has ensured we have had our staff in the right place at, the right time during the summer months. Where we seasonally expect to see an increase in violent offences, this period was controlled and saw a -6.4% reduction in Serious Youth Violence.

**Measure: Disrupt Drug Supply and County Lines**

27. Recorded Drug offending has significantly increased over the last 12 months compared to the national baseline. Overall increases have been 32% with 7838 trafficking or possession of drugs offences recorded. Possession offences account for 2/3 of the volume with an increase of 30% with trafficking offences increasing by 36%.

28. The County Lines Taskforce operating model continues to embed, operating across all West Midlands LPA's, regionally and nationally, supported by a clear 4P plan. The specialist investigative function now includes a dedicated capability to investigate exploitation of children and vulnerable adults linked to County Lines.

29. The digital forensic capability has been enhanced, whilst maintaining both digital media and drug expert witness support. Additional CDIU resilience has been created to support the additional demand placed against that function.

30. County Lines Financial Investigators are now generating income through seizure, confiscation and forfeiture of criminal assets.

31. Home Office line closure targets have increased during 23/24 to 240. During Q2, a continuation of strong drug line closures and positive CJ outcomes was maintained with a total of 67 closed down. Year to date the Taskforce has now secured nearly 70% of Home Office targets for 23/24. Cash seizures alone in Q2 are in excess of £250,000; with multiple confiscation orders being progressed regarding other criminal assets including houses, bank accounts and vehicles.

32. In addition to Op Mabble and the proactive investigative strategy that is seen as best practice under Project Housebuilder (National response led by NCA) other notable investigations include Operation Andesine, concerning a prominent Birmingham gang nominal who utilized social media channels to distribute Class

A drugs. The Shocker Line was enforced against in July, which was a Class A drug line supplying a significant number of service users linked to local serious acquisitive crime. Action against the Ezra Line led to the recovery of 3 viable (and loaded) firearms in Birmingham following close work with the covert investigations team.

### **Measure: Reduce Neighbourhood Crimes**

33. Burglary Residential during the year ending Dec 2019 saw West Midlands record 18,733 Residential Burglaries. The last rolling 12 months ending July 23 saw 15,056, so this equates to a 20% reduction. The detection rate for burglary in September 2023 was the highest for over 5 years.
34. Personal Robbery during the year ending Dec 2019 saw 7,714 Persons Robberies recorded. The last 12 months have seen 7,570 Robberies, a 2% reduction. The detection rates for July and August were the highest in 5 years apart from initial lockdown for Covid.
35. Vehicle Crime has now seen increases compared to the baseline of 14%, especially around theft of vehicles, with October 22 being the highest month for several years. It is assessed that the issue of global supply for car parts is driving demand in relation to this offending pattern. This conclusion is drawn in part from evidence from the legal car market, where the lack of key components such as microprocessors and semi-conductors have seen an increase in the demand for second hand vehicles as a substitute for brand new vehicles. A Vehicle Crime Taskforce was launched at the start of September 2022 to tackle organised vehicle crime under Operation Seclusion. Since April volume crime numbers have been reducing, with the first six months of this year being 10% lower than same period in 2022: this is drive in part by the efforts to arrests more offenders and understand the offending patterns under Operation Seclusion. July 23 saw the highest level of arrests for vehicle crime for over 3 years. The proactive local neighbourhood work has seen the last 6 months all show reductions on previous 12 months with September 23 being lowest volume month for 2 years. October 23 was a record month for volume of detections for vehicle crime.
36. 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.

37. Theft from Person has increased by 43% compared to the baseline. 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 is running 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 campaign aimed at people attending large events.
38. Anti-Social Behaviour (ASB) has reduced by 8,113 incidents (-26%) 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 10,386 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**

39. There is no local data for the national measure since before the pandemic hit, however the latest Crime Survey for England and Wales sample showed West Midlands to be below the national average for perceptions that police do a good job.
40. 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.

41. WMP have received 16,272 completed surveys (approx. completion rate 9%) 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.
42. A pilot is currently underway to understand satisfaction with service surveying people after they have been subject of stop and search. A quick response (QR) code is used to capture feedback of individuals subject to stop & search which people take away to fill in; this has also been trialled in a similar format in Custody. In the first 10 months 457 responses (inc peak month in July with 77) have been recorded from people who have been subject of stop and search – which is approx. 2% of all stop and search undertaken in this period. 72% of respondents stated they felt the police officer acted fairly and 79% said the reasons for search were explained.
43. West Midlands Police are taking part in a pilot for the new National Victim Experience Survey (NVES).
44. The NVES will be an ongoing survey of victims of crime, reported to and recorded by any of the 43 territorial police forces in England and Wales. Kantar Public have been commissioned by the Home Office to develop and test the survey, before considering further rollout.
45. National fieldwork for the pilot commenced mid-September and will run for two months. Between the pilot and the survey going live nationally, Kantar will produce pilot report and pilot learnings will be shared with us for consideration.
46. The survey will be opportunity for victims of crime to provide feedback on their experiences and will ask about their experience of reporting a crime, the police response and how well they were treated throughout their criminal justice journey. Participation in the survey is entirely voluntary and victims will be able to change their mind at any point.
47. One of the aims of the WMP Victim Strategy is to listen to victims and change the way we work in response to their feedback. The NVES will support that aim through detailed insights into victims' views and attitudes and will also support work on improving trust and confidence in policing by highlighting disparities among victims



### **Measure: Tackle Cyber Crime**

48. 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.
49. From 01/05/2023 to date there have been 6201 reports of Fraud / Cyber Crime within the West Midlands Police force area equating to £40.9m worth of losses.
50. To date the Economic Crime Unit have supported all Op Advance days. During Op Advance days, WMP carries out Fraud & Cyber Crime Prevention Roadshows at multiple locations within that particular LPA, supporting as many different events that are taking place during the day of the Operation. This has raised the profile of our department / team and our capabilities significantly. During this Operation we have identified DA support groups and have extended our support to deliver more specific/tailored materials. I.e. Cyber Stalking and Harassment sessions. These sessions have received positive feedback and are high in demand. We have several sessions scheduled, going in to 2024.
51. We are currently working with Banks / Building Societies in order to increase awareness of Courier Fraud. During these sessions, we share the recently produced Courier Fraud video to raise awareness of what Courier Fraud is and what to look out for. Further to this we have identified knowledge gaps amongst staff in Banks / Building Societies when it comes to Banking Protocol, confidence in probing / challenging customers, invoking Banking Protocol. Further training has been delivered around the Banking Protocol process; When to invoke, why to invoke and providing reassurance and the confidence to do so etc. which greatly reduce the number of victims and prevent further harm. We have supported the creation of Courier Fraud guidance specific to Force Contact in order to improve the forces response to identifying, responding and investigating Courier Fraud reports.
52. October was Cyber Security Awareness month and throughout every day of the month, the ECU have been a visible presence within the community, carrying out a roadshow of events in different Banks, across different LPA's. We have upskilled both staff and customers on Cyber Security. We have produced and published an article in Newsbeat to educate officers and staff on Cyber Security. We are currently working with Corporate Communications to produce TikTok videos to raise

awareness of Cyber Security. We continue to engage with nominals that have carried our Computer Misuse offence to educate, deter and issue C&D notices.

### **Equality Implications**

53. Levels of crime are not equally spread across the West Midlands area both in terms of geographically or population. Areas where analysis has shown there is a disproportionate amount of crime, demand, deprivation and harm have significant disproportionality around victimology.
54. Young People in particular are more likely to be victims of violent crime such as robbery and serious youth violence is a force priority.
55. Details are provided where applicable within the relevant sections of the report, areas like Burglary and Vehicle crime are more targeted for the property that is stolen.

### **Next Steps**

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

**Author: Scott Green**

**Job Title: Deputy Chief Constable – West Midlands Police**